

Jay Express Newsletter

Welcome!

The Jay Express Service Center is the place to go for all of your enrollment needs. We are the customer service area that represents the Registrar, Testing & Evaluation, Financial Aid, and the Admissions office. Our goal is to provide consistent high quality services that are efficient and student centered. This publication has been put together to provide you with some useful information, feel free to reference it through-out the academic year at John Jay College. We hope you enjoy the newsletter and best of luck this upcoming semester!

First, some information about us. Students that are looking for assistance with Financial Aid (submitting documents or checking on your account) and/or Registration (submitting documents or assistance with registering for a class) must make an appointment. Go to our Jay Express webpage to make your [appointment!](#)

Students looking to complete any of the following transactions *are not required* to make an appointment:

- Change major/minor
- Change of general information (name, SS#, D.O.B.)
- Transcript request
- Enrollment letter request



Contact us!

At Jay Express we strive to make the business of being a student effortless. We have multiple areas to services our daytime, evening, weekend and international student. Here are some the ways you may contact us:

- **Jay Express Counter (L.79):**
 - The Jay Express counter is our primary point of contact.
 - Jay Express representatives collect Registrar and Financial Aid documentation and assist with any other of your enrollment needs.
 - Multiple computers located in the student waiting area.
 - Hours of operation:
 - Monday/Tuesday/ Thursday: 9:00 AM - 4:45 PM
 - Wednesday: 9:00 AM – 6:45 PM
 - Friday: 9:00 AM - 2:45 PM
- **Enrollment management call center (212-663-7867):**
 - An extension of Jay Express Services which we utilize to service students who are unable to reach us during our normal business hours.
 - Hours of operation:
 - Monday- Thursday 10:00 AM- 4:00 PM
 - Friday 9:00 AM- 12:45 PM
- **Email Us** at Jayexpress@jjay.cuny.edu

Early FAFSA!

We know the fall semester just started but it is almost time to file Free Application for Federal Student Aid ([FAFSA](#)) again!! Beginning on Oct. 1, 2018 students will be able to fill out the FAFSA for the 2018–2019 school year. Students (their spouse and parents, as appropriate) must report their **2016** income information.



With the **Data Retrieval Tool**, applicants will no longer need to estimate income and tax information and will be able to retrieve their data directly from the IRS, from the first day the FAFSA is available.



FINANCIAL AID “TO DO” LIST

Within 7-10 business days of your FAFSA application being signed and submitted your “To Do” list will alert you of any outstanding items that are required to hand-in to finalize the financial aid process. By clicking on an item within the “To Do” list, students can view the specific details concerning each item, including contact information, instructions on how to resolve the item, and due dates.



The instructions on a few of the “To Do” list items may ask you to download and submit a form to the Financial Aid Office. To access the form, simply copy and paste the web address in the browser.

NOTE: You must resolve each John Jay specific item on your “To Do List”. Failure to resolve any item may delay final processing and awarding of your financial aid.

Please visit our [Money Matters](#) page for useful Financial Aid Videos
<http://johnjay.edu/money-matters>

Fin Aid on CUNYfirst is just a few clicks away!

View Your Tuition Bill

Go to: Finances section
(Account Inquiry)

View Your Financial Aid Awards

Go to: Self Service>Student Center>View Financial Aid> Select the appropriate year

Accept/Decline Financial Aid

Go to: Self Service> Student Center> Finances Section> Accept/Decline Awards

Request a Loan

Go to: Self Services> Student Center> Finances Section>Direct Loan Processing form> Select the appropriate year

Set up Direct Deposit

Go to: Self Service > Campus Finances > Other Financial> Enroll in Direct Deposit.

Sign up for a Payment Plan

Go to: Self Service> Student Center> Finances> Manage payment plan

To View Disbursement dates

Go to: Self Service> Student Center> Finances> View Financial Aid> Select Aid Year> View Scheduled Disbursement

To Make a Payment

Go to: Self Service. Student Center> Finances> Make a payment

Get Ahead of your Tuition Payments!

Setting up a payment plan is a quick and easy way to avoid late fees and eliminate the hassle of making payments in-person.

Here's what you need to know:

- A Payment Plan is an easy and convenient way to manage your semester bill by providing a low cost option to budget tuition & fees. It is not a loan program- there are no interest or finance charges assessed and there is no credit check.
- The only cost is a one-time, per semester, non-refundable enrollment fee. The fees are calculated based on the method of payment chosen: \$40.00 with a Checking Account & \$95.00 with a Credit Card. For more information, you can visit: <http://www.mycollegepaymentplan.com/cuny>

Fall 2017

Last Day to Enroll Online	Number of Payments	Months of Payments
June 21	6	June - November
July 24	5	July - November
August 22	4	August - November
August 31	3	September - November

What Can You Do on CUNYfirst?

Here are some items that you should familiarize yourself with when navigating through your **student center**.

Change of Address

You can now change your mailing address on CUNYfirst! If you have moved or would like to have any college mailings sent to a different address, then make sure you update your correct address directly on CUNYfirst.

Note: To change your permanent address, you must visit the office of admissions.

Go to: Personal Information section>Address tab

View Term Schedule

Make sure to check when and where your classes are on CUNYfirst. Any changes made will be reflected immediately. Jay Express does not print any schedules.

Go to: Academic section

View Tuition Bill

You can view and print your tuition balance on Student Center. Any changes in registration or payment will be reflected in 24 hours.

Go to: Finances section
>Account Inquiry

How to Claim Your CUNYfirst Account?

New students who will be attending fall 2017 semester must claim their CUNYfirst account.

Step 1. Go to <http://home.cunyfirst.cuny.edu/>
Step 2. Click on First Time User.
Step 3. Enter your personal info and follow the prompts.
Step 4. Your account is now activated. Write down BOTH the User ID and the EMPLID number.

Note: You will need to provide your EMPLID number via phone, email or in-person for all student transactions.

Course Withdrawal (Drop)

You are academically and financially responsible for all courses in which you are registered. Resignation or withdrawal from courses is done electronically through CUNYfirst.

Please be aware that dropping a course may affect financial aid, loan deferment eligibility, and dependent health insurance.

Go to: Academics section>Enroll>Drop

- *You can also view and download written instructions and video tutorials about CUNYfirst features on the CUNY website. Go to:*

<http://www2.cuny.edu/about/administration/offices/cis/cunyfirst/training/students/>

CUNYfirst Shopping Cart

This feature allows you to place the courses you want in your shopping cart as a way of planning your schedule in advance. You are NOT registered for the courses until you check out of your shopping cart and see confirmation of your enrollment!

Go to: Academics section>

Enrollment Shopping Cart

Enroll in courses

Navigate to: Self Service > Student Center.

On the Student Center page in the Academics section, click the **Enroll** link.

Confirm that all selected courses are on display in your Shopping Cart.

Click **PROCEED TO STEP 2 OF 3**.

The “Confirm classes section displays”. Examine the Status icons to ensure your chosen classes are available.

Select the FINISH ENROLLING button.