

Financial Aid Frequently Asked Questions

1. **How do I apply for federal financial aid?**

You must first complete a Free Application for Federal Student Aid (FAFSA) at www.fafsa.gov. You must indicate our school code on the FAFSA for UL Lafayette to receive your information. You must also be an admitted student at the university. Once we receive your FAFSA information, you will receive an email on your university email account instructing you to complete the necessary documentation in order to determine your eligibility. The FAFSA application considers eligibility for grants, loans, and federal work study.

2. **Where is the Financial Aid office located and office hours?**

The Financial Aid Office is located in Foster Hall.
Our office hours are Monday – Thursday 7:30 – 5:00 and Friday 7:30 – 12:30.

3. **How do I set up an appointment if I need to speak to a financial aid advisor?**

You may set up an appointment by calling the Financial Aid Receptionist at 337-482-6223.

4. **I am having trouble activating my account or I am getting an error message:**

If you are having trouble activating your account or getting an error message, please contact the Help Desk at <https://helpdesk.louisiana.edu/get-help> or call the Help Desk at 337-482-4357

5. **Where are the terms and conditions located?**

The terms and conditions are located under **Review my outstanding requirements link**. Once selected, then click the financial aid tab, then click award, then click award for aid year and the terms and conditions tab is located on the tabs at the tops of the screen. Once the terms and conditions tab is selected scroll down, read and then accept the terms. If this step is not completed, it will prevent you from accepting your financial aid award.

6. **What is the process if I will not be attending the university once my application is submitted?**

If you will not be attending UL Lafayette and you have classes scheduled, you must log into ULINK and drop all your classes before the semester begins to not incur any charges. Once you have notified our office that you will not be attending we will cancel your financial aid and place your application in an 'inactive' status.

7. **How long does it take to process paperwork that has been submitted?**

Processing may vary depending on the documents requested and usually average 2 – 6 weeks. Continue to check your financial aid status on your ULink, as well as your university email weekly for an updated status. Once your application process is complete, you will receive an award email notification to accept your award on your ULINK.

8. How can I decline or change a loan that I accepted in error or no longer need?

To make any changes to an award that you have already accepted in your ULINK, you will need to complete an Award Revision Form, which can be printed from our webpage at:

<http://financialaid.louisiana.edu/content/forms>. This form should be submitted to our office once completed and we will process your request. Please allow at least 3 business days. During fall and spring registration periods, please allow at least 5 business days.

9. When will my financial aid post to my account?

In general, most financial aid is posted to students' accounts at the start of the semester. However, depending on status of your application and/or when you submit your financial aid information for processing, your financial aid may post later into the semester. This happens when all outstanding requirements are satisfied and you have accepted your financial aid award in ULINK, completed your direct loan entrance counseling and signed your master promissory note if you have accepted a loan. After that any financial aid would be posted to your statement of account to pay on your balance.

10. How long will it take to receive my refund once my financial aid posts to my account?

It takes approximately 7 business days for the Student Cashiers Center to process refunds and either mail or deposit into a checking or savings account if direct deposit was set up.

11. What are my options for paying my remaining balance?

- The university has a payment plan option that can be used to pay any remaining balance for the semester. The payment plan option is located on the Student Cashiers webpage at <http://bursar.louisiana.edu/payments-deadlines>.
- Other loan options may be available depending on your eligibility, such as the Parent PLUS Loan for dependent students, Private or alternative loans, or personal loans.

12. How do I apply for a Louisiana GO Grant?

GO Grant funding is limited based on the State of Louisiana's budget. To apply for a Louisiana GO Grant, a student must have a completed FAFSA on file, be a Louisiana resident, receive a federal Pell Grant and have remaining financial need after deducting the Expected Family Contribution (EFC) and all federal/state/institutional grant or scholarship aid (gift aid) from the student's Cost of Attendance (COA). Students are automatically considered for GO grant if the above requirements are met and if the funding is available. Being eligible does not guarantee receiving the GO Grant, since funding is limited. Also, receiving the GO Grant in one academic year does not guarantee receipt of the grant the next year.

