



FAQs

I filled out my FAFSA more than 2 weeks ago. Why haven't I received an award email yet?

Reasons for delayed award emails could include:

- There may be additional documents that are needed to make your file complete. Log on to your student portal to view the "Task" on your account. Contact the UTPB Office of Financial Aid and Scholarships to find out if your file may still be incomplete.
- Your verification paperwork is still being processed.
- You're still pending acceptance with the Admissions Office or Graduate Studies Office.
- You did not provide your social security during the Admissions application and your FAFSA is not matching to your information

Did you include U. T. Permian Basin's school code (009930) on your FAFSA? Contact the UTPB Office of Financial Aid and Scholarships to make sure your results are received. *Make sure you filled out the correct FAFSA year application.

What does "Verification" mean and how do I complete it?

Verification is intended to improve the accuracy of and verify the information submitted on your FAFSA. If you're selected, you will receive a notification to your UTPB student email indicating that we are missing documents from you. You also have access to check your checklist on your myutpb student portal homepage. Your SAR (Student Aid Report) from FAFSA will also say if you have been selected. You can contact the UTPB Office of Financial Aid and Scholarships to avoid further delays. The verification process can take anywhere between 3-6 weeks once we receive all documentation from the student. During peak months (May-September) processing may be delayed 6-8 weeks.

Who determines how much financial aid I can get?

The U.S. Department of Education uses the information you provide on the FAFSA to determine your financial need for the school year. Once your FAFSA is submitted, your SAR (Student Aid Report) will show you your estimated federal financial aid eligibility based on the degree /certificate and grade level you reported on your FAFSA.

How can I get my books if my financial aid funds are not in yet?

If you cannot purchase the books yourself, you can apply for an Electronic Book Voucher through the UTPB Bookstore. The charges for the books will be placed on your student account, to be paid along with other semester charges. Book vouchers will become available to be used at the UTPB Bookstore beginning one week before classes begin each semester. Please be aware that your financial aid will only pay your book charges if you have enough aid to cover your tuition, fees and all other charges.

How many hours do I have to take to receive financial aid?

At least 6 credit hours, in most cases. Pell Grant eligibility is determined by your EFC (Expected Family Contribution) from FAFSA and the amount of credit hours you are enrolled for. You must be enrolled in at least 6 credit hours to be eligible for federal student loans.

Do I have the option to only accept part of my student loan(s) instead of the full amount?

Yes. You can decrease the overall amount of your loan(s) upon initially accepting the loans(s). Keep in mind loans are mainly awarded on a yearly (Fall/Spring) basis. The amount you decrease the loan to will be split between the Fall and Spring.

How will my financial aid be disbursed?

We are a pre-census date disbursement university and transmit aid prior to our census date (usually one week before classes begin). Any assistance you have been awarded will be applied to what you owe the University.

What do I do if I receive a notification that I am in danger of being dropped from classes for non-payment?

- You will need to set up a payment arrangement with the UTPB Accounting Office.
- Make sure that you are not missing any documentation with UTPB Office of Financial Aid and Scholarships.

Does dropping classes affect my financial aid?

Yes, in some cases. For instance, if you fail to complete 67% of all credit hours attempted at UTPB, you could face Financial Aid Suspension. See the “**Satisfactory Academic Progress**” regulations in the UTPB catalog or on the UTPB Financial Aid webpage here: <https://www.utpb.edu/admissions-aid/financial-aid/satisfactory-academic-progress>. Dropping classes could also reduce the amount of your awards. Check with the UTPB Office of Financial Aid and Scholarships and your academic advisor before dropping a course(s).

What happens if my grades are not maintained? How do I get back on financial aid assistance?

Student Academic Progress will be checked after each semester. Students who are found to not be making progress either for qualitative or quantitative reasons will be put on Financial Aid Warning. Students with a warning status will not have their aid suspended and will be allowed to receive aid for one additional semester. At the end of the following semester, academic progress will be checked again. All students who are on Financial Aid Warning, and have not met the minimum requirements for academic progress will be placed on Financial Aid Suspension. These students will not be eligible to receive aid until they have successfully met the academic progress standards or successfully appealed their SAP.

What type of aid can graduate students get?

The majority of graduate students will only be eligible for unsubsidized loans. Graduate eligibility for loans and limited State grants is determined by completing the FAFSA. For students who have used all of their unsubsidized loan eligibility or need additional funds, you may apply for a Grad PLUS student loan and or third-party loan. A credit check is performed to ensure that no adverse credit information (bankruptcies, write-offs, etc.).

What would cause my award(s) to be reduced or eliminated?

Your award(s) could be reduced or eliminated if:

- You do not register for at least 12 hours as an Undergraduate or at least 9 hours as a Graduate. Students must be enrolled in a minimum of 6 credit hours in a semester in order to be eligible to receive a loan disbursement.
- You drop courses before creating an academic record. Check the online academic calendar for specific refundable dates.
- You receive any additional assistance from other third-party sources that can change your financial need or puts you near your estimated COA (Cost of Attendance).
- You do not complete any required documents prior to disbursement.
- You are not meeting SAP standards and placed on Financial Aid Suspension.

If I withdraw from the university, do I have to pay back any of my financial aid?

