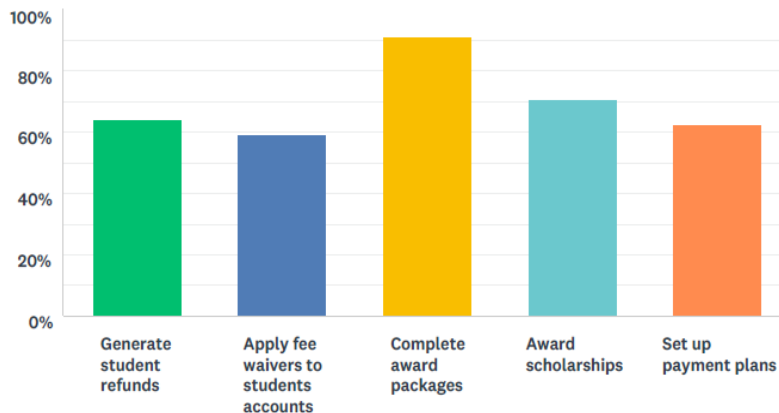


## Q10 From the list below please select the functions you believe the Financial Aid Office is responsible for: (check all that apply)

Answered: 653 Skipped: 3



ANSWER CHOICES	RESPONSES	
Generate student refunds	64.01%	418
Apply fee waivers to students accounts	58.96%	385
Complete award packages	90.81%	593
Award scholarships	70.29%	459
Set up payment plans	62.33%	407
Total Respondents: 653		

While most students correctly identified that the financial aid office completes award packages, many students believe our office handles the other functions as well. Below is a chart listing the office responsible for each of the functions:

Student Financial Aid Office	Each Individual School	Student Business Services
Complete award packages	Award scholarships	Generate student refunds
		Apply fee waivers to student accounts
		Set up payment plans

### University Scholarships

Each individual school (Medicine, Pharmacy, Nursing, GSBS and Health Professions) awards scholarships to their students. Each school has their own scholarship application and own scholarship selection committee. Once they have determined their recipients, the scholarships are entered into a scholarship award system for the Student Financial Aid Office to process. Our office makes sure the scholarship will fit within the student's financial aid awards and posts towards the student's tuition account.

### Student Business Services

Student Business Services (SBS) manage everything related to tuition accounts. They charge and collect tuition and fees, set up payment plans for tuition, and apply fee waivers (non-resident tuition waivers, bordering county waivers, etc.). Their office also processes third party payment plans, exemptions, contract payments and student payment agreements (student financial agreement).

In addition to these duties, SBS generates student refunds. Refunds occur after financial aid has posted to a student's tuition account and the tuition account is paid in full. Any financial aid or resource that remains after tuition is paid in full is considered a refund. SBS distributes refunds by direct deposit or by mailing a paper check.

## **Student Financial Aid Office**

The Student Financial Aid Office assists students with the financial aid application process and determining student financial aid award packages each year. This process includes completing the Free Application for Federal Student Aid (FAFSA) each year.

Outside scholarships are also processed through the student financial aid office. If a student receives a scholarship from an outside organization, they should instruct that organization to send the funds to the Student Financial Aid Office for processing and disbursement.

Any awards that a student accepts are disbursed to a student's tuition account each semester (assuming all the eligibility criteria has been met). Once financial aid has been disbursed to the tuition account, Student Business Services take over with the tuition payment and refund process.