

Frequently Asked Financial Aid Questions (FAQs)

How do I apply for financial aid?

To apply for most financial aid, you will need to complete the Free Application for Federal Student Aid (FAFSA). This application is used to determine federal, state and most institutional aid. You may apply online at www.fafsa.gov. Please be sure to list our **School Code 007015** to ensure we receive your application electronically.

I have completed my FAFSA. Are there any other documents I need to complete?

Please monitor your MyUDC account, my.udc.edu for additional information and/or documentation request's. All information and documentation should be submitted as promptly as possible to ensure your aid is processed timely. Additional documents may be faxed to our office at (202) 274-6060, scanned by email (with your signature) fadocs@udc.edu, in person at the Flagship Office (Bldg. 39, Suite A-133) or Community College (801 North Capitol St. NE, Lobby Level) offices .

I submitted all of my required documents. MyUDC account indicates my documents are pending review of a counselor. How long will it take for my award to be processed?

Processing times vary. All applications are reviewed in the order received. Students who met our priority application deadline are generally processed before the start of classes. You may view the priority application deadline date by visiting our important information and dates page at <https://www.udc.edu/admissions/financial-aid/>.

I checked my MyUDC account and one of my documents is marked incomplete. Why is my document considered incomplete?

Please visit the important messages tab in your MyUDC account for detailed information regarding your incomplete document. Should you have any questions once you have reviewed the messages tab, please contact our office at (202) 274-5060 or stop by for assistance. Documents may be returned by fax (202) 274-6060, scanned by email (with your signature) fadocs@udc.edu, in person at the Flagship Office (Bldg. 39, Suite A-133) or Community College Office (801 North Capitol St. NE, Lobby Level) offices .

I did not meet the priority application deadline for financial aid. Can I still apply?

Yes, you may still apply. However, student's who do not meet the priority application deadline are strongly encouraged to make payment arrangements to ensure your classes are not dropped for non-payment. You may make payment arrangements during the payment plan enrollment period* by visiting <https://udc.afford.com/> . In the interim of your aid being processed, you may want to consider renting some books at reduced cost by visiting www.udcshop.com to ensure you do not fall behind in your classes.

**Payment plans are not available during the summer semester.*

I completed my Master Promissory Note (MPN) and Loan Entrance Counseling (EC) requirement's but MyUDC account still reflects a required status?

MPN's and EC are completed and submitted through an external system (www.studentloans.gov). Upon successful submission, the University will receive electronic confirmation of completion within 48hrs or once your loan is originated.

When will my aid be applied to my tuition/fee's?

Each semester, financial aid is applied after the 100% withdrawal refund period and once instructors have verified attendance. You may view this date by visiting our important information and dates page at <https://www.udc.edu/admissions/financial-aid/>.

When will I receive my refund?

From the date your funds disburse to your student account, please allow up to 14 days for the issuance of your refund check. We encourage all students to sign up for direct deposit which may reduce your wait time for your refund. To enroll, please log into your MyUDC account and select Student Accounts.

If you have not signed up for direct deposit, it is imperative that you ensure that your mailing address is correct on your MyUDC account prior to your funds disbursing. Should you need to make adjustments to your address, please visit the Registrar's Office for assistance. If you have any questions regarding the status of your refund once your funds are reflected on your student account, please contact the Student Account's Office at 274-5168.

I am locked out of my MyUDC account. Can your office assist with reactivating my account?

Please contact the Office of Information Technology Help Desk at (202) 274-5941, email support@udc.edu, or in person Building 41, Room 316 for assistance.

I have my own health insurance. Why I am being charged for the University sponsored plan?

All students are automatically charged health insurance at the time of registration. You may opt out of the University sponsored health insurance plan by visiting www.firststudent.com. Please visit http://www.udc.edu/student_affairs/student_health_insurance to confirm the opt out deadline. If you have any questions regarding the status of this charge being removed from your account, please contact Student Accounts at 274-5168.

When can I use my book authorization at the book store?

Book authorizations are generally available beginning the week prior to the start of classes through the end of the drop/add period. **Eligible students will receive an email notification of their approval.** You may view the exact dates for each semester by visiting our important information and dates page at http://www.udc.edu/financial_aid/office_financial_aid. Also note to qualify for a book authorization, you must meet the following criteria.

- Financial aid awarded/accepted must exceed tuition/fee's (credit balance)
- Must be meeting Satisfactory Academic Progress (SAP), http://www.udc.edu/financial_aid/maintaining_eligibility

- Have completed a Title IV Authorization Release for Non-Institutional Charges authorizing the University to utilize your credit balance to pay for the charges incurred at the bookstore.

Why were my Pell and/or SEOG Grants reduced?

Both Pell and SEOG Grants are awarded based on Full Time Enrollment (12 or more credits). If you enroll full time, you will receive 100% of the award amount reflected. However, if enroll less than full time, your grant(s) will be prorated as follows:

- 9-11 credit hours (3/4 time enrollment status): You will be awarded 75% of the Pell and/or SEOG award reflected.
- 6-8 credit hours (1/2 time enrollment status): You will be awarded 50% of the Pell and/or SEOG award reflected.
- 1-5 credit hours (less-than-half-time enrollment status): You will be awarded between 0% to 25% of the Pell and/or SEOG award reflected.