

## **Bursar's Office**

### ***Frequently Asked Questions***

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#### **Q Where is the Bursar's Office Division?**

**A** We are located at:  
424 East Broad Street  
Room 105 Business Services Building  
Athens, GA 30602-4226.

The Business Services Building is a short walk east of the 'Arch' (approximately 2 blocks). The Bursar's Office Division is open Monday thru Friday from 8 a.m. to 5 p.m. The Bursar's Office and Student Accounts department are located in Room 105. The Accounts Receivable department is located in Room 110.

#### **Q Where is a Student Account?**

**A** Your Student Account is a centralized billing and payment system that includes charges such as tuition and fees, lab/course fees, residence hall rent, food service, parking permits, parking fines and other campus charges. For more information about your student account refer to [Student Account Information](#).

#### **Q When are the payment deadlines on my student account?**

**A** Please refer to the [Calendar and Payment Deadlines](#) selection on the Bursar home page.

#### **Q How much are tuition and fees?**

**A** Please refer to the [Tuition & Fee Schedules](#).

#### **Q How is my Financial Aid Disbursed to me?**

**A** In general, financial aid, whether it is loans, grants, the Hope Scholarship or other scholarships, is first applied to your unpaid student account balance. Any balances can be direct deposited into your bank account. Please go to [MY STUDENT ACCOUNT](#) to sign up this service. Otherwise, a check for any remaining financial aid is mailed to the "Financial Mail" address as specified by the student in the OASIS Registration System. Checks are mailed ten days prior to the first day of classes if the student is pre-registered for the required number of hours, is not on academic probation, and has no flags with the Bursar's Office. Direct Deposits or checks are not requested until the student is registered for classes. See [Financial Aid Disbursement](#) and [Calendar and Payment Deadlines](#) selection on the Bursar's home page for further details.

#### **Q How many hours do I have to register for to receive my Financial Aid?**

**A** Full time enrollment is generally required for grants and scholarships. Loans require at least half time enrollment. The 'Dear Student' letter sent to you by the Office of Student Financial Aid outlines the hours requirements for each type of Financial Aid. Please refer to this document for specifics. Remember that 'audit' hours and 'non-required academic assistance' courses are not considered in calculating your enrollment for Financial Aid Disbursement Purposes.

#### **Q What happens if my Financial Aid Check was emailed to an address where I no longer live?**

**A** Financial Aid checks which are mailed should be forwarded by the postmaster if you submitted a “change of address” with the postmaster. If the postmaster cannot forward your check, it may be returned to the Student Accounts Department. If the check is not returned within a reasonable time period, you may request a “stop-payment” on the check which has mailed, and if the check has not cashed, a replacement check will be issued. Written requests for “stop-payment” must be made in the Student Accounts Department. It is imperative that you keep your **Financial Mail Address** updated in OASIS to avoid any delays in the disbursement of your financial aid. The University recommends that you enroll for direct deposit to receive your financial aid disbursement. With direct deposit, you can avoid delays in the mail and incorrect mailing addresses.

**Q** How do I change my “Financial Mail” Address in OASIS?

**A** The “Financial Mail” address can be changed in the OASIS Registration System. [Click here for instructions.](#)

**Q** When should I update my “Financial Mail” Address in OASIS?

**A** You should update your “Financial Mail” address as soon as a change occurs. To insure that your check will be mailed to the address you want, verify the “Financial Mail” address and make any address changes at the same time that you pre-register for classes or make schedule changes.

**Q** Can I receive my aid earlier than the scheduled disbursement if I am a Studies Abroad student?

**A** No, Federal and State regulations and University policy require that aid not be disbursed earlier than 10 days prior to the first day of classes as published by the University. If you intend to use your Financial Aid to pay for the program expenses, you will need to be prepared to pay for those expenses in advance and be reimbursed when the disbursement is allowed.

**Q** Can I use Financial Aid for Expenses Other Than Tuition and Fees?

**A** Yes. Financial aid is awarded to be used for education related expenses. However, if you receive your Financial Aid check or direct deposit and subsequently decide not to attend The University of Georgia, the funds must be returned to the University immediately. Financial Aid received through The University of Georgia cannot be used at another institution. If you fail to attend classes and you receive your financial aid check, the check must be returned. Return checks to the Student Accounts Department, 110 Business Services Building.

**Q** I don’t have a copy of my promissory note. How can I get one?

**A** Contact the Student Accounts Department 706-542-2965 to request a reprint of your promissory note.

**Q** Can I return my loan funds if I decide I don’t want or need them anymore?

**A** Yes. You can return these funds within 120 days of the disbursement date without penalty; however, we recommend these funds be returned within 30 days of the disbursement date so that the repayment can be processed by both the University and the Direct Loan Servicer in a timely manner.

**Q** I have received a HOPE Letter from the state, why haven’t I received any funds yet?

**A** You must be awarded HOPE on your University of Georgia Financial Aid Award Letter before funds can be disbursed to you. Contact the Office of Student Financial Aid, 220 Academic Building or call 706-542-6147 to discuss your award letter status with a counselor.

**Q How do I get my HOPE money?**

**A** If you have received an award letter from the University of Georgia Office of Student Financial Aid indicating a HOPE award, the funds will be applied to your student account balance. Any amount not applied to your student account will be mailed to the "Financial Mail" address you specify in the OASIS Registration System. Checks will be mailed no earlier than 10 days prior to the first day of classes. See [Calendar and Payment Deadlines](#) selection on the Bursar's home page for disbursement dates. If you are awarded HOPE after your student account is paid, your check will be for the entire HOPE award to reimburse you for funds you used to pay your student account balance. Enroll today by going to [MY STUDENT ACCOUNT](#) to have your HOPE funds direct deposited to your bank account.

**Q Are Scholarships taxable?**

**A** Scholarships are taxable to the extent they exceed the calendar year cost of tuition and fees, books and supplies. For complete details regarding this subject, please consult IRS tax filing instructions and/or a tax professional.

**Q What is WebCheck?**

**A** Students may now pay their student account balances from their checking accounts electronically. In order to pay with webcheck, please set up your account information by selecting the payment profile option within the profile options on your student account. Please note that it takes approximately 6 days to validate your account. Once validated, you may use this account as needed. Any electronic payments returned by the bank are subject to a \$30 or 5% of check, whichever is higher. (The University does not assess a fee for paying via webcheck.) Should students receive a refund on their student account, a check will be mailed to the address specified in OASIS unless the student has selected the Refund option on one of their bank account setups. By selecting the Refund option, students are granting the University permission to deposit refunds and financial aid disbursements to this account.

**Q What is Direct Deposit?**

**A** Direct Deposit refers to Electronic Funds Transfer (EFT). This is where a deposit is made directly from one bank account to another bank account electronically. Students can now select to have their student account overpayments and financial aid disbursements deposited directly into their checking or savings account.

If you wish to receive your financial aid disbursement directly into your bank account, please set up your bank account information in student accounts. An account is set up by logging into [MY STUDENT ACCOUNT](#), selecting the Payment Profile option within the Profile options on your student account, entering your bank account information as instructed, and checking the Refund option under the set up in which you would like your funds to be deposited. Please note that it takes approximately 6 days to validate your account. Once validated, any future disbursements will be deposited to this bank account. It is the student's responsibility to update their bank account information in a timely manner. Please note that these updates should be made 30 days prior to any anticipated disbursements. Should you find yourself needing to update your bank information less than 30 days from time of disbursement, please contact Student Accounts.