



Student Financial Aid Office
e-mail: finaid@louisville.edu
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Financial Aid Newsletter December 2020 Issue

Due to the upcoming holiday break, many offices on campus will be closed. To avoid delays in processing aid for the spring semester, the Student Financial Aid Office (SFAO) strongly encourages you to contact our office with any questions or concerns before the office closes on December 18, 2020. If you have questions while the office is closed, please refer to the information in this newsletter for frequently asked questions and issues.

Please submit all required documents **BEFORE December 18, 2020**, including SAP appeals, verification forms, etc. If you are mailing these documents, mail will not be delivered until we return to the office in January. Our office will re-open on January 4, 2020, and we will begin accepting documents in-person and via fax again.

When the office re-opens, please be mindful of social distancing guidelines to help ensure the safety of all students, faculty, and staff. As information regarding COVID-19 evolves, please understand our processing times could change as well. We encourage you to monitor UofL's website as well as our website for important announcements.

1) Check your ULink Task Tile

Financial aid information and items required to be completed can be accessed through your ULink account. Please login to ULink frequently to review your Tasks Tile 'To Do List'. In order to finalize your financial aid eligibility, you need to submit all potential requested items as soon as possible. In addition, important information is sent to your UofL e-mail account or through the mail. Please be sure to check all of these sources often for updates and/or additional required information. For information on how to check your 'To Do List', please visit our website.

2) Check your awards

Financial aid award notifications are sent by e-mail to students after they have been awarded and are also sent to students when financial aid award updates are made. If your aid package includes offered Federal Direct Loan(s), Federal Work-Study, and/or Federal TEACH Grant for which you have not yet made an award decision (accept/reduce/decline), access your ULink to view your awards and make an award decision when needed. Please note potential and estimated awards cannot be accepted. For information on how to accept/decline your financial aid, please visit our website.

I can't accept my KEES Scholarship on ULink--HELP!

It's okay; KEES scholarships do not need to be accepted on ULink. The funds will be accepted on your behalf when the Kentucky Higher Education Assistance Authority (KHEAA) sends your funds to the university by early February. KEES funds reflect as anticipated aid for the Bursar's Office until the point of disbursement. If you are registered less than full-time, your KEES award will be adjusted accordingly.

Take a moment to review your awards and your balance with the Bursar's Office. If you need additional assistance to pay your remaining balance, we encourage you to visit the [Student Financial Aid Office website](#) for information regarding PLUS Loans or Outside Educational loans. We also encourage you to visit the [Bursar's Office website](#) for information regarding payment plans or how to make a payment.

3) Are you receiving other aid and/or have received a scholarship check?

If you are expecting to receive financial aid not currently listed on your ULink account, please report estimates of this aid online using the [Report Other Aid Resources Form](#).

If you have received a scholarship check from an outside source, send it to our office AS SOON AS POSSIBLE. Please make sure the check includes your name, student ID, and the name of the award source. If provided, include copies of any letters you have received from the organization. If a check is made payable to you or both you and the university, be sure to sign the back of the check to endorse before submitting it to our office. You can mail the check and any additional documents to:

Student Financial Aid Office
Attn: Fiscal, Operational, and Scholarship Management Team
University of Louisville
Houchens Building, Room 110
Louisville, KY 40292

4) Are you attending part-time?

If you are a financial aid recipient, have finalized your enrollment, and will be attending less than full-time during the spring 2021 term, you may submit the [Spring 2021 Part-Time Aid Adjustment Form](#). Undergraduate students enrolled in less-than 12 hours and graduate/professional students enrolled in less than 9 hours should complete this form. Keep in mind that enrollment requirements differ amongst financial aid and scholarship programs; always take this information into consideration when making decisions about your enrollment status.

