

STUDENT FINANCIAL SERVICES FREQUENTLY ASKED QUESTIONS

- 1) How do students give parents access to their financial services information?

TCNJ provides an "Auxiliary User Access" that students can use to sign as many as three users granting access to receive electronic-billing notifications, Financial Aid "To-Do" list and view/pay the semester bill. A student must complete this process and provide the Auxiliary Access User with a User ID, password, and PIN. The Auxiliary Access user name and password will be used to log into the Auxiliary Access User website. The PIN will be requested by TCNJ staff for telephone or in-person authentication of the Auxiliary User.

Detailed instructions to sign-up an Auxiliary Access User account can be found at:
www.tcnj.edu/~sfs/account/billpayeremail

- 2) When can I accept my aid?

After the budget is set in July, you will receive an "official award notification email" with instructions on how to accept your awards in PAWS.

- 3) Why is there no work study/Perkins on my award?

These are Federal need based programs with specific eligibility requirements and limited available funds. In order to have been considered for work study you needed to indicate your interest in this program on question # 31 of the FAFSA.

- 4) I received my estimated award, however I still need more money. How can I pay the balance?

You may wish to consider alternative loans, such as the NJCLASS loan or the Direct Parent PLUS loan. (For NJCLASS, visit www.hesaa.org. For Direct PLUS, visit <http://www.tcnj.edu/~sfs/documents/FedDirectParentPLUSLoanApp.pdf>.) We also offer an installment payment plan through TuitionPay. Visit <http://tuitionpay.salliemae.com/tcnj>.

- 5) When should I start applying for alternative loans?

You should start applying for alternative loans now. You can estimate the loan amount needed based on the 2009-10 cost of attendance which can be viewed at <http://www.tcnj.edu/~sfs/aid/cost.html>.

- 6) I received an email from NJHESAA (New Jersey Higher Education Student Assistance Authority) requesting additional information. Should I respond?

If you received an official email from HESAA with a request for additional information the state wants to determine your eligibility for a need based NJ state grant (TAG). You should immediately visit www.hesaa.org for further information.

- 7) Is it too late to apply for financial aid?

No, it is not too late to apply. However, the sooner the better in order for your financial aid to be applied to the bill in a timely manner. You may complete a 2010-11 FAFSA at www.fafsa.gov. Please note that some program funding is limited and awards are made on a first come, first served basis.

- 8) Do I have to accept the full amount of the Federal Direct Loan?

No. For further instructions on accepting loan amounts, please visit: http://www.tcnj.edu/~sfs/aid/tutorial_terms.htm.

- 9) What are the terms of the Federal Direct Stafford Loan?

Direct Unsubsidized Stafford loans have a 6.8% fixed interest rate. The Direct Subsidized Stafford Loans carry an interest rate of 4.5%. The Federal Government charges a .5% processing fee for each of these loans. With the Unsubsidized loans, the student is responsible for the interest while in school, however if they choose to defer, the interest will accrue. Repayment begins 6 months after you graduate or drop below ½ time status. Freshmen Direct Stafford Loan (subsidized and unsubsidized) maximum amount is \$5,500 for the year.

- 10) When will my bill be available and when is the payment due?

You will receive an e-mail when the initial Fall 2010 bill will be available to view in PAWS on or around July 20, 2010. The payment due date is August 17, 2010.

Email is the official method of communication at The College of New Jersey. All students and third party Auxiliary Users will receive monthly emails regarding billing due dates and instructions to log into the Primary Academic Web Service (PAWS) System to view the billing statement. No paper bills are sent.

For more details regarding the billing calendar timeline visit: <http://www.tcnj.edu/~sfs/account/calendar.html>

11) How can I pay my term bill?

The College accepts the following credit cards: MasterCard, American Express, and Discover. Electronic check payments online are also accepted. You will be charged a 2.35% convenience fee for credit card payments but no fee is assessed on electronic check payments. You can also mail in your check payment to our processing center lock box service.

For more information regarding how to pay please visit the bill Payment Options website located at: www.tcnj.edu/~sfs/account and click "Bill Payment Options" in the left hand column.

12) What is a TCNJ "GET-IT" account?

TCNJ uses an electronic wallet program called the "GET-IT" account that functions through your college ID card. Money can be added to your account at any time and can be used at every campus dining location and in the bookstore. There are no finance charges, membership dues or interest fees associated with using the GET-IT account.

For more information on your TCNJ ID card and the GET-IT account please visit: www.tcnj.edu/~SFS/card

13) Where can I park on campus? **FOR TRANSFER STUDENTS ONLY**

Resident sophomore, juniors and seniors and commuting students need to purchase a yearly or single semester permit to assigned lots in order to have parking privileges on campus for the Fall and Spring semesters. Freshmen are not extended assigned parking privileges but are allowed to purchase up to two weekly permits for the academic year. Campus email notifications regarding ordering parking decals for the academic year are sent in mid-July.

For more details on campus parking visit: www.tcnj.edu/~sfs/parking