



## Frequently Asked Questions

**1) How do I become eligible for the Promise Program?**

Follow the Promise Program Eligibility Checklist, once you complete the RCC Application and the FAFSA or Dream Act application, you will be identified as eligible student through the RCC Admissions office and the RCC Financial Aid office. Your information will be sent to the Promise office. The Promise Program will then send you an invitation via your RCC email to complete the Online Promise Program Information Session. Once you complete the Info Session, you will receive the Promise Contract, via your RCC email. Completing the Promise Contract guarantees you a seat in the Promise Program. Deadline to join the program will be April 18<sup>th</sup>.

**2) If I did not graduate this year from high school, do I still qualify for PROMISE?**

No, this program is exclusive for students who just graduated from high school this year, 2020.

**3) What if I completed the Eligibility Checklist, but still have not received an email from the Promise Program?**

If you have not been invited to join the Promise Program, there must have been something missing in your RCC Application or FAFSA/Dream Act Application:

- For the Financial Aid requirement, please check your RCC WebAdvisor or MyPortal, under Financial Aid menu, under Required Documents by Year, or visit the financial aid portal at <https://rcc.verifymyfafsa.com> to complete any possible financial aid actions/tasks that you may be missing.
- For the RCC Application, email the RCC Admissions & Records office at [admissionsriverside@rcc.edu](mailto:admissionsriverside@rcc.edu) and request to review any errors you might have in your application that might prevent you from being eligible for the Promise Program.
- The Promise Program receives a list of eligible students from these offices every two weeks, if you fixed an error please wait a couple of weeks to receive an email from the Promise Program.

**4) I know I do not qualify for financial aid, do I still have to apply?**

Yes! All students must apply for the FAFSA application or Dream Act regardless if they qualify or not. Eligibility is not dependent on financial need, all students who submit an application will fulfill the requirement.

**5) I already applied and went to an information session. Now what do I do?**

Call admissions and records and make sure there is no errors with your RCC application. In addition, call the financial aid office and make sure there is no errors with your FAFSA and Dream Application. Continuously check your student email for a PROMISE contract.

**6) I just moved to California, can I be part of the PROMISE program?**

All PROMISE students must be California Residents.

**7) Can I start PROMISE in the summer?**

PROMISE officially starts in the fall semester and fall will be the first semester in which coursework will be utilized to satisfy PROMISE requirements. Classes taken prior to fall will not be paid by PROMISE.

**8) Is there a restriction on what major I can pursue with the PROMISE program?**

No, as long as students are committed to earning Associate degree and/or Transfer, they qualify for PROMISE.

**9) Is there a part time PROMISE program?**

No, this is a full-time program. All students must maintain full-time status and meet all PROMISE requirements. However, the PROMISE program gladly honors accommodations from the Disabled Resource Center and honors those accommodations as full-time.

**10) Can I ever be a part time student when in PROMISE?**

The only time a student can be part-time is when he/she only has a few classes left to be done with his/her academic goal. For example, a nursing student only taking 2 classes the last spring because he/she only needs those two classes to graduate/transfer.

**11) If I am in a high-unit major such as a STEM major, can I have an additional year in the PROMISE program?**

Unfortunately, the PROMISE program ends in two years for ALL students.

**12) What if I am a student-athlete at RCC, can I still be in the PROMISE program?**

Absolutely! Please speak to an educational advisor to speak on athlete accommodations. Athlete accommodations will be confirmed by the Athletics Department.

**13) Can I be a part of multiple support systems at RCC besides PROMISE?**

Yes, there is no restriction on how many programs/support systems students can be a part of.

**14) If I utilize the PROMISE program, can I save my financial aid for the future?**

Unfortunately, No. The promise program aligns directly with FAFSA.

**15) Is there restrictions on where I can transfer too if I start with the PROMISE program?**

No, there is no restriction or limitation on where students can transfer too.

**16) Can I take classes at other campuses and still be in RCC's Promise program?**

Most classes must be taken at RCC. However, classes can be taken at our sister campuses, Moreno Valley College and Norco College. Students are allowed to take online classes.

**17) Can I take advantage of priority registration for Moreno Valley and/or Norco College?**

No, Promise Program priority registration is only good for courses at the Riverside City College.

**18) If I fall behind on Promise requirements, can I be reinstated?**

Yes, if you are back in compliance by the end of your first summer semester, you can be reinstated effective the following fall semester. The reinstatement will not be and will not be made retroactive.

**19) What is the difference between a 2 year Student Ed Plan (SEP) and a Semester-by-Semester plan (SBS)?**

Both are required for the Promise Program participants, but the Semester-by-Semester is much easier to understand.

**20) How does the book voucher work?**

Just show your RCC photo ID at the RCC Bookstore and let the cashier know you are on the Promise Program and want to purchase your books with your Promise Program Book Voucher. Book Voucher will only be available the first 2-weeks of the semester.