Fall 2014 Financial Aid Updates

Financial Aid Refunds: Fall 2014 financial aid refunds will begin to be processed by Student Financial Services prior to the first day of regular session classes. Classes begin on August 23, 2014. The refund will be the balance after payment of any outstanding University obligations (e.g., tuition fees, housing charges, etc). Refunds will continue to be processed each week during the semester. If you receive a refund and then decide to withdraw from the University or drop units, you will be required to repay all or part of the financial aid received. For information on procedures to drop a course or to withdraw from the University contact the Registration Help Line at (310) 243-3645. Please note: Financial aid awards are based on full-time enrollment (12 units undergraduate & credential students and 8 units (500 series) for master students). If you enroll less than full-time, your awards will be adjusted.

Summer Session Attendees: There may be a delay of 1-2 weeks for students that attended Summer Session. We are required to conduct a review of summer grades to determine continued aid eligibility. Students deemed ineligible will be notified of their status via their CSUDH email account.

Direct Deposit: CSUDH is now offering Direct Deposit as an option for receiving refunds. To ensure you receive your University refunds in a timely manner, please sign on to the University’s secure refund preference site, hosted by Wells Fargo Bank, and tell us how you would like to receive your refund. To access the site:

• Sign on to MyCSUDH at https://my.csudh.edu
• Click on student refunds
• You will be re-directed to a secure website hosted by Wells Fargo
• Follow the instructions on the “Welcome” screen to sign on to the secure refund preference Site.

You should be prepared with information regarding your checking or savings account including the bank routing number and your account number. It is critical that the information is accurate when you enter it. If the information is not accurate, your refund will be delayed.

If you do not wish to sign up for Direct Deposit, Wells Fargo will issue and mail a paper refund check.

Direct Loan Disclosure Statement: If you plan to borrow a Federal Direct Loan, you will receive a Disclosure Statement from the Direct Loan Servicing Center. Please Note: The Anticipated Disbursement date is NOT the date your Direct Loan funds will be available to you. Financial aid awards are credited to your student account prior to the first week of classes to allow for processing of student refunds.

You have the right to cancel all or a portion of your Direct Loan. To do so, you must submit a written statement informing the Financial Aid Office within 14 days so that the funds may be returned.

Financial Aid Eligibility and Repeating Classes: Students are only eligible to receive financial aid once when retaking previously passed classes. For students that have previously passed a class and subsequently failed the same class, any additional attempt cannot be included in your
enrollment status for determining aid eligibility. The Financial Aid Office will identify students who are repeating previously passed course work and reduce their awards based on the adjusted enrollment status. Students will be notified on their Toro email account and directed to the Student Center to view their revised awards. Repeated classes may also count against Satisfactory Academic Progress (SAP) which must be taken into consideration when determining aid eligibility. Make sure to read the SAP Policy on our web site at http://www3.csudh.edu/student-affairs/financial-aid/sap/default.html for more information.

**Office Hours:** Regular Office Hours are Monday - Thursday 8:00 a.m. - 6:00 p.m. and Friday 8:00 a.m. - 2:00 p.m.

For the first two weeks of the Fall Semester our office hours will be: Monday - Thursday 8:00 a.m. - 7:00 p.m. and Friday 8:00 a.m. - 2:00 p.m.