Congratulations on your acceptance to Kutztown University! Every institution is different and we KNOW this information will help you be successful for your time here! We explain various requirements and terminology below. You can also refer to our webpage called the Guide for First Time Students. We are the office responsible for billing, collecting payments, issuing refunds and much more! Financial Aid will work with you on Financial Aid opportunities and requirements (timely action on requests is needed).

Billing (KU Financial Account tile):
ONLINE only in MyKU - Notification is through KU email when it is ready – only KU email is used

Online around July 18 (if registered) – Payment due Aug. 5, 2019 OR a payment plan established to cover the balance due on MyKU.
- Late Registrants assigned a due date of 2 weeks – Look on MyKU for assigned due dates on Charges Due page.

Directions on how to navigate, view, & print included on the Office of Student Account webpage.

Terms and Conditions (required):
Located in MyKU but only when using a desktop or tablet and not using the app.

Update your personal information and can opt OUT of emergency notices sent on campus
Available AFTER the bill has been generated; Check ‘Accept’ and save

Intent to Attend (required):
MyKU > locate the Intent to Attend tile
Available AFTER the bill has been generated; Check the “No” to a “Yes” and click “save” (wait a moment for the save to take)
- Once completed this tile will no longer show

Financial Aid will not disburse (be received) unless this box is checked (even if you pay in full – you still must check this box)

FERPA Authorization to Access Student Records:
The Office of Student Accounts & Financial Aid Services will NOT release any info to a third party, even a parent, without written authorization from the student EACH academic year (Fall – Summer). This includes how much is due, aid information, refunds and even if the student is enrolled. This form can be found on the Registrars’ Office website. Please don’t be mad at us.

Payments (KU Financial Account tile):
Our process for payments and payment plans are currently being improved. The process listed here MAY be different – please keep an eye on our website for updates and steps. Students will be emailed to their KU email as well regarding any changes!
Currently, if you are paying KU for the balance after pending aid, options include (529 payments – see below):
- Mail: Check payments, made payable to Kutztown University for the full outstanding balance due, do not mail payment plan payments and allow at least 1 week for receipt and posting.
  - Kutztown University, Office of Student Accounts - P.O. Box 730, Kutztown, PA 19530
- Office: Cash or checks for the full balance due can be brought to the Office of Student Accounts as well.
- Online in MyKU – E-Check or Credit Card – see details below – posts immediately
  - E-Check: Use your banks routing and account numbers for no cost (checking or savings accounts)
    - **Please be careful processing payment- if returned for any reason (transposing the account #’s, missing a digit, choosing the wrong type of account, and more) your account will be assessed a Returned Deposited Item Fee of $25 and account sealed until all funds are repaid successfully. Classes may be removed. Home equity / lines of credit check with your bank first please on type of account.
  - Credit Card: Visa, MasterCard, American Express or Discover cards ONLINE only. The processor will add a 2.75% convenience fee to the total which can be substantial so please review the totals before processing this type of payment. We cannot accept credit cards over the phone or in person, only online.

Payment Plans – see our website for details and how to set this up (MyKU > KU Financial Account tile > Payment Plan Signup)
You can start early with estimated costs if desired, best plan for Fall opened April 30th.
There is a $35.00 enrollment fee each semester / session you join. Plans are set up with estimated costs for Fall first, then after billing, students can go back and increase or decrease the plan amount for no additional charge.
529/TAP Plans (College Savings Plans):

These typically require you to submit a copy of the bill with your request for funds before funds will be disbursed/mailed to KU. Students will be notified by KU Email when bills are ready online. Since students and families can’t control how fast providers will cut checks and mail them to us (yes, they are paper checks still), we highly encourage students email or fax us a copy of the 529 request confirmation page showing the amount that is coming. This will allow us to code the students account for those the funds with either a Classes Safe positive hold or a Pending Funds note; depending on the amount coming. This can help to try to avoid any classes from getting dropped for non-payment. We need this confirmation page by the due date!

Scholarships (non-KU awards):

If the student is awarded an outside scholarship (not KU awarded), please be sure that that he/she shares the award paperwork or check with the Office of Student Accounts as quickly as possible (checks should be mailed to our office). Do so each semester you expect the award. We do not carryover items from semester to semester. If we have this paperwork we can add a courtesy credit to the account so your conditional balance due is less! We can’t consider any aid that isn’t showing on the account.

Refunds from overpayment:

Refunds will be issued no sooner than after the drop/add period has closed and after final eligibility has been run; generally starting the 3rd week of the semester. In addition, a refund cannot be issued until an actual overpayment has occurred on the student account. Parent Plus refunds (overpayments that occur from a parent plus loan) are refunded to the parents via paper check to the loan address unless the parent specified on the loan or on the FAFSA that they wanted any overpayments to go to the student.

Refund Process administered by BankMobile Disbursements:

All refunds are issued to students through the refund program administered by BankMobile. To access the refund program website and make a choice of how you want to receive any refunds you might be due, the student needs the personal code mailed home two weeks after their first registration occurs (starting in July). It will arrive at home in a BRIGHT green envelope. Please DO NOT THROW this mailing away. The refund selection website www.refundselection.com is easy to use! Students should make a choice even if they don’t expect a refund as many things can change over the course of their enrollment. Once you have a preference set up – the site to use to make changes to that preference OR to update address information is www.bankmobiledisbursements.com.

