

**PARENT GUIDE FOR FINANCIAL AID****FREQUENTLY ASKED QUESTIONS****WHAT IF I HAVE QUESTIONS ABOUT MY STUDENT'S FINANCIAL AID?**

The financial aid process may be confusing for students and their families. The Office of Student Financial Aid (OSFA) recognizes that both you and your student may have questions about financial aid and we want to assist your student in completing all the necessary steps to receive the maximum financial aid possible. We welcome the opportunity to answer your general financial aid questions, such as those regarding interest rates for specific loan types or eligibility requirements for different grants. However, the OSFA has the responsibility of maintaining a student's privacy according to the Family Educational Rights and Privacy Act (FERPA). This legislation requires that we keep student information private, so our staff can only release student information when the student provides proper photo identification or when the student can answer specific personally identifiable questions. A student may complete an *Authorization to Release Student Information* form to authorize the release of specific financial aid information to other individuals. Without this form on file, our staff is unable to release student information to you. This form is available in the OSFA or online at <http://www.registrar.ku.edu/pdf/nondirectoryrelease.pdf>.

**MY STUDENT IS BUSY WITH ACTIVITIES AND HOMEWORK. CAN I COMPLETE ALL OF THE FINANCIAL AID PAPERWORK?**

It is acceptable for you to help your student complete the Free Application for Federal Student Aid (FAFSA) and for you to complete paperwork for a parent loan, but it is the student's responsibility to complete any other necessary steps required to obtain financial aid. For a full list of the steps required to obtain financial aid, please view the Application Process Checklist online at <http://financialaid.ku.edu/process/checklist.shtml>. The FAFSA and student loan promissory notes require the student's signature and all aid (except any excess Parent Loan funds) is released directly to the student after University charges are paid. Therefore, students must be directly involved in the application process so they fully understand the amounts, types, and repayment terms of the aid they are receiving.

**HOW CAN I OBTAIN A PIN?**

Parents who have signed the FAFSA electronically should already have a Department of Education PIN. If you do not have a PIN, you may access [www.pin.ed.gov](http://www.pin.ed.gov) to apply for one or request a duplicate. PINs are created instantaneously and you will have the option to display the PIN online or have it sent via email. You will also have the option to receive a system-generated PIN or create your own personalized PIN. You can use your PIN to electronically sign your student's FAFSA and obtain your loan history information. If you are borrowing a Parent Loan for Undergraduate Students (PLUS), you can use your PIN to electronically sign your PLUS Master Promissory Note.

**HOW CAN I REQUEST A LOAN TO HELP PAY FOR MY STUDENT'S EXPENSES?**

Once your student's financial aid file is complete, you may request a Federal Direct Parent Loan for Undergraduate Students (PLUS) to pay for your dependent student's educational expenses not covered by other aid. You can access the *PLUS Request Form* at [www.financialaid.ku.edu](http://www.financialaid.ku.edu). All PLUS requests are subject to a credit check, which generally requires 7-10 business days to process. If you choose to request a PLUS loan, you will also need to sign a Master Promissory Note (MPN) at <http://dlenote.ed.gov>. Utilize your Department of Education PIN to sign the MPN electronically. The MPN must be completed before funds will be available. A parent borrowing for more than one student must complete a PLUS MPN for each student. Repayment of each PLUS loan begins 60 days after the final disbursement and the interest rate is 7.9%. There is a 4.0% loan origination fee on Federal Direct PLUS loans. There is also an up-front 1.5% rebate, which means 2.5% of the total amount of the loan is automatically deducted upon disbursement by the U.S. Department of Education. To retain the up-front rebate, borrowers who are in loan repayment must make the initial 12 consecutive monthly payments on time. You may contact Direct Loans at 800-848-0979 regarding many options, including PLUS deferment, repayment, and consolidation. If you would like to select a different lender, please contact the OSFA.

**WHAT DOES "EFC" MEAN AND HOW CAN IT BE TOO HIGH TO BE ELIGIBLE TO RECEIVE A PELL GRANT?**

EFC is an acronym for "Expected Family Contribution." This is the amount of support the family is expected to be able to contribute toward the annual cost of your student's education. The federal processor determines your EFC based on information you provide on the FAFSA. The EFC is the combined parent and student contributions and is calculated using a variety of factors, including income from work, adjusted gross income, family size, and number of family members in college. This number is used by the OSFA to determine what types of financial aid your student may be eligible to receive. If you are not able to contribute the amount equivalent to the EFC, you may want to consider applying for a PLUS loan.

**WHY DO I HAVE TO INCLUDE MY INFORMATION ON MY STUDENT'S FAFSA?**

Federal student aid programs are based on the philosophy that students and their parents have the primary responsibility for funding their postsecondary education.

#### WHAT IF WE HAVE UNUSUAL CIRCUMSTANCES?

Sometimes a family will experience unusual circumstances that were not reflected on the original FAFSA. Examples of these special circumstances could include a loss of income due to job termination, divorce, or loss of child support. Other special circumstances could result from an unexpected increase in expenses such as non-discretionary medical or dental expenses. If your student or your family experiences what you consider a special circumstance, please submit a *Special Circumstances Re-Evaluation Request* form available at [www.financialaid.ku.edu](http://www.financialaid.ku.edu).

