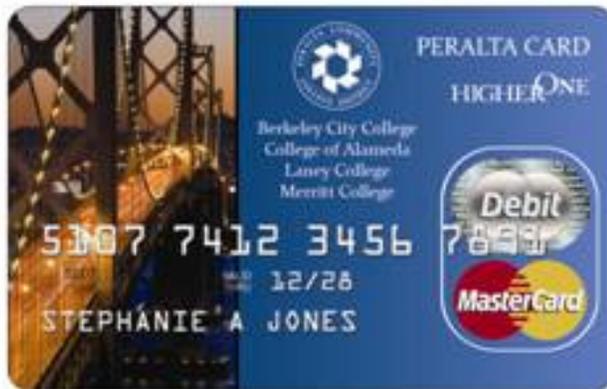


Financial Aid Presentation

February 28, 2012

Presented by:

Dr. Jacob Ng,
Vice Chancellor of Student Services





What is PeraltaCard?

- We have officially launched the new PeraltaCard disbursement services last Friday, February 24, 2012
- Students will begin receiving their Financial Aid funds in their PeraltaCard on March 2, 2012
- PeraltaCard is a new method for **delivering financial aid disbursements** to students.
- Students are given three options to choose from:
 1. Use of PeraltaCard
 2. Wire transfer to the bank of their choice
 3. Receipt of a physical check by mail.



PeraltaCard

- PeraltaCard is a historic change for our District in the way we serve our students' financial aid needs---the new paradigm for our Financial Aid disbursement services.
- Like any new business initiative, there will be challenges and difficulties, but our implementation team is ready to address them one by one as they come our way.



Disbursement

- First PeraltaCard Disbursement
 - March 2, 2012
 - Total Students in Disbursement: **256**
 - Amount: **\$442,490.75**
- We urge all students who have not activated their PeraltaCards to do so right away

Activate your PeraltaCards

- Information posted on website

Peralta Colleges | [Apply + Enroll](#) | [Site Index](#) | [Directory](#) | [MyPeralta](#) | [Home](#)



Financial Aid

PERALTA COMMUNITY COLLEGE DISTRICT

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Financial Aid Home

Attention Financial Aid Students!!!

Go to www.peraltaacad.com and activate your account and select your refund preference to receive your financial aid disbursement in a timely manner.

Upon receiving your PeraltaCard, you can activate your refund preference in three simple steps:

1. **Visit the website** www.PeraltaCard.com
2. **Set up** – Enter your card number to get started.
3. **Choose** the refund option that is best for you. (PeraltaCard, Direct Deposit, By Check)

If no option has been selected, you will automatically receive a paper check in the mail **21 days** from your disbursement date

If you have trouble activating or selecting your refund preference please contact:

HigherOne Customer Care – 1-877-405-8672

OR

Your Campus Financial Aid Office

Activate your PeraltaCards

- Flyers posted on all campuses

ATTENTION

Financial Aid Students



3 Easy Steps to get started!

1. **Visit** the website PeraltaCard.com
2. **Set up** – Enter your card number to get started
3. **Choose** the refund (disbursement) option that is best for you

If no option has been selected, you will automatically receive a paper check in the mail 21 days from your disbursement date.

If you have trouble activating or selecting your refund preference, please contact:
HigherOne Customer Care
1.877.405.8672 OR your
Campus Financial Aid Office

Select your Refund Option Today!

- OneAccount – The PeraltaCard
- Direct Deposit to existing bank account
- Paper Check

Updating Student Addresses

PeraltaCards mailed to all Financial Aid students

Students receive emails showing the address to which PeraltaCard has been mailed

Address verified by HI via a USPS validation program to identify address errors

Financial Aid staff attempts to fix the errors (zip code, abbreviations, etc...)

If the error is not resolved through initial attempt by staff, students are contacted to correct their addresses in Passport

Once errors are fixed in Passport it will be updated in the Daily Card Update File. HI will mail students their new PeraltaCards based on updated information.



Updating Student Addresses

- We have also been notifying students to update their addresses through:
 - Website – District and Financial Aid sites
 - Flyers posted on campuses
 - Emails to students, faculty, staff, and administrators
 - Notice put on student's Passport page when they log in
 - Other Outreach: Info tables, workshops



Outreach/Trainings

- Staff Trainings
 - In person trainings and online webinars have been conducted with Peralta staff so they may provide first-line help with substantial web and phone support
- Workshops/promotional activities on campus
 - Laney – Began January 27th, occurring weekly on Fridays
 - Merritt – Began February 3rd, every Monday and Wednesday through March 31st
 - BCC – Staff currently available on an individual basis
 - COA – Staff currently available on an individual basis in the Welcome Center
- Campus events are being held, such as FAFSA Day at Laney College on February 23rd



PeraltaCard Support

- A variety of web and phone support is available to students through HigherOne.
- HigherOne Customer Care:
 - Students: **(877) 405-8672**
 - Staff has a separate number to call for support
- With the PeraltaCard, students may:
 - Monitor balances on line at www.peraltacard.com
 - Receive text messages regarding their funds and balances if students sign up.



How Safe are the PeraltaCards?

- Two pieces of security information are required to activate the PeraltaCards in order to prevent fraud:
 - Card number and security code (made up of components of their date of birth and last 4 digits of their SSN)
- The card is a bank-issued debit card (Bancorp MasterCard Debit Card) and carries the same protections and security as any other debit card, such as a PIN and personal identification.
- With PeraltaCard funds are deposited into an FDIC insured checking account.

Benefits of the PeraltaCard

- Students no longer have to wait in long lines at the Bursar's office to receive physical checks or make repeated visits to the office to determine when funds are available.
- Students can shop more competitively for text books using on-line providers such as Amazon since they will now have a debit card accepted on-line.
- Students can get cash back for convenience at any retailer that allows this at the time of purchase.
- ATM's are available on campus that carry no fee for cash withdrawal with the PeraltaCard.





Video

http://youtu.be/l3_2uobLq7s