

Norfolk State University

Financial Aid Office

A Guide to Understanding Your Financial Aid Award



700 Park Avenue
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757-823-8381

Toll-Free: 800-365-5517

Automated Telephone Inquiries: 757-823-2501

Email: FinancialAid@nsu.edu

Web: www.nsu.edu



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700 Park Avenue, Suite 130, Norfolk, VA 23504
Telephone: (757) 823-8381 Toll-Free (800) 365-5517
Fax No: (757) 823-9059
Automated Telephone Inquiries: (757) 823-2501
Web: www.nsu.edu

UNDERSTANDING YOUR FINANCIAL AID AWARD LETTER

Dear Student:

The Financial Aid Office is pleased to present you with your 2011-2012 Financial Aid award package. Your award was calculated according to federal, state, and institutional guidelines to assist you in meeting your financial needs while pursuing your education at Norfolk State University (NSU).

Please take the time to carefully read your award letter and the “Terms and Conditions of Your Financial Aid Award Letter.” The terms and conditions provide important information regarding the following:

- The process of accepting, reducing, or declining all or a portion of your financial aid award
- The process of completing Direct Loan Entrance Counseling and a Master Promissory Note (MPN)
- General NSU policies and procedures regarding the disbursement of financial aid

All awards depend on the availability of funds and are based on meeting general eligibility requirements for specific financial aid programs. All financial aid notifications will be sent via NSU e-mail. E-mail is the official communication of the University. You can also access your award letter on SpartanShield, which is NSU’s web-based tool that allows students to view awards, document requirements, grades, charges, and payment of tuition, fees, and other charges online. For more information, you may visit <http://www.nsu.edu/mynsu> .

More information regarding how your financial aid package was calculated, award programs, and what to do if your financial aid award is not enough can be found in our 2011-2012 Consumer Information Guide at [http://www.nsu.edu/financialaid/pdf/FAINFOGUIDE\(11-12\).pdf](http://www.nsu.edu/financialaid/pdf/FAINFOGUIDE(11-12).pdf) .

The Financial Aid Office is available to assist you with any questions you may have concerning your award. You may contact us at (757) 823-8381 or (800) 365-5517.

We are pleased to have you as a member of the Spartan family and wish you great success in your college endeavors.

Sincerely,

The Financial Aid Office Staff

TERMS AND CONDITIONS OF YOUR FINANCIAL AID AWARD LETTER

A. UNDERSTANDING YOUR FINANCIAL AID AWARD LETTER

1. Awards: This section lists the financial aid awards you are being offered based on your financial need, enrollment status, class level, and residency.
2. Cost of Attendance (COA): The ESTIMATED total cost of attending NSU for one year. The COA is determined annually and includes direct educational costs (e.g. tuition and fees, books and supplies) and living expenses (e.g. room and board, transportation, personal and miscellaneous expenses). Financial aid can be applied toward direct educational costs as well as living costs. Your actual expenses may be higher or lower, depending upon your lifestyle.
3. Enrollment: The amount of aid awarded is based on a projected full-time enrollment status (12 or more hours for undergraduate students, and 9 or more hours for graduate students) for each term. NOTE: Certain types of aid are only available if enrolled full-time. Financial aid may be adjusted or cancelled if enrolled less than full-time.
4. Residency: Your residency classification is determined based on the information you provided on your Admissions application. If you have questions about your residency status, contact the Admissions Office at (757) 823-8396.
5. Class Level: Class level is based on information from the Office of the Registrar. Contact the Registrar's Office at (757) 823-2330 if you have questions about your status.

B. PROCEDURES TO RECEIVE FUNDS

1. If you accept all awards offered, retain your award letter for your records. There is no need to return the letter to the Financial Aid Office.
2. If you wish to decline or reduce any of your awards, please mark through the amount you have been offered and write the new amount next to it. Please initial your correction, then sign the back of the award letter and mail or fax the document to our office.
3. Notify our office of any additional aid awards (i.e., scholarships, third party, veteran's benefits, etc.) you are receiving that are not listed on your award letter. There is a section provided on the back of your award letter for you to do this. Please mail or fax the updated award letter to our office.
4. If you do not already have a Personal Identification Number (PIN), please apply for one at www.pin.ed.gov. This will allow you to complete an online Direct Loan Master Promissory Note and review important information about your federal loan accounts online.
5. If you are a first-time Direct Loan borrower, you MUST complete Loan Entrance Counseling and/or a Direct Loan Master Promissory Note (MPN) at <http://www.studentloans.gov>.
6. First time borrowers offered a Perkins Loan will need to attend a Perkins Loan Entrance Session (dates

will be posted). For questions, please contact Candace Thompson, Perkins Loan Coordinator at (757) 823-2648 or (757) 823-9293.

