

# Award Notification FAQ

## When does Truman send out award notifications?

For first-time freshmen starting school in August, we begin sending award notifications in early to mid-January. For returning students and transfer students starting school in August, we begin sending award notifications in April. For any students starting school in January, we begin sending award notifications in late October. Applicants are notified on a rolling basis as we receive their FAFSA. We encourage you to apply early and respond to requests for additional documentation in a timely manner in order to ensure that your aid is ready to disburse prior to the billing due date.

## How will I receive my award notification?

First-time freshmen will receive their award notification and any revised award notifications via mail until school begins; award notifications will be sent to their school email thereafter. Returning students will receive their award notifications via their school email. Transfer students will receive their award notifications via mail until school begins; award notifications will be sent to their school email thereafter.

## What is financial aid?

Financial Aid is any scholarship, grant, loan, or work program offered to help a student meet his/her college expenses. Grants and scholarships are considered gift aid that does not require repayment. Loans are borrowed monies that must be repaid with interest. Work programs provide students with a part-time job; students are paid an hourly rate for work performed. Financial Aid can come from the Federal government, state agencies, high schools, colleges, or nonprofit or private organizations.

Additional information regarding the various aid types is available online at the following sites:

- Scholarships: <http://www.truman.edu/admission-cost/cost-aid/scholarships/>
- Grants and Loans: <http://www.truman.edu/admission-cost/cost-aid/grants-loans/>
- Work program: <http://www.truman.edu/admission-cost/cost-aid/office-of-financial-aid/student-employment/>

## How can I use my financial aid?

Financial Aid is offered to help a student meet his/her Cost of Attendance (COA) which is the total direct and indirect costs of a year of college. The COA includes tuition and fees, room and board, books and supplies, personal expenses, and transportation. Some financial aid is restricted meaning it can only be applied toward certain costs.

## I have decided to attend Truman State University. How do I accept/decline my various financial aid awards?

- Go to <https://truview.truman.edu>
- Sign in with your Truman username and password

- If you have not set up your TruView account, please go to <https://secure.truman.edu/myaccount/> and follow the on screen instructions to set up your account
- Click the 'Award Acknowledgement' link
  - For students with an 'Accepted Student' tab, the link is under the 'Financial Aid' box
  - For students with a 'Student' tab, the link is under the 'Scholarships, Financial Aid, and Loans' section of the 'Student Finances' box
- Select the appropriate aid year from the drop down menu and click 'Submit'
- Click the 'Award Acknowledgement (click here to proceed)' button to begin the process
- Answer 'YES' to the first question (i.e. Will you be attending Truman during the 20XX-20XX Academic Year?)
- Click 'Continue'
- Follow the on screen instructions to complete the rest of the process
- On the last page, click the 'Return to Award List' button
  - This will take you back to the first page of the award acknowledgement process. You should now see a 'View Confirmation Page' button. This confirms that you successfully completed the award acknowledgement.

**I have decided that I will not be attending Truman State University. How do I cancel my financial aid?**

If you have not yet completed the award acknowledgement process, follow these steps to cancel your financial aid:

- Go to <https://truview.truman.edu>
- Sign in with your Truman username and password
  - If you have not set up your TruView account, please go to <https://secure.truman.edu/myaccount/> and follow the on screen instructions to set up your account
- Click the 'Award Acknowledgement' link
  - For students with an 'Accepted Student' tab, the link is under the 'Financial Aid' box
  - For students with a 'Student' tab, the link is under the 'Scholarships, Financial Aid, and Loans' section of the 'Student Finances' box
- Select the appropriate aid year from the drop down menu and click 'Submit'
- Click the 'Award Acknowledgement (click here to proceed)' button to begin the process
- Answer 'NO' to the first question (i.e. Will you be attending Truman during the 20XX-20XX Academic Year?)
- Click 'Continue'
- You will receive a message stating that your financial aid will be cancelled. This confirms that you successfully completed the award acknowledgement.

