

Controller's Office

Frequently Asked Questions

DIRECT DEPOSIT OF FINANCIAL AID IS EXPANDING!!

Florida Atlantic University (FAU) is showing its continual commitment to better serve our students, by expanding the "Direct Deposit" of Financial Aid proceeds to multiple financial institutions effective spring 2005.

This means quicker access to your money and the elimination of that old familiar phrase "the check is in the mail."

A financial aid disbursement notification will be sent to your myna e-mail account prompting you to visit <http://oasis.fau.edu>

[Click here for more information on the Direct Deposit Online Form and FAQ.](#)

"FAU HAS GONE PAPERLESS"

Florida Atlantic University continues to show its commitment to better serve you, our students, by introducing Electronic Billing Statements. Effective May 1, you can access your bill via McFaul or via Faun's Home Page.

Question 1: What are the benefits?

Answer 1: It's convenient, the information is current and it's accessible 7 days a week.

Question 2: How will this new "electronic billing statement" process work?

Answer 2: A monthly reminder will be sent to your MyFau e-mail account prompting you to visit your account summary on OASIS and review your account balance.

Question 3: Once I have received this e-mail, how do I review my bill?

Answer 3: You will be able to review your bill which is located on OASIS in either of two ways via MyFAU or via FAU's Home Page which is: www.fau.edu

Via MyFAU: Click on the My Courses tab; Then, click on Academic Services; And finally, click on OASIS.

Via FAU's Home Page: Click on OASIS

Question 4: What if I would prefer a paper billing statement mailed to my local address?

Answer 4: If for any reason, you would prefer a paper billing statement mailed to your local address, please e-mail your request to MKottas@fau.edu.

FINANCIAL AID-STUDENT FINANCIAL SERVICES

Question 5: Why am I getting a monthly billing remainder email when I have financial aid that covers all my charges?

Answer 5: Every student who has an outstanding balance on their student account is sent a monthly reminder via MyFAU's e-mail. This reminder will prompt you to view your account summary on OASIS. If you are certain you have financial aid that exceeds your tuition and fees plus any other amounts due to the university, you can disregard this e-mail.

Question 6: My financial aid is more than my tuition, fees, and other charges. How will I get back what the university owes me?

Answer 6: If you have opted to sign up for direct deposit, then the excess will be sent to you via Electronic Funds Transfer (EFT) after the financial aid proceeds have been released by the Office of Student Financial Aid. If you did not sign up for direct deposit, then a check will be mailed to your local address on file with the Registrar's Office.

Question 7: I only received a portion of my expected refund from financial aid by EFT or check. Why isn't it all there?

Answer 7: Some programs release funds later than others. If you only received a portion of your funds, be patient. For exact dates of payments, please refer to OASIS at <http://oasis.fau.edu>.

Question 8: I have accepted a Stafford Loan on my Financial Aid Award Letter, but it doesn't show up on my statements of account. Why isn't it there?

Answer 8: If your Stafford Loan is not disclosed on your account summary on OASIS, please check your award information by visiting <http://www.fau.edu/finaid> and then click on MyFau & OASIS button at the top of the page. It is not unusual that, due to processing, your estimated Stafford Loan funds may have been removed from your account summary pending disbursement.

PAYMENT OF ACCOUNT BALANCES-(STUDENT BILLING)

Question 9: I'm the parent of a student and I pay all the bills. Why can't you talk to me directly about my student's financial matters?

Answer 9: The Federal Educational Rights and Privacy Act (FERPA) requires that we have written permission from the student to disclose any part of your student's educational records which, by law, is confidential. Information concerning this federal law could be found at <http://www.ed.gov/policy/gen/guid/fpco/ferpa/index.html> Forms are available to the student who wish to allow others to access his or her records. As a

practical matter, your student can provide you with the student ID and PIN number with which you could access FAU's OASIS web site where many of your financial questions can be answered. To obtain this form visit <http://www.fau.edu>, click on the FEE PAYMENT link and then select "Authorization to Release Financial Information."

Question 10: I participate in the Florida Prepaid College Plan. Why don't I see where my Florida Prepaid has been used to pay my tuition and/or housing fees?

Answer 10: A credit from Florida Prepaid will not be reflected on your student account summary until the University receives funding from the Florida Prepaid Program. The university will automatically bill on the last day to pay for each semester. Students will no longer have to report to Student Billing formerly called the Florida Prepaid Department located in the Controller's Office. To assist you in determining how much Florida Prepaid will pay, please refer to the contribution schedule and new procedures by visiting <http://www.fau.edu>, click on FEE PAYMENT link and then click on Florida Prepaid Procedures. You must pay any portion that is not covered by Florida Prepaid or any other financial aid by the payment deadlines for each semester to avoid the assessment of a late payment fee.

Question 11: If a refund results from the Florida Prepaid payment to the University, how will I get the excess?

Answer 11: A check will be mailed to your local address on record with the Registrar's Office.

Question 12: I know I could pay my tuition and fees in person at the Cashier's Office. Can I also pay my tuition and fees online with my credit card?

Answer 12: Yes. Log on to <http://www.fau.edu>, click on the button labeled OASIS and follow the prompts. We accept American Express, Visa, Master Card and Discover. Additionally, as of Summer 2005, you can now pay on-line using your personal checking and/or savings account (Web Check).

Question 13: Where can I find out about my account balance and payment deadlines?

Answer 13: Log on to OASIS at <http://oasis.fau.edu> for account balances. The due date for tuition and fees (the Last Day to Pay) is directly dependent upon the first day of classes. That date may change from semester to semester, depending on the academic calendar. Log on to <http://www.fau.edu>, click on the REGISTRAR link, then click on the Academic Calendar located in the middle of the page and finally select the appropriate academic year i.e., for Fall 2006 semester select the 2006/2007.

Question 14: How do I get a refund that is due to me?

Answer 14: Please send a request for refund to Boca.Cashier@fau.edu

50/50 TUITION PAYMENT PLAN

Only available in the Fall and Spring Semester **Question 15: I would like to participate in the 50/50 plan for the Fall and Spring semester of the 2005/2006 academic year. When are the 1st and 2nd installments due for each semester?**

Answer 15: The 1st and 2nd installment for the 50/50 plan for the fall and spring semester are as follows:

	Fall 2006	Spring 2007
Due Date of the 1st Installment	Aug. 28, 2006	Jan. 16, 2007
Due Date of the 2nd Installment	Oct. 2, 2006	Feb. 20, 2007

Updated August 2006

Send comments or questions to Stacey Semmel, ssemmel@fau.edu Return to the [Controller's Home Page](#) or the [Financial Affairs Home Page](#).

Return to the [FAU Home Page](#)