The two (2) choices are:

1) Deposit to your existing checking or savings account - takes 48-72 hours after getting the refund notification email.
2) Deposit to the sponsored bank account using a declining balance debit card. Availability may be immediate from email.

FAFSA (if not completed make sure you do the 19/20 academic year one (Fall 19 – Summer 20):

This application should be filed as early as possible each year. The FAFSA opens Oct 1st each year now. PA residents must process the FAFSA completely before April 26th each year for any PHEAA grant consideration. www.FAFSA.gov. The 19/20 FAFSA uses your 2017 taxes – Do NOT delay!

MyKU Student Center: To Do List & Verification:

Students are randomly selected for verification. Being selected for verification doesn’t mean you did anything wrong. We are required to verify certain information from the FAFSA for accuracy. To do so, common items needed for this process include a Verification Form completed by the student (and parent if they are a dependent), Tax Transcripts and W-2’s of the student and parents. Other items may be requested as well so please pay attention to this box. You may be able to go back into your FAFSA and link it to the IRS if you didn’t do so already. We encourage this!

• Reply with URGENCY – aid amounts cannot be calculated until the aid is shown as being verified. Only aid that is showing is considered as a courtesy credit against the charges due – if aid is not showing as Pending Aid, you will need to pay your bill
  o Verification after you hand in the required documents, can take up to 2-3 weeks – do not delay.
• PHEAA – PHEAA may require verification documents as well – these would be directly between the student and PHEAA.
  o Review after submission can take up to 6-8 weeks – do not delay.

Loan Requirements:

• FINAL HIGH SCHOOL TRANSCRIPT – Federal law requires we have this before we can show federal aid or accept it. Request right after you finish school – send to the Admissions department. Must show graduation full date.
• Stafford Loans require students to complete Entrance Counseling AND a MPN (Master Promissory Note). See below.
• Parent PLUS Loans also require a parent MPN – under Parent Borrowers if they were approved.
Origination Fees:
Some loans have origination fees that range 1%-4.5%. These reduce the gross loan amount to a net amount that we actually receive to disburse to the students account. These need to be considered when calculating the amount you need and apply for. Stafford Loans are about 1%, Parent PLUS Loans & NJ Class are about 4%. These are subject to change. Ask Financial Aid for help today!

Extra Funding needed:
- Parent PLUS Loans – Parents log into https://studentloans.gov/ with their own FSA ID and password (not the students).
  - Parent Borrowers > Apply for a Plus loan – takes about 5-10 minutes.
  - If parent is approved, same tab Parent Borrowers and complete Prom Note.
  - If parent is denied, the student may get additional Stafford Unsub Loans in their name (about $2,000 per sem.)
- Alternative Loans – Students take these loans but need credit worthy co-borrowers in most cases. www.elmselect.com
- NJ Residents – www.hesaa.org – NJ Class Loans are only available to NJ residents and a great option! Min. GPA req.
- Origination Fees – See above –NJ Class Loans have about a 4% origination fee like federal PLUS loans.

Transferring Aid / Stafford Loan Requirements:
1. First Time recipients of Stafford Loans:
2. Transferring Aid?
   a. Tell current/prior school’s Financial Aid office you are transferring AND withdraw through their Registrar.
   b. Update your FAFSA to school code – 003322
   d. Notify any scholarship providers of your change in school and share any awards etc with Student Accounts.

Loan Change Form:
Just because students are awarded aid doesn’t mean they have to take it all! We encourage students to be smart borrowers and consider only taking enough aid to pay the bill and their required expenses. Loans accrue interest and add up fast. If you have concerns, speak to the Financial Aid office directly for counseling and advice. Financial Aid Forms

Federal Financial Aid Eligibility:
Students must make satisfactory academic progress to retain and receive federal funds (loans and grants). All students will receive 1 warning semester, if they stop meeting requirements, before their aid eligibility is lost. It can be regained later if they once again meet minimum requirements. This affects federal funding such as Stafford Loans, PLUS Loans, Pell Grants, SEOG and more.
1. Completion Rate of 66.66% or higher required – Attempted credits vs. Completed credits
   a. W's and F's are attempted and not completed – See Fin Aid when considering withdrawing from a class or school.
2. Cumulative GPA of 2.00 or higher

PHEAA state grant Eligibility:
Is separate from federal eligibility as it is owned and maintained by PHEAA directly (PA). See their site for more information.
1. Students must complete 24 NEW credits each academic year to have eligibility the following year.

Military Education Benefits:
If you are using a military education benefit that is either from your service, a parent’s, or a spouse’s, you must complete a Veteran Student Enrollment Certification Form in the Registrar’s Office every semester. You will also want to speak to the Office of Student Accounts to see if your benefit allows for a deferment of any kind. Benefits paid directly to the student or soldier are considered at home benefits and are not deferment eligible (1606, 35). Benefits paid to KU may be deferment eligible. Contact us today!

Contact Us
Please feel free to contact us with any questions!! (Summer hours: we close at 4pm)
Open M-F 8am-4:30pm/Stratton Admin. Bldg. 2nd FL (extended hours until 5:30 the first week of the semester Mon-Thurs)
Office of Student Accounts
Phone: #610-683-4133
E-mail: StudentAccounts@Kutztown.edu
Webpage: www.kutztown.edu/studentaccounts

Financial Aid Services
Phone: #610-683-4077
E-mail: FinancialAid@Kutztown.edu
Webpage: www.kutztown.edu/financialaid