If you already completed the award acknowledgement to accept your aid and have since decided that you will not be attending Truman, contact the Financial Aid Office at 660-785-4130 or at [finaid@truman.edu](mailto:finaid@truman.edu) to obtain a Cancellation Form.

**I accepted some financial aid that I do not want. Can I cancel it?**

Yes. To cancel the aid, contact the Financial Aid Office at 660-785-4130 or at [finaid@truman.edu](mailto:finaid@truman.edu) to obtain a Cancellation Form.

NOTE: We cannot cancel Federal loans that were disbursed to your Truman student account more than 14 days ago.

**I declined some financial aid that I now want. Can I still accept it?**

The aid may still be available to you. Contact the Financial Aid Office at [finaid@truman.edu](mailto:finaid@truman.edu) or at 660-785-4130 to find out. If it is available, we will let you know what forms to fill out to accept the aid.

**I was awarded a Federal Direct Loan. What is that?**

Detailed information is available online at <http://www.truman.edu/admission-cost/cost-aid/grants-loans/federal-government-aid/federal-direct-stafford-loans/>.

**I was awarded a Federal Pell Grant. What is that?**

Detailed information is available online at <https://studentaid.ed.gov/sa/types/grants-scholarships/pell>.

**I was awarded Federal Work-Study. What is that?**

Detailed information is available online at <http://www.truman.edu/admission-cost/cost-aid/office-of-financial-aid/student-employment/>.

**I was awarded a Federal SEOG (Supplemental Educational Opportunity Grant). What is that?**

Detailed information is available online at <https://studentaid.ed.gov/sa/types/grants-scholarships/fseog>.

**I was awarded an Access Missouri Grant. What is that?**

Detailed information is available online at <https://dhe.mo.gov/ppc/grants/accessmo.php>.

**I was awarded a Truman Access Grant. What is that?**

The Truman Access Grant is a University-funded grant awarded as a result of the need shown from your Free Application for Federal Student Aid (FAFSA). The grant is renewable for subsequent years if you continue to show need from the federal aid application and maintain satisfactory academic progress. The maximum length of eligibility for the award is eight semesters. Please note: We recommend that returning students file the FAFSA prior to February 1 each year to determine continued eligibility for the Truman Access Grant and other need-based assistance.

**Where can I find more information on the costs associated with attending Truman State University?**

Information is available online at <http://www.truman.edu/admission-cost/cost-aid/tuition-costs/>.

**The financial aid I was awarded will not cover all of my expenses. What options do I have to pay my remaining costs?**

Truman Payment Plans: <http://www.truman.edu/businessoffice/student-accounts/payment-of-fees/>

Parent PLUS Loan: <http://www.truman.edu/admission-cost/cost-aid/grants-loans/federal-government-aid/plus-loan/>

Truman Foundation Loans: <http://wp-internal.truman.edu/financialaid/scholarships/>

Private/Alternative Education Loan: <https://choice.fastproducts.org/FastChoice/home/249500>

Student Employment: <http://www.truman.edu/admission-cost/cost-aid/office-of-financial-aid/student-employment/>

If you have other questions, please contact the Financial Aid Office at 660-785-4130 or at [finaid@truman.edu](mailto:finaid@truman.edu).

**I received a Verification Worksheet in the mail. How does that impact my financial aid?**

Receiving a Verification Worksheet in the mail means your FAFSA was selected by the U.S. Department of Education for review. For this process, we are required by federal law to compare your FAFSA with information on the worksheet and with your and your parents' (if you are a dependent student) federal tax information. Until verification is complete, federal aid and other need-based aid cannot be paid. For more information, please visit the Verification Checklist page on your TruView account by following these steps:

- Go to <https://truview.truman.edu>
- Sign in with your Truman username and password
  - If you have not set up your TruView account, please go to <https://secure.truman.edu/myaccount/> and follow the on screen instructions to set up your account
- Click the 'Award Acknowledgement' link
  - For students with an 'Accepted Student' tab, the link is under the 'Financial Aid' box
  - For students with a 'Student' tab, the link is under the 'Scholarships, Financial Aid, and Loans' section of the 'Student Finances' box
- Click the 'Verification Checklist' link

**I accepted a Federal Direct Loan as part of my financial aid package. What do I need to do next?**

You (student) must complete Entrance Loan Counseling and the Master Promissory Note online at [www.studentloans.gov](http://www.studentloans.gov) by signing in with your FSA ID (FAFSA username and password). Each item will take approximately 15-20 minutes. These items must be completed by the student, not a parent. Step-by-step instructions on how to access each item have been provided below.

