



# Financial Aid & Scholarships FAQ

## When will my aid apply to my bill (disburse)?

If there's no pending to-do item preventing your aid from disbursing, then your financial aid for fall 2017 will be applied to your bill beginning Aug. 11.

## Where's my aid?

Financial aid for fall 2017 begins disbursing Aug. 11. If your aid hasn't disbursed by Aug. 14, check the following:

- Verify you accepted your aid in Enroll & Pay by going to Campus Finances > Accept/Decline Awards > 2018.
- Verify you completed your to-do list in Enroll & Pay by going to your Student Center.
- Verify you're enrolled in the correct amount of hours. If necessary, update your reported hours to match your actual enrolled hours in Enroll & Pay at Campus Finances > Accept/Decline Awards > 2018 > 2<sup>nd</sup> page of accept/decline.

## When will I get my refund?

Refunds begin processing Aug. 17. Student Account Services processes direct deposits throughout the week and mails checks each Friday, as available. If you have questions about when your refund will be processed, you can contact Student Account Services.

## Why do I have a balance?

There are multiple reasons you may have a balance:

- Your financial aid hasn't applied to your bill yet – check to see what aid has applied to your charges in Enroll & Pay at Campus Finances > Account Inquiry > Activity.
- You haven't completed your to-do items - log in to Enroll & Pay to verify whether you have any to-do items that need completed.
- You didn't have enough financial aid to cover your charges – if you need additional financial aid, then contact us to see what options you have.

## Do I have other aid options?

Learn about other aid options in the "Financial Aid & Scholarships Programs at Glance" form at [affordability.ku.edu/forms](http://affordability.ku.edu/forms). If you have questions about further options, contact us.

## What is Satisfactory Academic Progress (SAP)?

Each semester we email you if you're not meeting SAP which must be met to remain eligible for federal aid.

- SAP Warning: Notification you have one semester to improve your academic standing to meet SAP requirements or risk losing your aid.

- Not Meeting SAP: Notification you're not eligible for financial aid due to failure to meet SAP. There's a SAP appeal process, which could result in reinstatement of your aid. The email contains instructions on starting the appeal process.

## How do I set up delegate access for a 3<sup>rd</sup> party to access my information?

To give another person access to your KU information, you can set up delegate access. To learn more about delegate access go to [registrar.ku.edu/delegate](http://registrar.ku.edu/delegate). There are also instructions on how delegates can log in and set up a Personal Identification Number (PIN), which is what offices will ask for before they will release information to a parent/3<sup>rd</sup> party. If you have additional questions about delegate access, please contact the University Registrar.

## Important dates

- 8/11: Aid Disbursement begins**
- 8/17: Refunds begin**
- 8/21: First day of class**
- 8/21: E-bills issued**
- 8/25: Last day for 100% refund**
- 9/15: Fall bill due date**



## Questions?

**Financial Aid & Scholarships:** [financialaid@ku.edu](mailto:financialaid@ku.edu)

**University Registrar:** [registrar@ku.edu](mailto:registrar@ku.edu)

**Student Account Services:** [stu.account@ku.edu](mailto:stu.account@ku.edu)

