

Financial Aid Office Q And A

How do I Accept my offer of Financial Aid at Asbury University?

Log into your Student Portal, click on Financial Aid Services and choose Offer Letter. Scroll down to the red bar and click on it. A page will pop up where you need to scroll to the right to check a box then scroll to the bottom and click on Save.

If you accept the Federal Direct Loans offered, you MUST complete **Entrance Counseling** and electronically sign a **Master Promissory Note** (loan agreement) in order for us to process your loans. Sign in at <https://studentaid.gov> with your Federal Student Aid ID (used when filing FAFSA).

Are my bill and my financial aid offer the same thing?

No. We include **ESTIMATED** charges on your Financial Aid Offer. These are not your **ACTUAL** charges. To see what your actual charges are and if aid covers them, view your **Term Billing Summary** in the Student Portal. Also, the Financial Aid Team assists you with all things related to Financial Aid, while the Student Accounts Team helps you with billing and your student account at Asbury.

My aid doesn't cover my balance. What can I do?

1. Student Accounts offers payment options if you would like to make monthly payments.
2. You or your parents can also apply for the following additional loans.

Additional Loan Information:

- **Private Loans:** Visit our website at www.asbury.edu/offices/financial-aid/types-aid/loans and click on the "FastChoice" link under Private/Alternative Loans to learn more about this option.
- **Federal Parent Loan for Undergraduate Students (PLUS)**, for which your parent may apply. He/she may learn more about and/or apply for this loan through www.studentaid.gov.

The balance of your student account is due by the first day of class each semester, so you should apply for your loan early enough to get all paperwork completed and to give our office time to be notified of the loan.

Why did I receive another Award Notice after I already accepted my offer?

Changes in your financial aid situation, such as the receipt of additional grants/scholarships, must be taken into consideration and may impact your current eligibility for assistance. ***The latest award notice takes precedence over previous notices.***

How can Mom and/or Dad take care of my aid and bill? What is FERPA?

Family Educational Rights and Privacy Act (FERPA) allows us to communicate with others (i.e. Parents) regarding your financial aid and student account. ***We can not speak to anyone without your permission.***

Who is KHEAA and why do I keep getting emails from them?

If your FAFSA was chosen for **verification** by the Department of Education, we are required by federal regulations to collect documents in order to confirm the information submitted on your FAFSA. Asbury has contracted with the state of Kentucky - Kentucky Higher Education Assistance Authority (KHEAA) to process verification. Do not ignore emails you receive from KHEAA.

Although we are committed to completing verification files prior to the start of school, sometimes there are delays, so if you are on a payment plan, please continue to make payments as scheduled throughout the verification process to avoid late fees and interest charges. Any adjustments to your bill will be assessed in future statements.

I have Federal Work Study on my financial aid package, but it is not listed on my bill. Why?

Federal Work Study is considered financial aid, as it is determined by the FAFSA and is available to students who have demonstrated financial need. However, as the funds are paid directly to the student (based upon hours worked every two weeks) and may be used as the student deems necessary for educational expenses, the monthly statement will not count this as money expected to be applied to the account. The student may apply his/her paycheck toward the monthly bill, but it is not required by the institution. Please contact Asbury Human Resources for a list of available jobs on campus.

By what method(s) will your office communicate with me?

Our office communicates, primarily, through your Asbury email, though you may also receive electronic notices in your student portal, or written notices in your CPO (campus post office) box. ***You are strongly encouraged to check each of these places often.***

I still have questions! Where can I go?

Contact Financial Aid at financial.aid@asbury.edu or calling (859)858-3511x2195 regarding: pending aid, church match, outside scholarships, loans, state grants, verification, or to see if changing your schedule or dropping a class will affect your financial aid.
Office Hours M-F 9:00 a.m. – 4:30 p.m. (closed 12-1 for lunch when classes are not in session)

Contact Student Accounts at student.accounts@asbury.edu or calling x2330 regarding: 'financial registration', your monthly statement (payment plans, meal plans, course fees, balance due, 529 College Savings Plans payments)