

Info On The Go – Frequently Asked Questions

As the Financial Aid process can be confusing, we expect your questions and look forward to the opportunity to help you understand your award(s). In the meantime, we have provided answers to some common questions our students have asked. For information, or to post a question of your own, visit our Web board www.admission.utoledo.edu/webboard.

What is the minimum number of hours I have to take?

That depends on what type of aid you are receiving. Here is a quick guideline for most forms of aid.

Direct Stafford Loans:	At least 6 hours per term.
Pell Grant:	At least 12 hours per term to qualify for the full award. In most cases, students enrolled in fewer than 12 hours will receive a partial award.
Ohio Instructional Grant:	At least 12 hours per term. Students eligible for OIG but enrolled in fewer than 12 hours should contact the Office of Student Financial Aid (OSFA) to determine if they are eligible for part-time OIG.
Perkins Loan:	At least 6 hours per term.
FSEOG:	At least 6 hours per term.

I know my bill said I had financial aid before. Why is it not there now?

Usually this means you had “Estimated Financial Aid” listed on your bill. Estimated aid may “hold” your registration when the bill comes due, however, it will not automatically pay your bill at the beginning of the term unless you have completed all necessary processes. This includes signing the promissory notes for your loans and completing entrance interview(s). Until you have completed all steps, the financial aid cannot be finalized and will not be applied to your student account. The inability to apply the funds to your student account will create a balance once the temporary estimated aid feature is removed.

Can I get a parking permit if my financial aid has not been paid to my account yet?

Yes, as long as you request a parking permit when you register for classes. Permits are mailed before the start of the semester and may be mailed or picked up during the semester.

How can I use my financial aid

to buy books?

If you have registered and have excess aid after your tuition, fees and any other charges that you owe the university have been paid, the Bursar Office can transfer that excess aid up to \$500 to your Rocket Card for buying books.

How soon can I get my excess financial aid refund?

Refunds checks are mailed no sooner than the first day of classes. If you are enrolled in courses that begin after the start of the term, you may not be eligible for all excess aid until all courses for which you have registered have begun. First-year undergraduate students and first-time borrowers must wait 30 days after classes start before their loans will pay to their student accounts. Those students will not receive a refund of their excess loans until after the 30th day. Students who have a loan set up for one semester only should speak with OSFA regarding their refund. NOTE: The fastest and most convenient way to receive your excess aid refund is by direct deposit. You can sign up for direct deposit with the Bursar Office.

How can I best complete the requirements to finalize my financial aid award?

The financial aid process is an ongoing process that sometimes requires special documentation/verification. We will try to be as thorough as possible when letting you know what the next step is in processing your aid. However, there may be additional information requested, based on discrepancies with any of the previously submitted information. **Always respond thoroughly and quickly to every request for additional information.**

May I speak to a professional Financial Aid Coordinator?

Absolutely, but please give our Counseling Assistants a chance to help you first. Our Counseling Assistants are well trained, knowledgeable and many have worked in our office for a number of years. As a rule, they will not suggest you see a counselor for every inquiry, just those that cannot be easily handled at our front counter. But you are always more than welcome to meet

with an available coordinator.

Does my housing status change my financial aid award?

Whether you live on or off campus or with your parents, housing is a part of your financial aid budget. It could make a difference in your financial eligibility; however, it will not automatically change your actual award. If you have questions, contact a Financial Aid Coordinator to discuss how housing choices will affect your financial aid.

I am returning to school, can I receive aid if already have a bachelor's degree?

Yes, if you are seeking a master's or doctorate degree, you are eligible for loans (as long as you are within aggregate lifetime loan limits). It is possible to receive some form of financial aid for other degree programs. However, it depends on a number of factors and eligibility varies. If you are interested in returning and not sure if you will qualify, please speak with a Financial Aid Coordinator.