C. DISBURSEMENT OF FUNDS

1. Grants, scholarships, and loans administered by the Financial Aid Office are first applied directly to your University student account to pay charges for tuition, fees, room, board, and other university charges. Financial aid awarded for a specific term can only pay for charges for that same term.
2. Students whose financial aid exceeds the charges on their University student account will receive a refund to pay other educationally related expenses. You may choose to have your refund deposited directly to your personal bank account. If you do not choose this option, the refund (in the form of a check) will be available for you to pick up. The Student Accounts Office will e-mail you to let you know when your refund check is available and where it can be picked up. Make sure to check your NSU e-mail account daily for this information.
3. All students may enroll in the Direct Deposit program for student refunds at spartanshield.nsu.edu. Students who do not have an active bank account may open a free student checking account online with Bank of America at www4.bankofamerica.com/applyonline/ and select Campus Edge checking option. Features and benefits of this checking account can also be found at the above site.
4. Work-Study awards reflect an amount that may be earned through campus employment. The checks are processed every other Friday throughout the semester and paid directly to the student. Please note: These funds are not automatically subtracted from your registration statement.
 - a. Students who have been awarded work-study will need to attend a work-study orientation. Dates and details for the orientation will be sent to the student's NSU e-mail account.
5. Private Scholarship Check
 - a. If your scholarship check is sent to the University, it will be directly applied to your University student account, one-half for the fall term and one-half for the spring term, unless otherwise specified by the scholarship provider. If the payment creates a credit balance on your University student account, the credit will be refunded to you either by check or by direct deposit to your bank account (see above).
 - b. If your scholarship check is sent directly to you, but is made out to the University, you should submit the check to the Financial Aid Office for processing.
 - c. If your check is sent to you and made payable to you, it is your responsibility to report this resource to the Financial Aid Office and to apply any funds necessary to your University student account.
6. The refund process will begin approximately seven working days after the last date of class cancellation. Notifications will be sent to students via their NSU

e-mail accounts once refunds have been processed. Refunds are given only after all University obligations are paid in full. Financial aid awarded, but not received by the University, is not considered in the refund calculation.

D. SATISFACTORY ACADEMIC PROGRESS (SAP)

1. Norfolk State University is required by federal regulations to adhere to minimum standards of Satisfactory Academic Progress (SAP) that relate to a student's eligibility for federally funded financial aid programs, state and institutional grants, scholarships, employment, and loan programs. Students must meet minimum SAP standards in order to receive and to maintain eligibility for Title IV funds. The SAP standards apply to all students in degree seeking programs of study who wish to be considered for financial aid. SAP is a qualitative as well as a quantitative measurement of courses attempted and courses completed.

2. Completed hours must equal 67% of hours attempted to meet SAP standards. (For example: you must pass 11 credit hours out of 15 credit hours attempted)

3. Students must not exceed 150% of attempted credit hours required to complete the program of study.

4. Students must maintain a certain cumulative grade point average by advancing to the next academic classification level. Failure to maintain the minimum cumulative grade point average will result in the cancellation of financial assistance or denial of financial assistance. The minimum grade point average for each classification level is indicated below:

Freshmen (Less than 30 credit hours): 1.7 or higher

Sophomores (30 – 59 credit hours): 1.8 or higher

Juniors (60 – 89 credit hours): 2.0 or higher

Seniors (90 or more credit hours): 2.0 or higher

Graduate Students: 3.0 or higher

5. These minimum standards are required in order to be considered for all federal, state, or institutional financial assistance. Aid will be terminated for any student who does not maintain the minimum standard.

6. Requirement to Reinstate Assistance: In order to regain financial aid eligibility, students must enroll in classes at their own expense to advance their cumulative grade point average to the minimum SAP standards. After successfully obtaining the minimum SAP standards according to the classification level, students may be reinstated or considered for financial assistance for the upcoming terms. It is the student's responsibility to notify the Financial Aid Office of an advanced cumulative grade point average that meets the minimum SAP

standards within the allotted time frame for awarding aid for the upcoming term. Questions regarding financial aid should be directed to the Financial Aid Office at (757) 823-8381 or fax to (757) 823-9059.

7. Financial Aid Appeals Process: To appeal a denial of financial aid, the student may submit a completed Application for Financial Aid Appeal along with supporting documentation:

In Person: Financial Aid Appeals Committee, H.B. Wilson Hall, Suite 130

Via Mail: Financial Aid Appeals Committee, Norfolk State University, H.B. Wilson Hall, Suite 130, 700 Park Ave, Norfolk, VA 23504

Via Fax: (757) 823-9059

Please include the student's name and ID number on all documents. The appeals deadline is one month prior to the start of the term. The Financial Aid Appeals Committee will notify students of the appeals decision via e-mail.

E. Renewal of Awards

1. Applying for Financial Aid for summer 2011. A separate application for financial aid for the summer term is required. This application will be available in late March and is due to the Financial Aid Office by early May. Summer 2011 financial aid is calculated based on your 2010-2011 FAFSA.

2. Applying for 2011-2012 fall/spring aid

a. Complete the 2011-2012 FAFSA. NSU's priority deadline for completing this form is March 15. Applications received after March 15 will still be processed; however, aid is awarded on a first-come, first-serve basis, therefore, it is to your benefit to meet the priority deadline.

b. Respond to requests for additional documents by the Financial Aid Office. To see if the Financial Aid Office is requesting any additional documents from you, please log on to your Spartan Shield account and click on "My Documents." If you are unable to log on to your account or have a question regarding the request, please contact the Financial Aid Office.

F. Contact Information and Office Hours

The Financial Aid Office is located in H.B. Wilson, Suite 130 and open Monday through Friday 8:00 a.m. to 5:00 p.m. We observe special summer hours May through July and are open Monday through Thursday 7:00 a.m. to 6:00 p.m. For questions relating to financial aid, contact us by phone at (757) 823-8381 or by e-mail at financialaid@nsu.edu.

SUBJECT TO CHANGE: Because of the nature of federal, state, and institutional guidelines affecting financial aid programs, the information contained in this publication is subject to change. Please check the NSU financial aid website at <http://www.nsu.edu/financialaid> for current information.