

Frequently Asked Questions and Answers

Office of Financial Aid – updated December 20, 2019

How do I apply for aid?

To apply for federal, state, or institutional aid, you need to complete the Free Application for Federal Student Aid (FAFSA) **every year**. It becomes available October 1st each year online at <http://fafsa.ed.gov> and through the myStudentAid app. For additional information view the apply for aid page at <https://financialaid.fsu.edu/apply-aid>.

When will my financial aid be available?

Financial Aid is typically applied to eligible student's accounts and refunded around the start of each term. View the Student Business Services calendar prior to each term for additional details, <https://studentbusiness.fsu.edu/>.

Make sure you are ready for disbursement by:

- Enrolling in a minimum of 6 credit hours.
- Ensuring all documents on your student portal at <https://my.fsu.edu> **To-do List** are complete.
- Accepting or declining your loan offers at <https://my.fsu.edu> if you have not done so already.
- Checking your e-mail and voicemail for messages from the Financial Aid Office or other offices regarding any holds on your account.

Why did my financial aid award change?

Financial aid awards are our best estimate of what you are eligible to receive at the time you are awarded and are based on full-time enrollment. Your award may be increased, reduced, or even canceled, if:

- Your FAFSA contains incorrect or incomplete data;
- You received any outside resources, such as privately awarded scholarships, which were not listed on your award letter;
- You do not maintain satisfactory academic progress;
- You do not enroll for the required number of hours to receive aid through the programs awarded to you;
- Your student status changes in any way (residency, career, hours enrolled, class level, or expected graduation date, etc.).

For details on how awards may change view our terms and conditions at financialaid.fsu.edu/terms-and-conditions.

What if my aid is not applied to my account before tuition is due?

If you have been awarded financial aid, you may be eligible for a tuition deferment (a short-term extension).

If you receive an automatic deferment, you will receive an email notification via your FSU email account. If you do not receive an automatic deferment and you have financial aid you can apply for a deferment through the Office of Financial Aid during the second week of class. Your tuition must be paid in full or deferred by the [Tuition Payment Deadline](#) or you will incur late fees and risk schedule cancellation.

Why don't I see my Bright Futures award?

Typically Bright Futures recipients do not see their awards because FSU was not listed as the school of choice in the Bright Futures application, the student has not established Florida residency, or the student's national identification number (social security number) at FSU does not match the national identification number listed by the state of Florida.

- Make sure that you've completed your Bright Futures/State of Florida Application and that your scholarship has been posted with FSU's code 371 at <http://www.floridastudentfinancialaid.org/>.
- Make sure that the Admissions & Records office has received your residency documentation.
- Confirm the accuracy of your national identification number (SSN) with both FSU and the State of Florida.

When will the next year's Verification and Special Circumstance forms be available?

Those forms are typically available in the spring during the month of April. You can view the forms that are currently available on our forms page: <https://financialaid.fsu.edu/forms>.

What do I need to do if I failed to meet Satisfactory Academic Progress (SAP) standards?

You can submit a SAP appeal form with documentation if you have a reason you were unable to meet the SAP standards.

Additional information about what SAP is, its requirements, and the appeal process can be found here: <https://financialaid.fsu.edu/resources/satisfactory-academic-progress-policy>.

Why haven't I received the federal loan I was offered?

Loans have additional requirements that must be met before they can be disbursed including:

- Accepting all or a portion of the loan offer;
- Completing the Loan Entrance Counseling and Master Promissory Note at <https://studentloans.gov/>.

For additional details about loan eligibility and requirements visit our loan page at <https://financialaid.fsu.edu/types-aid/loans>.

I am a Spring 2020 Transfer Student. When will I see my financial aid offer?

Accepted spring transfer students with a valid, error-free 2019-2020 Free Application for Federal Student Aid (FAFSA) that indicated Florida State University (001489) as their attending institution and received by December 13, 2019, should expect to see their financial aid offers 7-10 business days after completion of their processed application. Students must meet FAFSA Eligibility Requirements identified below:

- You must be a US citizen or eligible non-citizen (see [Federal Student Aid](#) on information on who qualifies as an eligible non-citizen);
- You must have a valid national identification number (social security number);
- If you are a male of at least 18 years of age, you must be registered with Selective Service.

For additional information, visit the [Transfer Students](#) tab on our website.

When will I see my 2020-21 Financial Aid offer?

Accepted and/or current students with a valid, error-free 2020-2021 Free Application for Federal Student Aid (FAFSA) that indicated Florida State University (001489) at their attending institution by January 20, 2020, should expect to see their offer beginning late-February or early March 2020. Students must meet FAFSA Eligibility Requirements identified below:

- You must be a US citizen or eligible non-citizen (see [Federal Student Aid](#) on information on who qualifies as an eligible non-citizen);
- You must have a valid national identification number (social security number);
- If you are a male of at least 18 years of age, you must be registered with Selective Service.

When will I see my Summer 2020 Financial Aid offer?

Summer Financial Aid offers are available to view on your myFSU portal at <https://my.fsu.edu> beginning in late March 2020 for accepted and/or current students that have a valid, error-free 2019-2020 Free Application for Federal Student Aid (FAFSA) that indicated Florida State University (001489) as their attending institution prior to the June 30, 2020 FAFSA application deadline, **AND** have enrolled in a minimum of 6 semester hours in a combination of the Summer terms (A, B, C or F). Student must be degree-seeking and meet the FAFSA Eligibility Requirements identified below:

- You must be a US citizen or eligible non-citizen (see [Federal Student Aid](#) on information on who qualifies as an eligible non-citizen);
- You must have a valid national identification number (social security number);
- If you are a male of at least 18 years of age, you must be registered with Selective Service.

How much will my refund be?

Provided you do not have any [outstanding checklist items](#) preventing your disbursement, you will receive a refund **IF** your financial aid offer is greater than the charges that can be paid with financial aid on your myFSU bill, or if you or a third party overpays your bill.

Please review your financial aid offers against charges indicated on your [generated bill](#) to determine the eligibility for a refund. In the event you do not have a surplus, you will not receive a refund. In an effort to assist with determining whether or not a refund should be expected, use the Fall/Spring Budget Worksheets located under the [cost](#) tab on our website.

At the start of a new semester, financial aid refunds are disbursed once up to 10 days prior to the first day of classes. Another review for refunds will take place at the end of drop-add period, following which they are typically disbursed every Tuesday and Thursday of the term.

While refunds are generated almost every day, **processing times vary by bank**. Keep in mind that it may take your bank two to three days to process your funds after we've disbursed them. You will receive an email from FSU when your refund is processed. Visit <https://studentbusiness.fsu.edu/refunds> or call **Student Business Services at 850.644.9452** for more details.

How do I navigate through Student Central?

The university has provided helpful videos to assist you with navigating through the [myFSU portal](#).

Popular subject matter includes:

- Intro to My Financial Aid
- Intro to My Bill
- Report Outside Aid
- Accept/Decline Awards
- Read Account & Make a Payment.

Select the **My How-To Videos** tile available on the student homepage. For assistance, call **ITS Service Desk at 850.644.HELP (4357)**.

My How-To Videos

