CALIFORNIA STATE UNIVERSITY
LONG BEACH

MONEY MATTERS

Student Financial Services & Financial Aid and Scholarships

Partners in a Student's Academic and Financial Success at CSULB

Student Financial Services

- We manage tuition and fee calculation
- We receive & apply payments
  - ✓ Individual Payments
  - ✓ Installment Plans
  - ✓ Financial Aid
  - ✓ Third-Party Sponsor Payments
  - ✓ College Savings Plan Payments
- We issue refunds and financial aid disbursements
- We issue tuition tax document 1098-T

How Student Financial Services Communicates with Your Family

To your student:

- Weekly email for student account activity
- Email leading up to a tuition due date
- Email before a major payment deadline
- Email when an item becomes past due
- Email if enrollment is cancelled due to non-payment
- Emails about signing up for e-refund, financial agreements, 1098-T, or other time sensitive action items.

To you:

- A student may complete a FERPA Authorization to Release form to allow parents or other individuals to ask questions about the student's account.

MyCSULB and Student Financial Services

- View Charges Due and Account Activity
- Make Online Payments
- Enroll in Installment Payment Plans
- Sign Up for E-Refund
- View & Download 1098-T tax documents

Did you know…

Tuition at a CSU

- Not charged per-Unit
- Based on **enrollment status**
  - Half-Time or Less (0 – 6 units)
  - Greater than Half-Time (7 units or more)

- "Resident" – refers to CA residents

- *Non-Resident* tuition is in addition to the Tuition Fee and is charged on a per-unit basis (Out-of-state or International Students)

Financial Aid Office

- We determine your student's eligibility for aid
- We award financial aid
  - Federal, State, and CSULB grants
  - Loans
  - Athletic Awards
  - Scholarships
- We coordinate all awarded aid to meet federal, state, and institutional policies
- We release all financial aid to SFS for application to your student's account

How Financial Aid Communicates with Your Family

To your student via CSULB Student Email Account

- Reminders about completing their financial aid application
- Notifications about submitting any requested documentation
- Notification of financial aid viewable on MyCSULB and award changes
- Emails about completing student loan documentation
- Text Message notifications also sent regarding deadline and outstanding items

To you:

- Emails about completing parent loan documentation

Types of Aid

Grants
State University Grant; Pell Grant; Cal Grant; Middle Class Scholarship (MCS)

Scholarships
Institutional; External

Federal-Work Study
Eligibility determined by FAFSA information; no guarantee of placement

Third-Party Payments
(Administered by SFS)
Cal Vet; Tuition Savings Plans; Employer Benefits

Federal Student Loans
Borrowed from Dept. of Ed

Federal Parent Loans
Borrowed from Dept. of Ed.

Private Loans
Borrowed from bank or other lender

How does your student's enrollment affect aid and costs?

- Financial aid is awarded based on an assumption of full-time enrollment, or 12 units
  - Enrolling in at least 12 units each semester is a good start to a 4-year degree
- Many aid programs, including Pell, are awarded based on enrollment

Example: Enrolled in **12 units**	
Tuition:	$2,871
Campus fees:	$ 623
	$3,494
State University Grant:	-$2,871
Pell Grant:	-$3,697
	-$6,568
Balance	-$3,074

Example: Enrolled in **7 units**	
Tuition:	$2,871
Campus fees:	$ 623
	$3,494
State University Grant:	-$2,871
Pell Grant:	-$1,849
	-$4,720
Balance	-$1,226

How does your student's enrollment affect aid and costs?

Example: Enrolled in **12 units**

Tuition:	$2,871
Campus fees:	$ 623
	$3,494
State University Grant:	-$2,871
Pell Grant:	-$3,697
	-$6,568
Balance	-$3,074

Example: Enrolled in **5 units**

Tuition:	$1,665
Campus fees:	$ 623
	$2,288
State University Grant:	$ 0
Pell Grant:	-$ 924
	-$ 924
Balance	$1,364

When is Payment Due?

Tuition Due

- 30 days from registering **or** the pre-semester deadline of August 9th, whichever occurs first

Financial Aid Released

- 10 days prior to the start of classes
- Until aid is released, amount of accepted awards defers payment

Disbursements Issued

- Typically during week before school
- E – refund is required to receive funds before classes begin
- Parent Plus loans mailed as checks during the first week of school

Payment Options

E-Check-Online

Credit Card-Online
(2.65% Fee)

Cash, Check, Money Order,
Debit/ATM Card – In person

3rd Party Payments

Financial Aid

Combine options to fit student's situation

How Aid Pays Charges

Tuition Charges & Payment Plans

Housing Charges

Excess Funds disbursed to student

Parent Plus Loan funds disbursed to parent

Common Questions

If I receive financial aid, do I need to pay by my assigned due date?

- If a student receives enough financial aid to cover all tuition and fees, that student DOES NOT need to pay by the assigned due date. A student MUST have accepted financial aid reflected on their account.

I don't receive enough financial aid to cover all of my fees. When do I need to pay my portion?

- Students should pay their portion of fees by their assigned due date on MyCSULB.

Common Questions

I can't pay my balance all at once, do you have payment options?

- Yes, we offer installment plans. Sign up is online through MyCSULB. Installment plans are available through the 4th week of the semester, BUT students must enroll before their assigned payment deadline and adhere to their assigned due dates.

How do I get my aid to pay my fees?

- We do that for you! Financial aid will disburse directly to the student's account to pay tuition, fees, and housing. Student Financial Services then refunds the student any excess aid. Students should sign up for e-refund ahead of time to receive funds before classes begin.

Common Questions

What if my circumstances have changed since submitting our financial aid application?

- We want to make sure that your family's financial aid eligibility matches up with your ability to contribute to your student's education. If your family's financial situation has changed, you can submit an Income Appeal form (ES Forms website) for review. You can also contact our office to talk over your family's scenario.

What if we didn't qualify for any grant aid?

- You should contact our office so that a financial aid staff member can review your student's application with you. We can also review your options, potentially including loans; scholarships; and appealing your family's eligibility for aid.

Our Offices are Open!

Brotman Hall

Financial Aid:

Staff available from 9am-5pm via:

- Submit a virtual "Service Ticket" for general financial aid questions
- In-person general support available from our **Intake Windows** – 1st floor Brotman Hall courtyard
- Schedule a virtual or in-person appointment with a Financial Aid Counselor in **Beach Central**

Student Financial Services:

Staff available from 8am-5pm via:

- **Phones** (562) 985-5471 Option 3
- **Windows** – 1st floor courtyard; open 8:30am-12:00pm & 1:00pm-5:00pm
  - Payments
  - Account Questions
  - Resolving Financial Holds
- **Online:** csulb.edu/financial-management/student-financial-services for information and Ask Elbee chat bot

Questions?

Resources

PFO Presentation

Student Financial Services

Office of Financial Aid