Yes, in some cases the student may be required to repay financial aid funds to UTPB. See the regulations in the UTPB catalog.

Do I ever have to pay back any of my federal financial aid?

Yes, in some cases. This is true when a student creates an academic record for the semester and you do not successfully complete the courses (i.e., receives all final grades of F, W, I and/or U) or withdraw from all of your courses for the semester. The UTPB Office of Financial Aid and Scholarships is required to perform a calculation known as a return to Title IV Funds (R2T4). This federal formula calculation is completed up to 45 days after your last date of attendance and determines that amount of aid that has been earned.

- Withdraw from UTPB and create an academic record.
- Fail all the courses you are enrolled for the semester. Calculation is completed up to 45 days after the grades are posted to your transcript.

How do I identify/apply for scholarships or other sources of aid?

Avoid scholarship scams such as:

- You have to pay a fee
- Money-back offers or guarantees
- Credit card or bank account information required
- Provides “exclusive” information

You can inquire with the UTPB Office of Financial Aid and Scholarships for information on third-party scholarship websites.

What if the information I am required to provide on my FAFSA does not reflect my present financial situation?

You can submit a Special Circumstance form to the UTPB Office of Financial Aid and Scholarships. Special circumstances are anything that makes the information provided on the FAFSA form not reflective of the family's ability to pay. This can include anticipated differences between the prior tax year and the upcoming award year, such as an impending job loss or unusual capital gains. It can also include anything that differentiates the family's situation from other families, such as medical expenses not covered by insurance. If approved, the UTPB Office of Financial Aid and Scholarships can update your FAFSA to reflect your current or expected financial situation for the upcoming school year. This process can take up to 6 weeks during peak awarding months. It is important to include all necessary forms/documentation in order to avoid any delays in your paperwork being processed.

How long does it take to get a Direct Loan?

You will be offered your yearly (Fall/Spring) loan eligibility in your fall semester when you are packaged. If this is your first Direct Loan at UTPB, you must complete a loan Entrance Counseling and a Master Promissory Note (available at www.studentaid.gov) before your loan will disburse.

How much can I borrow from the Direct Plus Loan?

The maximum PLUS loan amount you can borrow is the cost of attendance (determined by the school) minus any other financial assistance received.

What is a Graduate Plus Loan and how do I qualify for one?

To receive a Direct PLUS Loan, you must

- be a graduate or professional student enrolled at least half-time (6 credit hours) at an eligible school in a program leading to a graduate or professional degree or certificate
- not have an adverse credit history

You must complete these three applications:

- o Free Application for Federal Student Aid (FAFSA) at the fafsa.ed.gov website;
- o Federal Direct Graduate PLUS Loan Application and it be approved and;
- o Master Promissory Note (PLUS MPN) at the studentloans.gov website

You must contact the UTPB Office of Financial Aid and Scholarships after you have completed these three steps so that we can work on awarding the Graduate Plus Loan to your financial aid award. You will also need to accept the amount that you would like to borrow for the academic year through your my.utpb.edu student portal.

I received notification through my FAFSA that I am in loan default. What does that mean and what do I need to do to get awarded Financial Aid?

Through a database match, the U.S. Department of Education has identified you as being in default on a student loan. Please refer to the details below for instructions on resolving your default situation.

The U.S. Department of Education has indicated that you are in DEFAULT on a federal student loan. You are not eligible to receive any federal financial aid until your account has been resolved.

- Please contact the Department of Education at 1-800-621-3115 for options on how to resolve your default loan. To access your Federal Student Loan information, visit the National Student Loan Data System (NSLDS) at <http://www.nsls.ed.gov>. Your Federal Student Aid PIN # is required to access this website.
- When you have resolved the defaulted loan, please request a Default Clearance Letter to be sent to you. This letter must clearly state that your default has been cleared and you are again eligible for Title IV federal financial aid.
- If a payment arrangement is made, please have them send you a letter stating that a satisfactory payment arrangement has been made. This letter must clearly state that you are again eligible for Title IV federal financial aid.
- Send us a copy of one of the following documents by fax or mail:
 - ✓ Default Clearance Letter
 - ✓ Satisfactory Payment Arrangement Letter

If I am transferring to U. T. Permian Basin from another school, how do I transfer my financial aid?

Financial aid does not automatically transfer from one school to another. You must log back into your FAFSA to the MAKE A CORRECTION option and add our school code (009930) for us to be able to receive your FAFSA information. Once you have added our school code it will take approximately 5 business days for us to upload your FAFSA. If you have not been accepted to the university we will not be able to upload your FAFSA until the admissions process is complete.

How do I find out if I qualify for the Federal Work Study Program?

You must first fill out the FAFSA and a General Application for Financial Aid. The EFC results will determine your eligibility. You must also, be registered for at least 12 credit hours at the time of your employment.

Which offices should I notify to change my name and/or address?

It is a good practice to notify the Offices of **Registrar** and Student **Accounting**.

How can I get in contact with the Financial Aid Office?

When contacting the UTPB Office of Financial Aid and Scholarships through email or voicemail, please allow up to 72 hours for a response time from a Financial Aid Officer. Walk-ins and emails are always welcome as a first source of contact between students and the Financial Aid Officer. During peak awarding times of the year (beginning & ending of each semester), appointments with awarding officers may be limited.

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