1. To access the Direct Loan Entrance Counseling session, follow these steps:
  - a. Login to [www.studentloans.gov](http://www.studentloans.gov) with your (the student) [FSA ID](#)
  - b. Click the "Accept" button on the disclaimer

- c. Click the "Complete Loan Counseling (Entrance, Financial Awareness, Exit)" option
  - d. Click the "Start" button next to the "Entrance Counseling" option
  - e. Select "Missouri" and "Truman State University" from the drop down menus
  - f. Click the "Notify This School" button
  - g. Select the "undergraduate" option for the Student Type
  - h. Click the "Continue" button
  - i. Follow the onscreen instructions
2. To access the Direct Loan Master Promissory Note, follow these steps:
    - a. Log in to [www.studentloans.gov](http://www.studentloans.gov) with your (the student) [FSA ID](#)
    - b. Click the "Accept" button on the disclaimer
    - c. Click the "Complete Loan Agreement (Master Promissory Note)" option
    - d. Click the "Start" button next to the "MPN for Subsidized/Unsubsidized Loans" option
    - e. Follow the on screen instructions

**I have been awarded a scholarship from an organization outside of Truman State University. What do I need to do next?**

Any award you receive from an outside organization is referred to as a private scholarship. These awards must be reported to the Financial Aid Office. If you have not yet completed your award acknowledgement on TruView, you can report the award(s) there. If you have already completed the award acknowledgement, you can use the Private Scholarship Information Form located online at <http://www.truman.edu/admission-cost/cost-aid/office-of-financial-aid/forms/> to report the awards.

The majority of private scholarships are disbursed through the Financial Aid Office (FAO). In most cases, scholarship donors will send checks directly to the FAO for processing, but not always.

Private scholarship checks should be made payable to Truman State University.

Private scholarship checks can be mailed to the following address:

Financial Aid Office  
Truman State University  
100 E. Normal Avenue  
Kirksville, MO 63501

When mailing a check, please make sure the student's name and Truman ID number are included either on the face of the check or on accompanying documentation.

If a donor sends a scholarship check to you instead of to Truman and it is payable to you only, you must report it to our office as stated above; however, the check does not have to be submitted to our office. You are welcome to cash it and use it on other college expenses such as books, personal supplies, transportation, etc.

If a donor sends a scholarship check to you and it is payable to Truman State University or it is co-payable to you AND Truman State University, you should:

- Endorse it
- Add your Truman ID number to the face of the check

- Forward it either in person or by mail to the Financial Aid Office

Some private donors may want to verify your enrollment at Truman State University before releasing any funds. For enrollment verification, contact the Registrar Office at [registrar@truman.edu](mailto:registrar@truman.edu) or at 660-785-4143.

If your scholarship requires grade transcripts and/or GPA information you will need to contact the Registrar Office about sending an official transcript to the organization. If the organization does not require official transcripts, you may obtain unofficial transcripts or proof of enrollment by logging on to TruView, selecting the 'Student' Tab, and clicking the 'View My Transcript' link.

Truman will apply scholarship awards of \$1,000 or greater equally to Fall and Spring semester charges unless otherwise indicated by accompanying scholarship criteria. Some scholarships are restricted (meaning the donor has designated a specific use such as tuition only). Others are more flexible such as for educational expenses which can include room and board, books and supplies, and miscellaneous, so an excess is allowed to be refunded.

Truman academic scholarships are primarily for tuition but can also be applied to on-campus room and board charges. If a restricted private scholarship comes in, we will make every effort to make use of it. (Ex: If a private scholarship comes in that is restricted to tuition, Truman scholarships will be shifted, to the extent possible, to other approved charges.) Truman scholarships are not refundable for off-campus expenses, so any excess is returned to the Truman scholarship fund.

