

## FALL 2017 REFUND SCHEDULE

### REFUNDS ARE RELEASED WITHIN FOURTEEN (14) DAYS FROM THE DAY A FINANCIAL AID CREDIT POSTS TO YOUR ACCOUNT

Electronic deposit of student refunds is encouraged for the delivery of student refunds. Students must set up a direct deposit profile to have their refunds deposited to a checking or savings account with their name. **DO NOT USE bank card numbers or numbers from any other card to set up direct deposit. These numbers will not work. ONLY USE a checking or savings account that has your name associated with the account.** Your name **MUST** appear on the bank account or the refund will be rejected and returned to the school. If you are unsure whether or not the numbers you are entering are checking or savings account numbers, **CALL YOUR BANK** for confirmation. Students without direct deposit will have paper checks mailed to the address on file.

Credit Balance appears on student account by this date (Date appears under Student Tab, Statement Payment History for Unbilled Activity).	Refund verification begins 8:00 am on this date (Refunds are processing when you see the refund code, checks are not yet available).	Direct deposit of refunds occurs on this date or paper check is mailed. An email notice is sent automatically.	Direct Deposit Sent to Bank (Release time and day depends on your financial institution) or Paper Check Mailed. Check your active addresses in Self Service Banner.
08/28-08/30/17	08/31/17	09/11/17	Direct Deposit Sent to Bank or Check Mailed
09/04-09/06/17	09/07/17	09/18/17	Direct Deposit Sent to Bank or Check Mailed
09/11-09/13/17	09/14/17	09/25/17	Direct Deposit Sent to Bank or Check Mailed
09/18-09/20/17	09/21/17	10/02/17	Direct Deposit Sent to Bank or Check Mailed
09/25-09/27/17	09/28/17	10/09/17	Direct Deposit Sent to Bank or Check Mailed
10/02-10/04/17	10/05/17	10/16/17	Direct Deposit Sent to Bank or Check Mailed
10/09-10/11/17	10/12/17	10/23/17	Direct Deposit Sent to Bank or Check Mailed
10/16-10/18/17	10/19/17	10/30/17	Direct Deposit Sent to Bank or Check Mailed
10/23-10/25/17	10/26/17	11/06/17	Direct Deposit Sent to Bank or Check Mailed
10/30-11/01/17	11/02/17	11/13/17	Direct Deposit Sent to Bank or Check Mailed
11/06-11/08/17	11/09/17	11/20/17	Direct Deposit Sent to Bank or Check Mailed
11/13-11/15/17	11/16/17	11/27/17	Direct Deposit Sent to Bank or Check Mailed
11/20-11/22/17	11/23/17	12/04/17	Direct Deposit Sent to Bank or Check Mailed
11/27-11/29/17	11/30/17	12/11/17	Direct Deposit Sent to Bank or Check Mailed

**Please note: Disbursement date** reflects the date financial aid applies scholarships, loans and grants to your student account, you can log onto Banner choose the Student Tab, choose the option Statement and Payment History to see the specific date of disbursement for your financial aid. Refer to column one using the date you just found. **Refund date** is the day the direct deposit is processed or the paper check is mailed. Funds may not be available in your bank on the date that the funds are sent to the bank. Banks release the fund on their schedules; some banks hold the deposit for one business day. Credit unions normally release same day for established customers. Some smaller banking institutions may not accept the direct deposit directly from our disbursing bank. Check with your financial institution. Each financial institution is different. If all of your financial aid has not been applied to your account, you will need to monitor your account and find the dates for any additional financial aid that is applied in the future. The Office of Student Accounts does not determine your disbursement date or amount. You do not need to call our office to ask what date your aid will post, but rather wait until the aid posts to your account. If you have not accepted terms and conditions, completed promissory notes or complete all requirements, your aid will not disburse.

#### Steps to finding the disbursement date for your refund:

1. Log onto Self Service Banner (SSB) by choosing Enter Secure Area.
2. Enter your user id and password (Call the Registrar's Office at (252) 335-3300 if you have trouble logging on with your user id and password).
3. Choose the Student Tab at the top of the screen.

4. Choose the option for Student Accounts
5. View your account summary by term for the Fall 2017 semester to see if your current semester balance is a credit (negative number). If your balance is still positive you currently owe a balance on your account which indicates your account is not currently ready to be refunded. Please continue to monitor your account.
6. Choose the option for Student Accounts.
7. Choose the option for Statement and Payment History.
8. Choose the option for Unbilled Activity.
9. Look at the effective date of your financial aid disbursement for the current term and note this date (PRINT THIS INFORMATION PRIOR TO COMING TO THE OFFICE OF STUDENT ACCOUNTS) if you need to discuss your refund. We will not discuss refund information via phone as student information is protected by the Family Educational Rights Privacy Act (FERPA).
10. View the student refund schedule and find the date you just determined on the schedule under Column 1 – Credit balance appears on your account by this date.
11. Follow this line of information to determine the direct deposit or check mailing date.

**Adding classes** after the refund check is issued may result in additional charges being applied to your student account. **Dropping classes** after a refund has been issued may subject you to a reduction in financial aid and you may be required to repay the refund if the financial aid is reduced due to a decreased course load.

Verify your **online bill** to ensure that you are being charged properly and that your room and board appears on your account if you are staying in campus residence halls. Students should periodically check SSB for additional miscellaneous charges and/or holds applied to the account throughout the course of the semester. Your online bill can be found by logging on to Self Service Banner (SSB) choosing the Student Tab, the option for Student Accounts, the option for Account Summary by Term and scrolling down to click Online Bill/Payment. Your eBill can be found on the online system.

**Credits for insurance waivers are applied as they are approved.** If you do not see the insurance waiver applied to your account by September 10, 2017, you should verify whether or not you have correctly entered your student identification number on your waiver request or determine if you have completed the waiver process as required to process the request. The identification number is the same as your Banner ID number. Transposing numbers or entering an erroneous nine digit number will prevent our system from recognizing you as the recipient of the waiver credit. The waiver deadline is September 11, 2017.

**Calculating the refund** is simply done by deducting all financial aid and/or payments from the total charges.

Enter the Total Charges from the Account Summary by Term 201810 in column (a) to the right.	a.
Enter the Total Financial Aid awarded for the term 201810 in column (b) to the right. All aid may not apply at the same time.	b.
Subtract the total aid (b) from total charges (a) and enter in column (c) (if this amount is positive you currently owe a balance, if this amount is negative, this is the amount of your refund.	c.

You may send questions or concerns regarding student refunds to [BURSAR@MAIL.ECSU.EDU](mailto:BURSAR@MAIL.ECSU.EDU) if there is a concern. You must send questions or concerns from your ECSU student email address. Specific questions cannot be addressed using any other email account. You may set up your parents or guardians as authorized users on Self Service Banner (SSB) to review your account or monitor your refund status.

Please contact Information Technology if you need a student email account or if you have trouble logging on to your account. Be sure to keep your inbox clean to receive messages.

If you need to see the Student Accounts Staff regarding your refund, you must print out the unbilled activity screen and bring the information with you to the Student Accounts Office in order for the staff to assist you with questions or concerns.