1. **When will I receive my financial aid offer?**

   If you are a newly admitted CSUF student:
   Answer: We began providing financial aid offer letters in March 2023 and will continue to send out offer letters weekly to eligible students with a valid 2023-24 Free Application for Federal Student Aid (FAFSA) or California Dream Act Application (CDA), and CSUF admission status. To ensure that you receive a financial aid offer letter, please list CSUF (federal school code 001137) as a school of attendance on your 2023-24 FAFSA or CDA. Additionally, review your CSUF Student Homepage to ensure that you do not have any requested documents pending.

   If you are a continuing CSUF student:
   Answer: We began awarding in April and will continue to award weekly to eligible students with 2023-24 Free Application for Federal Student Aid (FAFSA) or California Dream Act Application (CDA). To ensure that you receive a financial aid offer letter, please list CSUF (federal school code 001137) as a school of attendance on your 2023-24 FAFSA or CDA. Additionally, review your CSUF Student Homepage to ensure that you do not have any requested documents pending.

2. **When will my financial aid disburse?**

   Answer: 10 days before the start of each academic term (fall and spring semester). For a list of disbursement, 2023-24 dates visit our [website](#). Please note that students must be enrolled in at least six units for most aid to disburse. Additionally, all requested financial aid verification documents must be submitted and reviewed in order for financial aid to disburse.

3. **I submitted my Task list documents, when will I be awarded financial aid?**

   Answer: Thank you for submitting the financial aid verification documents on your Student Homepage’s Task list. Please allow 6-8 weeks for your documents and financial aid offer letter to be reviewed. If we find that you need to resubmit any forms or if we need additional documentation we will follow up with you via your CSUF email account. We thank you for your patience as we work through this busy period and want you to know that we are diligently working to award students the financial aid that they are
eligible for. Please continue to monitor your Student Homepage and CSUF email account for any updates from our department.

4. I submitted my documents after April 27th, will I still get my financial aid before the payment due date?
   Answer: At this time, we are prioritizing the awarding of financial aid to students who submitted their financial aid verification items by the April 27th priority deadline. If you did not submit your verification items on time, we recommend that you enroll in a tuition installment payment plan (TIPP) to ensure that you are not dropped from your fall 2023 classes. We are diligently working to award all eligible students and thank you for your patience as we work through a peak period for our department.

5. How can I submit financial aid verification documents?
   Answer: If selected for financial aid verification, you may submit requested financial aid verification documents via your online Student Homepage. All financial aid verification documents can be found linked on the Student Homepage within the Tasks section and submitted electronically.

6. The California Student Aid Commission (CSAC) have communicated to me that I am eligible to receive the Cal Grant, why do I not see it on my Student Homepage under the 2023-2024 aid year?
   Answer: We are currently verifying Cal Grant eligibility for all eligible students. Once we have verified your eligibility with the California Student Aid Commission (CSAC), we will be able to post your Cal Grant award on your 2023-2024 financial aid offer letter. Please continue to monitor your Student Homepage and CSUF email for updates from our department.

7. The California Student Aid Commission (CSAC) have communicated to me that I am eligible to receive the Middle-Class Scholarship (MCS), why do I not see it on my Student Homepage under the 2023-2024 aid year?
   Answer: The Middle-Class Scholarship (MCS) for the 2023-24 academic year will be awarded in October after Fall 2023 census takes place. The California Student Aid Commission (CSAC), we will begin notifying the Office of Financial Aid about student eligibility in late August/early September and we must wait until after census activities have taken place to confirm enrollment and eligibility.

What is census? Census takes place 4 weeks after the start of each academic term and is when CSUF records your enrollment (how many units you are enrolled in) for the term. After census has taken place the Office of Financial Aid will make one final adjustment of financial aid offer letters to reflect the enrollment information recorded at census.
For updates on your financial aid, please continue to monitor your Student Homepage and CSUF email.

8. I accepted the Federal Direct Subsidized and/or Unsubsidized loans offered to me, is there anything else I need to do to receive the loan funds?
Answer: After manually accepting the loan(s) offered to you on your Student Homepage you are required to complete the following requirements on studentaid.gov to ensure that the loans disburse. If both of these requirements are not completed the loans will not disburse.
   - Master Promissory Note
   - Loan Entrance Counseling

9. I am unable to decline the loans offered to me on my financial aid offer letter, what can I do to decline them?
Answer: If you do not wish accept the Federal Direct Subsidized and/or Unsubsidized loans there is no need to decline them, as the loans will never disburse if they are not accepted. However, if you would like to accept the Federal Direct Subsidized and/or Unsubsidized loans please follow the steps in question #8.

10. My financial situation is different from what it was in 2021, is there anything that can be done to appeal my financial aid offer for the 2023-24 academic year?
Answer: If there has been a significant change in your family’s financial situation, we encourage you to give us a call at 657-278-3125 to speak to one of our representatives or visit us in person. Our representatives can converse with you to determine if setting up a counseling appointment is possible and what are the next steps in potentially reconsidering your financial aid offer letter.

11. If I do not have a financial aid offer letter or I am not offered enough financial aid to cover my fall 2023 balance, what is my option for paying the balance?
Answer: If you do not have a financial aid offer letter or do not have enough accepted financial aid for the fall 2023 semester, we encourage you to enroll in a Tuition Installment Payment Plan (TIPP) with Student Business Services. You may enroll in the TIPP via your Student Homepage or contact Student Business Services with any questions.

12. When can I call the Office of Financial Aid?
Answer: You can call us at 657-278-3125.
   - Monday, Tuesday, and Thursday from 8:00 AM to 6:00 PM (last call at 5:30 PM)
   - Wednesday from 12:30 – 6:00 PM (last call at 5:30 PM)
   - Friday 8:00 AM – 5:00 PM (last call at 4:30 PM)
13. I am having difficulty reaching a staff member on the phone, is there another way I can ask my question(s) to the Office of Financial Aid?
   Answer: Summer is the busiest time of the year for the Office of Financial Aid and we thank you for your patience as we diligently work to provide you with the support you need. If you are unable to reach us via phone, you may visit us in person during our office hours. You may also submit your inquiry online using our “Financial Aid Questions” feature. Here, you may type up your questions and them answered by one of our financial aid representatives. You can expect to receive a response to your online inquiry in 24-72 hours.

14. Where is the Office of Financial Aid located and what are your office hours?
   Answer: Our location is Gordon Hall room 146. Our office hours are as follow:
   Monday, Tuesday, Thursday, and Friday: 8:00 AM – 5:00 PM (last walk in at 4:55 PM)
   Wednesday: 12:30 – 5:00 PM (last walk in at 4:55 PM)