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](#).

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: Due to security reasons we are unable to accept document submissions via email. We encourage you to submit your financial aid verification document(s) via our secure document submission platform. For your convenience we are including the link below.
https://erpicnprd.fullerton.edu/forms/anon/org/app/20243bb1-b258-4cfc-8732-fbaad9575058/launch/index.html?form=F_StudentLoginForm

You are also able to submit documents via mail and fax. For your convenience, we are providing the information below:

In person:
Gordon Hall room 146

Mail:
Office of Financial Aid
California State University, Fullerton
P.O. Box 6804, GH 146
Fullerton, CA 92834-6804

Fax: 657-278-1595

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, why do I not see it on my Student Homepage under the 2023-2024 aid year?

Answer: We are currently waiting to verify Middle-Class Scholarship (MCS) 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 Middle-Class Scholarship award on your 2023-2024 financial aid offer letter. Please note that awarding of the Middle-Class Scholarship typically takes place after the start of the semester. The reason for this has to do with CSAC confirming all Middle-Class Scholarship eligibility with the Office of Financial Aid after the start of the semester. Please continue to monitor your Student Homepage and CSUF email for updates from our department.

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 award package?

Answer: Beginning June 20, 2023. 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. 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. When can I call your office?

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)
12. 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: Yes, 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.

13. 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)