#### **What happens if I receive additional financial aid that is not listed on my original award notification?**

Once we receive notice of the additional award and have updated your account, we will send you a revised award notification informing you of the changes. First-time freshmen will receive their revised award notification(s) via mail until school begins; award notifications will be sent to their school email address thereafter. Returning students will receive their revised award notification(s) via their school email. Transfer students will receive their award notifications via mail until school begins; award notifications will be sent to their school email address thereafter.

Revised award notifications that are emailed will simply inform you that your financial aid package has changed and indicate the need to go to the Award Acknowledgement link on TruView to see the details.

Please be aware that if you receive additional scholarship or waiver funds that are not currently included in your aid package, your aid may be adjusted and/or reduced accordingly.

#### **When will I receive my student billing statement and when and how do I pay it?**

Truman State University sends out the first fall billing statement at the end of July and the first spring billing statement around the middle of December.

Those on the standard payment plan must pay the fall semester bill in full by the Friday after classes begin in August and the spring semester bill in full by the Friday after classes begin in January.

Those on the flexible payment plan must pay 25% of the fall semester bill by the Friday after classes begin in August and the remainder by November 15. For the spring semester bill, they must pay 25% by

the Friday after classes begin in January and the remainder by April 15. Additional information regarding the flexible payment plan is available online at [http://www.truman.edu/wp-content/uploads/2014/06/Flexible\\_Payment\\_Plan.pdf](http://www.truman.edu/wp-content/uploads/2014/06/Flexible_Payment_Plan.pdf).

As long as you have completed all necessary financial aid paperwork in a timely manner and are enrolled in the number of credit hours you indicated on your award acknowledgement, most of your financial aid awards will be automatically applied to your bill over the course of the two weeks before classes begin each semester. However, there are some exceptions:

- State aid, such as the Access Missouri Grant and the Bright Flight Scholarship, does not come in until a few weeks into each semester, but you are not responsible for this portion of your bill.
- Private scholarships will be applied as the funds come in.
- Work-Study funds do not credit to your account. If you choose to participate in the Work-Study program, you will receive a monthly paycheck for hours worked the previous month. Once you receive your paycheck, if you choose to use a portion of it to pay on your bill, you can make a payment to your student account from your personal checking/savings account via your TruView account or the Cashier window.

If your financial aid is greater than the amount owed and is refundable, a refund is issued. You can set up a direct deposit via your TruView account.

If your financial aid does not cover the entire balance due, you owe the difference.

Visit <http://www.truman.edu/businessoffice/student-accounts/payment-of-fees/> for information on the following topics:

- Payment of Fees – personal payments can be made to a student’s account via the following methods
  - Credit card
    - Students pay online via TruView
    - Authorized Users pay online via [mybill.truman.edu](http://mybill.truman.edu)
  - Electronic check
    - Students pay online via TruView
    - Authorized Users pay online via [mybill.truman.edu](http://mybill.truman.edu)
  - Debit card
    - Pay at the Cashier window in McClain hall
  - Cash
    - Pay at the Cashier window in McClain hall
  - Check
    - Pay at the Cashier window in McClain hall OR
    - Pay via mail at the address listed below  
Truman State University  
Student Account Payment  
PO Box 754  
Kirksville, MO 63501-0754
- E-Billing
- Authorized Users (parents and others who are allowed access to a student’s bill and student account information)

- Payment Plans
- International Bank Transfers
- Delinquent Payment Policy
- Direct Deposit of Refunds
- Collection Agencies

### **Is my financial aid refundable?**

Truman academic scholarships are restricted to tuition, program fees, and on campus room and board. They cannot be used for books, off campus meal plans, off campus living expenses, parking decals, etc. If you move off campus, these scholarships apply to tuition and program fees only, and you lose any remaining funds with the excess returned to the general Truman scholarship fund. A list of these scholarships is available [here](#).

