

## Award Letter FAQs

### **I don't have an award letter available. What should I do?**

There are several reasons why your award letter may not be available:

- Have you filed your FAFSA with the CBU school code 001125?
- Have you turned in all documentation that was requested by the Financial Aid Office?
- If you are a continuing student, have you registered at least half-time?
- If none of these scenarios applies to you, please contact the Financial Aid Office at (951) 343-4236 or email us at [finaid@calbaptist.edu](mailto:finaid@calbaptist.edu).

### **Yes, I have received my email notification. What should I do now?**

You can access your financial aid award letter by choosing your program specific page on the Financial Aid Tab of InsideCBU. Please read your award letter carefully and follow the directions for accepting and/or declining the aid offered. Be sure to click on the SUBMIT/CONFIRM button at the bottom of each page.

### **I think I am eligible for a Cal Grant, but I don't see it on my award letter.**

Cal Grant is added once we can confirm with the California Student Aid Commission that you are eligible. CSAC normally confirms your eligibility by May. We will revise your award letter to include a Cal Grant as soon as possible. Make sure we are listed as a school at CSAC or you will be requested to make a school change with them.

### **I was offered an Estimated Cal Grant? What is this?**

The Financial Aid Office has reviewed your high school GPA and family income and has determined that you may be eligible for a Cal Grant. Your confirmed eligibility is dependent on your submission of the GPA Verification Form to CSAC by March 2nd. Once CSAC has determined your eligibility, we will revise your Estimated Cal Grant to the official Cal Grant. This normally is confirmed from May – June.

### **I have received my award letter, but it is not correct. What should I do?**

Please contact the Financial Aid Office so that we may investigate the situation. You may reach us at (951) 343-4236 or you may email us at [finaid@calbaptist.edu](mailto:finaid@calbaptist.edu).

### **My award letter does not give me the option to submit my award. What should I do?**

- Your file is probably missing important documents. Please review your Lancermail to review any emails that may indicate you are missing paperwork.

- You may be using an incompatible web browser. To view and submit your Financial Aid Award, please use Internet Explorer, Version 7. Some of the features may not be compatible with web browsers such as Safari or Firefox.

**I have accepted my financial aid, but it's not enough to cover my charges. What should I do?**

There are several options for covering your remaining balance:

- Payment Plan - this is an interest-free payment plan that enables you to spread your remaining balance over the course of the current semester. Please visit the Student Accounts Office tab on InsideCBU for additional information.
- Parent PLUS loan - this loan is for the parents of dependent students. This federally-guaranteed loan typically requires that repayment begin within 60 days of the final disbursement, but a parent may request deferred payments while the student is in school at least half time. Complete a Parent PLUS Application if you are interested.
- Private alternative loan - this loan is for the student. Approval and interest rates are based on credit. Many dependent students will need a co-borrower. Please visit the Loan Information section > Private/Alternative Loans box.

**I just dropped/added units in my program. When will my financial aid be updated?**

Each time you change units, from full-time to half or three quarter, it will affect your financial aid. It may take up to two to three weeks to process the change as well, as we are required to by federal regulations. Too many enrollment changes in one term can cause great delay in your financial aid being updated and accurate.