#### HOW IS FINANCIAL AID DISBURSED AND WHAT HAPPENS IF 'ANTICIPATED AID' EXCEEDS THE AMOUNT DUE?

Financial aid awards will typically be applied to your student's account each semester about one week prior to the first day of classes, provided your student has a complete financial aid file. Generally, funds are issued in two disbursements, once in the fall semester and once in the spring semester. Financial aid will automatically apply toward current tuition, required fees, and housing charges. As a service and convenience to students, KU will apply any excess federal financial aid to other current charges (such as sports passes, library fees, etc.). Your student can choose this option in Enroll & Pay. If this service is declined, the student is still responsible for outstanding charges and will continue to be billed. Financial aid *will not* pay outstanding charges from a prior academic year.

If financial aid exceeds the amount due on the eBill, there will be a credit balance on the student's account and the student will receive a financial aid refund from the Bursar's Office (unless the refund is due to excess PLUS loan funds, in which case funds are released to the parent). The parent may authorize Direct Deposit by completing the authorization form for PLUS loans at [http://www.bursar.ku.edu/documents/student\\_forms/Parent\\_PLUS\\_EFT.pdf](http://www.bursar.ku.edu/documents/student_forms/Parent_PLUS_EFT.pdf) or submit a written request to the OSFA to have excess PLUS loan funds released to the student. Excess financial aid refunds are typically available six business days after the financial aid file becomes complete. The first day to obtain excess financial aid for a particular semester is typically one or two days before the first day of classes.

#### WHAT ARE THE PAYMENT DEADLINES AND HOW DO I ENSURE FINANCIAL AID IS AVAILABLE BY THE DUE DATE?

The Bursar's Office generates bills on the 21<sup>st</sup> of each month and payments are due on the 15<sup>th</sup> of the following month. If a student has enrolled by July 20<sup>th</sup>, the first fall tuition and fee eBill would be generated on July 21<sup>st</sup> and due August 15<sup>th</sup>. If payment is not received by August 15<sup>th</sup>, a \$100 late payment fee is applied to the student's account.

If financial aid does not appear on the eBill, the student will need to make other arrangements for paying the bill by the due date. Your student's Enroll & Pay account will show how much financial aid is ready to disburse under the '*Anticipated Aid*' section. If expected financial aid is not included in the anticipated aid section, your student should check his/her 'To Do List' in Enroll & Pay to determine what items still need to be completed.

If your student completes the online award notification in Enroll & Pay prior to the payment deadline, financial aid funds are not necessarily assured to credit the bill before payment is due (unless the funds appear as anticipated aid). The online award notification is one step in the financial aid process. Once the award notification is completed, there are typically additional processes that occur in order for funds to be available. For instance, if your student accepts a student loan on August 14<sup>th</sup> but has not yet signed a Master Promissory Note, the loan funds will not be ready to disburse by the due date on the 15<sup>th</sup>. The same situation applies to the PLUS loan. After a PLUS loan is accepted by the student, a parent would need to complete the *PLUS Request* form and be approved before loan funds would be available (typically a 7-10 day process, allowing for a credit check). Some financial aid processes take longer than others, so it is recommended that you and your student file the FAFSA by the March 1<sup>st</sup> priority date (to be considered for limited funded programs, such as grants and low-interest loans), complete the online award notification without delay, and complete any additional items promptly to ensure financial aid is available by the bill due date.

#### IMPORTANT PHONE NUMBERS

Bursar's Office	(785)864-3322
Department of Student Housing	(785)864-4560
KU Parent Association	(785)864-4060
New Student Orientation	(785)864-4270
Office of Admissions and Scholarships	(888)686-7323
Office of Student Financial Aid	(785)864-4700
Direct Loan Servicing Center	(800)848-0979
U.S. Department of Education	(800)433-3243

#### INTERNET RESOURCES

Department of Education	<a href="http://www.ed.gov">www.ed.gov</a>
FAFSA4caster	<a href="http://www.fafsa4caster.ed.gov">www.fafsa4caster.ed.gov</a>
FAFSA on the Web	<a href="http://www.fafsa.gov">www.fafsa.gov</a>
Financial Aid Information	<a href="http://www.finaid.org">www.finaid.org</a>
Kansas Board of Regents	<a href="http://www.kansasregents.org">www.kansasregents.org</a>
KU Parent Association	<a href="http://www.parentassociation.ku.edu">www.parentassociation.ku.edu</a>
Master Promissory Note	<a href="https://dlenote.ed.gov">https://dlenote.ed.gov</a>
Request a PIN	<a href="http://www.pin.ed.gov">www.pin.ed.gov</a>
Tuition Payment Plan	<a href="http://www.afford.com/ku">www.afford.com/ku</a>

#### IMPORTANT DATES

Freshman Scholarship Deadline	December 1 <sup>st</sup>
FAFSA Submission Priority Date	March 1 <sup>st</sup>
Freshman Admission Deadline	April 1 <sup>st</sup>
State of Kansas Priority Date	May 1 <sup>st</sup>

*The OSFA is providing the above information as a courtesy. Outside of maintaining the OSFA website, the OSFA does not promote, validate, or maintain the websites listed. URL addresses and website contents frequently change. The URL addresses listed were accessible as of October 2009. A website appearing here does not necessarily imply that the University of Kansas or the OSFA agree with the material contained on or linked to the websites.*