State aid (e.g. Bright Flight Scholarship and Access Missouri Grant), Federal aid (e.g. Pell Grant, Subsidized and Unsubsidized Loans, and Parent PLUS Loans), and private loans can be used on any education-related expenses (i.e. tuition, room and board (on or off campus), books and supplies, personal expenses, and transportation). As such, it will be used to cover any remaining fees (e.g. athletic, activity, health center, info tech, environmental sustainability, instructional technology, parking decal, off campus meal plan, etc.) on your account. Once the account is paid off, any excess State and Federal money will be refunded to you.

Awarding organizations stipulate how private scholarships can be utilized and whether or not they can be refunded.

If you have questions about a particular award not mentioned above, please contact the Financial Aid Office at 660-785-4130 or at [finaid@truman.edu](mailto:finaid@truman.edu).

### **What should I do if my family has experienced a significant change in income since my FAFSA has been filed?**

The FAFSA uses the prior prior year's income as a picture of a family's financial strength. However, income is sometimes drastically reduced due to situations beyond the family's control. In those cases the financial aid office can recalculate financial aid eligibility based on an estimate of the family's income for the current year. Examples of special circumstances include the following: a major change in employment, a layoff/unemployment, a separation or divorce after the original application was filed, the death or disability of a wage earner, a loss of benefits, unusually high medical bills paid but not covered by insurance, substantial elementary/secondary tuition expenses, or a parent attending college at least half-time and degree-seeking. If your family has a special circumstance, you may submit a [Special Conditions Form](#) to our office. The next academic year's form will be available in mid to late February. Please contact the Financial Aid Office if you have questions about whether or not your particular situation can be reviewed as a special condition. The original valid results of your FAFSA (Free Application for Federal Student Aid) must be on file before any adjustments can be reviewed and processed. The first award notification the student receives will be based on results from the original FAFSA (or higher transactions the family has submitted).

### **Where can I find information on the requirements for renewing the financial aid I have been awarded?**



Information regarding the renewal of Truman merit scholarships is available online at <http://www.truman.edu/admission-cost/cost-aid/office-of-financial-aid/renewing-your-scholarship-faq/>.

Information regarding the renewal of Federal (e.g. Direct Loans and Pell Grant), State aid (e.g. Bright Flight Scholarship and Access Missouri Grant), private loans, and certain non-merit based Truman programs (e.g. Truman Access Grant and Midwest Student Exchange) is available online at <http://www.truman.edu/admission-cost/cost-aid/office-of-financial-aid/satisfactory-academic-progress-policy/>.

**My award notification has information about financial aid for fall and spring classes. What if I need financial aid for summer classes?**

Information regarding summer aid is available online at <http://www.truman.edu/admission-cost/cost-aid/office-of-financial-aid/summer-school-aid-application/>.

**I heard a financial term that I don't fully understand. Where can I learn more?**

Detailed information is available online at <https://studentaid.ed.gov/sa/glossary>.

**Where can I find information on other financial topics?**

Please visit <http://www.truman.edu/admission-cost/cost-aid/office-of-financial-aid/financial-aid-literacy-resources/> for information on the following topics:

- Budgeting/Money Management
- Credit Scores
- Federal/State Student Aid
- Financial Calculators
- Savings
- Student Loan Debt Management

More student aid resources are also available online at <http://www.truman.edu/admission-cost/cost-aid/office-of-financial-aid/additional-aid-resources/>.

**I already completed my award acknowledgement to accept my aid and have now received a revised award notification. How can I compare my original award notification with my revised notification to figure out what changed?**

- Login at <https://truview.truman.edu>
- Click the 'Student' tab
- Scroll down to the 'Student Finances' section on the right-hand side of the page
- Select the 'Scholarships, Financial Aid, & Loans' tab
- Click the 'Award Acknowledgement' link
- Select the appropriate aid year from the drop down menu

- On the first page of the award acknowledgement, you will see a listing of your current financial aid package. Print or take a screenshot of this page.
- Click the 'View Confirmation Page' button to view your original aid.
- Compare the screenshot or printout you made of your current financial aid listing with the listing of your original aid to see what has changed.