13. When will my TOPS eligibility be determined?

The TOPS office processes awards on a weekly basis. First-time freshman TOPS awards for fall are usually not determined until early July. To check your TOPS status, you can set up an account on the TOPS website at <https://www.osfa.la.gov/studenthub.html>. You can also contact the TOPS office at 1-800-259-5626 for questions relating to your TOPS eligibility.

14. When will my TOPS post to my statement of account?

TOPS awards for the fall semesters post in Mid-October. TOPS awards for the spring semesters post in Mid-March. Due to processing with the state, this is usually the earliest funds are released by the state. Students must be enrolled full time to receive TOPS.

15. How much will my TOPS award pay?

The amount may vary depending on state funding each year. Currently, TOPS pays the following:

TOPS-Opportunity	\$2703/sem
TOPS-Performance	\$2703/sem + \$200 stipend
TOPS-Honors	\$2703/sem + \$400 stipend

16. Why is my Tops not showing on my account or why is my TOPS award different than it was originally?

TOPS eligibility is determined by the State of Louisiana’s TOPS office. The initial award that is posted on your ULINK is an “Estimated TOPS award” pending final determination of eligibility by the TOPS office. Once the university receives eligibility information from the TOPS office, your award may be adjusted or may be declined if they have deemed you as ineligible or eligible for a lesser award than was originally estimated.

17. How can I post a deferment on my account so my classes will not be dropped?

Instructions on how to defer fees so that classes are not dropped will be forthcoming. Continue to check your email often for this information.

18. Why do I have to appeal?

If you do not maintain the required Satisfactory Academic Progress for federal aid eligibility, you will be placed on financial aid warning. If during your next semester of enrollment, you are still not maintaining the required Satisfactory Academic Progress, you would be placed on financial aid suspension.

You would also be placed on financial aid suspension if you exceed the cumulative registered hours allowed for a 1st bachelor’s degree, a 2nd bachelor’s degree, or a Masters/PhD degree. You can review the Satisfactory Academic Progress Policy at:

<https://financialaid.louisiana.edu/content/eligibility-policies/satisfactory-academic-progress>

19. How do I submit a financial aid appeal?

You can submit your financial aid appeal through your ULINK. You can review how to appeal at: <https://financialaid.louisiana.edu/content/eligibility-policies/satisfactory-academic-progress>

20. How do I know if documents submitted were received?

Documents submitted by mail, email, fax, or in person are processed into the system in order of receipt. Once they are processed into the system the information will be updated on your ULINK under your financial aid requirements tab to show receipt of the documents. Please allow sufficient time for processing of your financial aid application after documents are submitted.

21. **If my family's situation (i.e., income) has changed, can my financial aid application be reprocessed?** If there has been a change in your family's situation, for example, a decrease in income from employment, decrease in income due to a loss of untaxed income, death of a parent, a parent in college, etc., you may be considered for a special circumstance reconsideration. You can review the circumstances that can be reconsidered on our webpage at:

<http://financialaid.louisiana.edu/content/apply/determine-need/special-circumstances>

22. **If I am in a certification program, am I still eligible to receive financial aid?**

To receive financial aid for a certification program, for example, Teacher's Certification, students must meet the criteria for acceptance into the College of Education's Certification program. Receiving aid will also depend on if the student has any remaining undergraduate loan eligibility to borrow.

23. **Why do I have a hold?**

There are various types of holds placed on students' accounts. Depending on what office has placed the hold, the student would need to contact that office to get the hold resolved and removed.

24. **What happens if I resigned or stopped attending my classes?**

If a student officially resigns from the university or stops attending classes (unofficial withdrawal), the financial aid office has to calculate Return of Title IV funds based on Federal Regulations. This calculation determines how much federal aid the student has earned at the point of resignation or unofficial withdrawal. All amounts of unearned federal aid must be returned by the University to the Department of Education. When this happens, the student will incur a debt on their account for what the university has refunded to the Department of Education. If the Department of Education's calculation determines that student has earned all federal aid based on their last date of attendance or resignation date, then no return of funds is needed.

25. **How do I find out how much I have borrowed in student loans?**

Students can visit www.nslds.gov to review their outstanding student loan debt.