When you complete the part-time aid adjustment form, you are requesting we evaluate your costs and aid package and proceed with adjustment(s) and/or cancellation(s) in accordance with the applicable cost of attendance and terms of your award(s). Waitlisted classes and classes taken for audit do not count in your total enrolled hours for financial aid purposes. **Do not complete this form if you think it is possible that your current total enrolled hours for financial aid purposes will change**; this could cause a delay in the processing of your form and/or the disbursement of your financial aid. The priority deadline to complete the form is [December 11, 2020](#).

5) I'm a transfer student. Do I need to do anything special?

To have your federal and need-based state aid eligibility evaluated, you must have a completed financial aid file, be admitted to UofL, and have canceled any potential pending financial aid you may have at another institution. **If potential federal aid pending disbursement(s) is not canceled at your previous institution, UofL cannot move forward with evaluating your federal aid eligibility.**

If you were selected to complete verification by the U.S. Department of Education for the current award year, regardless if you completed the process at your last school, you will be required to complete the verification process at UofL prior to having your federal financial aid

eligibility evaluated. For information on the verification process at UofL, please visit our [website](#).

6) When will the spring 2021 funds disburse?

Once the SFAO completes a review of your accepted aid to determine which funds are eligible to be disbursed, we will electronically disburse the available funds to the Bursar's Office. After your aid is disbursed and your UofL account balance is paid in full, the Bursar's Office will transmit any excess funds, if applicable, to Nelnet. You will receive your funds based on the refund method you selected. If you have not already selected a refund preference and/or for additional information on student choice refunds, please visit the [Bursar's Office website](#).

Student accounts will be evaluated for excess funds on a Monday through Thursday schedule **beginning on January 5, 2021**. If you have chosen your refund method through Nelnet, excess funds eligible for refund are typically available within 3-5 business days. Monitor your 'Financial Account' on [ULink](#) to review disbursed funds.

Have you accepted a federal student loan?

If you are borrowing a Federal Direct Subsidized, Unsubsidized, and/or Graduate/Professional PLUS Loan for the first time at UofL, you must complete entrance counseling and sign a Master Promissory Note (MPN) prior to your accepted Federal Direct Loan being evaluated for disbursement. These steps can be completed on the [U.S. Department of Education's Federal Student Aid website](#). Please note, if your parent is borrowing a Federal Direct Parent PLUS Loan or you are a graduate/professional student borrowing a Federal Direct Graduate/Professional PLUS Loan, such loans require a separate MPN from the MPN that has to be completed for Federal Direct Subsidized and/or Unsubsidized Loan purposes.

7) Can I meet with a counselor if I have a unique question?

Absolutely; we want to make sure you feel prepared for the spring 2021 term.

Right now the best way to talk to a counselor is by calling our call center at 502-852-5511. The call center is open on Mondays, Tuesdays, Wednesdays, and Fridays from 9:00 a.m. until 4:30 p.m., and on Thursdays from 10:00 a.m. until 4:30 p.m.

You can also email your questions to finaid@louisville.edu.

If you want a more personal face to face experience, you can contact your assigned counselor based on your last name to participate in a Microsoft Teams Meeting.

- If your last name begins with **A-G**, contact **Miggeletta Wade** (502) 852-8348 or m.wade@louisville.edu
- If your last name begins with **H-N**, contact **Jason Meadows** at (502) 852-3216 or jason.meadows@louisville.edu
- If your last name begins with **O-Z**, contact **Monique Montgomery** at (502) 852-8909 or monique.green@louisville.edu
- If you are a new incoming freshmen, you can contact either **James Barger** at (502) 852-8346 or harold.barger@louisville.edu or **Morgan West** at (502) 852-8345 or morgan.west@louisville.edu.

Our office lobby is open on Mondays, Tuesdays, Wednesdays, and Fridays from 9:00a.m. until 4:30p.m., and on Thursdays between the hours of 10:00 a.m. and 4:30 p.m.

We hope you are staying safe and healthy as you plan for the spring 2021 semester. We look forward to being here to support you throughout your academic journey. Please contact our office if you have any questions.

We wish you success as you pursue your educational goals at the University of Louisville.