



Top Student Financial Assistance Questions

Q: How will I know how much financial aid I'm getting?

A: You can review your financial aid status by logging onto MyMU at mymu.marshall.edu. You will need your student ID number and password, which is your date of birth in mmddyy format for the first log in.

Q: I live in an apartment, not with my parents. Or my parents do not support me. Why do I have to include my parents information on the FAFSA?

A: Your parents' information is required unless you are independent as defined by the Department of Education. To be considered an independent student, you must be able to answer "yes" to one or more of the following questions as of the date you complete the FAFSA:

- Are you 24 years of age or older?
- Are you a graduate or professional student?
- Are you married?
- Are you a veteran of the U.S. Armed Forces?
- Are you on active duty in the U.S. Armed Forces (not training)?
- Do you have a child or other dependent you more than half support?
- Are/were you an orphan, were in foster care or a ward of the court?
- Are/were you an emancipated minor?
- Are/were you under Legal Guardianship?
- Have you been determined as homeless?

Q: For what may I spend my financial aid refund?

A: Financial Aid is intended to assist with educational expenses you have while getting your education, such as tuition and fees, room and board, and books and supplies.

Q: Are there academic requirements to receive financial aid?

A: Yes. We monitor academic progress, which includes three components—qualitative, quantitative, and maximum time frame.

These are the minimum requirements:

Undergraduates: 2.0 gpa, 67% completion ratio, and not exceed 180 attempted hours.

Graduate students: 3.0, 67% completion ratio, and degree earned with in 7 years.

For the full Satisfactory Academic Progress policies go to www.marshall.edu/sfa under the Eligibility & Costs tab.

Q: When do I pay back my student loan?

A: You start making payments on your student loan six months after you graduate, drop below half-time enrollment or completely withdraw. Information about repayment plans can be found at www.studentaid.ed.gov.

Q: Why can't I receive more loan money?

A: The federal government sets limits to the amount of loan students can borrow under the Federal Direct Loan program. The annual limit is how much a student can borrow for the academic year and it changes according to grade level. The aggregate limit is maximum a student can borrow in a lifetime.

Q: When will I get my refund?

A: Refunds are not disbursed to students until the first day of classes as long as all requirements with the financial aid office have been completed and processed no later than 4 weeks prior to the start of the semester.

Q: How do I get my refund?

A: You must set up a refund preference at www.MarshallUOne.com. You can either have it directly deposited into your HigherOne account—accessed through your MU ID Card—directly deposited into another bank account, or a paper check cut and mailed to you.

Q: How do I get my financial aid to pay for my books?

A: Books are always an upfront expense that you can be reimbursed for if you receive a refund.

Q: Why don't I have my refund yet? I was expecting it by now.

A: If a refund hasn't been disbursed it usually means there are still outstanding requirements with the Office of SFA or all requirements were submitted too late to be processed in a timely matter. Aid must credit to a student's account 10 days prior to the start of the term to receive a refund on the first day of class.

Q: How often do I complete the FAFSA?

A: The FAFSA must be completed every year and is available January 1 at www.fafsa.ed.gov.

Q: I've heard there's a deadline for applying for financial aid. Is it too late to apply?

A: Marshall's priority deadline for full consideration of federal, state and institutional grants; scholarships; loans; and work-study is March 1; however, the deadline for WV grants and scholarships is April 1. You may complete a FAFSA after those dates but no later than the last day of the academic year in which you are enrolled. Allow a couple weeks for this office to receive the FAFSA or corrections.

Q: My financial aid doesn't cover all my charges. Are there any options?

A: You can set up an OASIS Payment Plan, which will break your balance into three payments, with the Bursar's Office. More information about this plan is at www.marshall.edu/bursar. Dependent students' parents can apply for a Parent Plus Loan with the Office of SFA.

Answers to all your questions can be found on our Web site at www.marshall.edu/sfa. You can also contact the office by calling 304-696-3162, e-mailing sfa@marshall.edu or stopping in Old Main, room 116. You can also ask your general questions on Facebook and someone from our office will reply. Go to www.facebook.com/marshallsfa and click "Like."