Non-Financial Aid and non-Third Party Sponsored Students

1. What is the amount of the credit resulting from the Fall 2012 fee rollback?
   Please review the following schedule:

<table>
<thead>
<tr>
<th></th>
<th>Full-time (6.1+ units)</th>
<th>Part-time (0-6 units)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Original amount</td>
<td>Revised Amount</td>
</tr>
<tr>
<td>Undergraduate</td>
<td>3,719.00</td>
<td>3,470.00</td>
</tr>
<tr>
<td>Credential</td>
<td>4,199.00</td>
<td>3,908.00</td>
</tr>
<tr>
<td>Graduate</td>
<td>4,412.00</td>
<td>4,103.00</td>
</tr>
</tbody>
</table>

2. How will the credit resulting from the Fall 2012 fee rollbacks be handled?
   First, the credit will always pay any current charges on your student account.
   Next, if you are enrolled in the Intersession or Spring 2013 semesters, your credit will roll forward to pay any future charges due.
   Or if you are NOT enrolled in any future semester, your credit will be automatically refunded to you no later than December 21, 2012.

3. If I will not attend beyond Fall 2012, how do I get my credit?
   Your credit will be automatically refunded to you no later than December 21, 2012. There is no need to contact Student Financial Services. To facilitate a more speedy and accurate delivery, sign up for direct deposit in your student center, and/or update your address on the student center.
   If your original method of payment was via credit card then your credit will be refunded back to the same credit card.

4. If I'm enrolled in Intersession or Spring 2013, why is CSU, Chico choosing to apply the credit to my student account rather than refund it to me?
   CSU, Chico requires time to analyze student accounts, and determine if a refund is appropriate. This delay could mean that a refund would be generated at, or around, the same time Intersession and Spring 2013 fees are due.

5. If I object to having my Fall 2012 credit applied to my Spring or Intersession charges, can I request a refund?
   Yes, you can come to the Office of Student Financial Services and complete a request form by November 19. Student Financial Services is located in the Student Services Center (SSC), Room 230.

Financial Aid or Third Party Sponsored Students

6. How much money will be refunded to me?
   It depends on the type and amount of financial aid you are awarded.

7. When will all the Financial Aid adjustments related to the passage of Prop 30 be completed?
   Any applicable financial aid adjustment for 2012-13 will be reflected on your student account no later than December 21, 2012. Depending on the details your financial aid package, the fee reduction may be matched by an equal reduction in financial aid. In that case, no refund will be due to the student.

8. Will I receive a refund if my tuition charges were paid with a State University and/or Cal Grant?
   If you are an undergraduate and were awarded a State University Grant and/or Cal Grant in the amount of $2,985 for the fall semester, you will not receive a tuition refund. If your State University and/or Cal Grant is less than $2985 for the fall semester, you may receive a small refund.
9. **My fees are paid by a third party entity. What happens to that credit?**
   Student Financial Services will automatically adjust the third party payment on your student account and refund the third party sponsor.

10. **My third party entity only pays a partial amount, what happens to my student account?**
    Student Financial Services will identify your account and, if applicable, will adjust the third party payment on your student account and refund the sponsor. In some cases you may receive a partial credit. All adjustments will be processed no later than December 20, 2012.

11. **Will my scholarship be reduced?**
    It depends on the type of scholarship you received. If your scholarship funds were designated for tuition only purposes then your scholarship will be reduced and you will not receive a refund.

12. **Will my loan be reduced?**
    If you did not receive a State University, Cal Grant, or fee waiver, and you received a financial aid package equivalent to your cost of attendance, the refund you’re eligible for could be used to repay a portion of your loan.

13. **If, after all the Financial Aid adjustments are completed and my student account indicates a Fall 2012 credit balance, how will that be handled?**
    If the Financial Aid Office determines you are entitled to either a full or partial credit, the credit will be refunded automatically to you no later than November 29th 2012. To facilitate a more speedy and accurate delivery sign up for direct deposit in your student center, and/or update your address on your student center.

**General**

14. **When will I see any charges on my student account for the Spring semester?**
    Fees will be assessed on your student account no later than November 14th 2012.

15. **Will this affect Graduate Professional Fees?**
    Yes. Per Executive Order No. 1042, beginning in fall 2010, for each adjustment made by trustee action to the State University Fee for graduate students, an equal adjustment will be made to the graduate professional business Category I fee. For the post-election revised fee amounts, visit the CSU budget website.

16. **Can my parents obtain information about the status of my refund?**
    Due to the Family Education Rights and Privacy Act (FERPA), the University can only release student financial information with the student’s expressed written consent. The Authorization to release information form is available from the Student Financial Services website: www.csuchico.edu/sfin.

17. **What can I do if my questions aren’t answered within these FAQ’s?**
    You may either send an email to cash@csuchico.edu, call Student Financial Services at (530) 898-5936, or visit Student Financial Services (SSC 230) during normal business hours.