



## BMCC DISBURSEMENT PROCESS FAQ

### What is BMCC's disbursement process?

BMCC partnered with BankMobile to offer students a way to receive financial aid refunds. Students have the option to:

- 1) Use their own bank account to have funds deposited (funds available in 2-3 business days), *or*
- 2) Activate the BankMobile Vibe card to have funds deposited (funds available the same day), *or*
- 3) Choose to have a paper check mailed to them (5-7 business days).

If no preference is selected by the student, BMCC will mail the student a check. For disbursement dates information, please see [Dates and Deadlines](#).

### When should students expect the green envelope?

Students' information will be sent to BankMobile the day after they enroll for classes. BankMobile will then mail the student a **GREEN ENVELOPE**. It takes about 7-10 days for the envelope to arrive. As soon as a student receives the envelope, they need to follow the instructions to activate their account.

### What if a student lost their green envelope?

Stop by the Service Center or call them at 541-278-5759. An instant personal code can be generated for the student so they can activate their account right away.

### Will students' financial aid be available as soon as they sign up?

Yes, if they have been awarded and if they have leftover funds after tuition and fees have been deducted.

### When is the first disbursement for each term?

The first disbursement for each term will be the last business day before the start of the term. See the [Dates and Deadlines](#) posted on BMCC's Financial Aid website.

### How can student get their books?

BMCC no longer has a book voucher system. The **Agency Book Voucher** and **Emergency Book Loans** *have not* been discontinued. For information on Emergency Book Loans, please see the "[Can I apply for an emergency book loan?](#)" section below.

For those not qualified for any of the existing book voucher options, careful planning and responsible spending are extremely important. There are MANY options:

- Buying out-of-pocket from BMCC Bookstore, *or*
- Renting from BMCC Bookstore's website via Chegg or Rafter, *or*
- Using reserve copies at the library, *or*
- Speaking with the instructor about books that can be borrowed, *or*
- Working with TRiO (if you are a TRiO participant).

Students may contact the Book Store at [www.bookstore.bluecc.edu](http://www.bookstore.bluecc.edu) for information on buying or renting textbooks.

### **Can students apply for an emergency book loan?**

The **Emergency Book Loan procedure** is designed to assist students in the period between the start of classes and financial assistance disbursement and is primarily for the purpose of providing students a book voucher (for books only) to take to the Bookstore and be ready for classes.

Students with financial aid awards of amounts less than their tuition, fees, and textbook expenses who **do not** have other forms of financial assistance, or whose financial aid hasn't been received through no fault of their own, have an option to request an emergency book loan not to exceed \$500. Students must:

- 1) Complete the **BMCC Emergency Book Loan Request and Promissory Note** form and submit it to the Service Center for signatures and approval of the Controller, or designee. Please visit: <http://www.bluecc.edu/enrollment-services/financial-aid/paying-for-college/student-emergency-loans> for more information and the forms.
- 2) Demonstrate a need that is:
  - Due to an emergency situation;
  - Unanticipated in nature or the result of another unanticipated expense and not the result of poor planning;
  - Not recurring in nature;
  - Have financial means to cover the amount being requested (pay check, pending scholarship funds, etc.)

The deadline for submission of an emergency book loan is the Wednesday of the first week of classes no later than 4:00 p.m.

Students can obtain the Emergency Book Loan Voucher by going to any BMCC Service Center and then procure their books at a BMCC Bookstore.

Students are expected to repay the loan by the end of the issued term. Failure to pay will result in a financial hold on the student's account. At the end of the term (approx. 60 days), the student's account will be subject to college collection procedures.

### **What if students have more questions about BankMobile?**

Visit <https://www.vibeaccount.com/>.

Find answers to common questions at <https://bankmobile.custhelp.com/app/home>.

Call the Service Center at 541-278-5759.

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#### **BMCC Non-Discrimination Statement – Updated July 2016**

It is the policy of the Blue Mountain Community College Board of Education and School District that there will be no discrimination or harassment on the grounds of race, color, sex, marital status, sexual orientation, religion, national origin, age or disability in any educational programs, activities or employment. Persons having questions about equal opportunity and nondiscrimination should contact the BMCC Title IX Coordinators Room M-150 or Room M-217 Morrow Hall, Blue Mountain Community College, 2411 NW Carden, Pendleton, OR 97801, Phone: 541-278-5796 or 541-278-5850. Email: [ddrebin@bluecc.edu](mailto:ddrebin@bluecc.edu) or [tparker@bluecc.edu](mailto:tparker@bluecc.edu). For hearing impaired assistance, please call Oregon Relay at 7-1-1.