

Student Service Areas Frequently Asked Questions

Office of Financial Aid

- **What is the difference between the Direct Loan Program and the Federal Family Education Loan Program (FFELP)?**

One big difference between Direct Lending and the FFELP program is the source of loan funding. Direct loans are funded through the U.S. Department of Education using funds obtained from the U.S. Treasury. This program offers students and parents one point of contact because the loans are made, backed and serviced by the U.S. Department of Education. In the FFEL program, funds come from banks and lenders creating multiple points of contact for students. With Direct Lending you are able to cut out the middle man. There are also differences in the interest rate, fees and repayment options which make the Direct Loan Program more beneficial for you the borrower.

- **Do I have to complete another Master Promissory Note?**

Yes, you must sign a new Direct Loan Master Promissory Note (MPN) because you will be borrowing from the U.S. Department of Education.

- **I have previously completed entrance counseling under the FFELP Program. Do I have to complete Direct Loan entrance counseling?**

Yes, it will be a requirement of Delaware State University that you complete entrance counseling again.

- **How do I contact the Direct Loan Program?**

You can contact the U.S. Department of Education Direct Loan Program's Customer Service by calling 800-848- 0979. You can also visit their websites:

General Direct Student Loan Information:

<https://studentloans.gov/myDirectLoan/index.action>

General Direct PLUS Loan Information:

<https://studentloans.gov/myDirectLoan/index.action>

- **What steps should I take to obtain a Parent PLUS loan?**

Under the Federal Direct PLUS loan program, parents may borrow up to the full cost of their student's education minus other financial aid received. Credit checks are required; however, the Direct Lending Program uses a more lenient credit assessment than private lenders.

Please do not apply through any lender other than the U.S. Department of Education. Applying through multiple lenders will cause unnecessary hits on your credit report and delay processing of your loan.

You will need to complete a **new** application and **new** Master Promissory Note for your new Parent PLUS Loan. After you have completed an application for the PLUS loan, Delaware State University will submit your information directly to the U.S. Department of Education for a credit check. There is no need to be pre-approved through another lender because your Parent PLUS loan **MUST** come from the U.S. Department of Education.

- **What will happen to the existing loans that I have borrowed from other lenders?**

Any previous loans you acquired from other lenders will be serviced by the lender/servicer you selected when you signed your original MPN. Most loans were sold back to the U.S. Department of Education so pay close attention to any letters and mailings. After graduation you have a choice to make individual payments to your previous lender(s) and to the Department of Education for your Direct Loans, or you can **consolidate** your loans into one payment with the U.S. Department of Education. Please visit the U.S. Department of Education's website at www.ed.gov.

- **Will the Stafford Loans I borrowed through my bank or lender in prior years still be deferred now that Delaware State University is participating in the Direct Loan Program?**

As long as you are enrolled in school for at least 6 credits within a semester's period (halftime student) consecutively, your prior year federal loans will continue to be deferred. It is the same process as the FFELP program. Enrollment information is reported to lenders by Delaware State University on a regular basis.

Office of Student Accounts

- **When is my bill due?**

All fall semester bills are due on or before **July 10**. All spring semester bills are due on or before **December 10**. If you cannot pay your bill in full or your financial aid does not cover your entire bill, you can enroll on a monthly payment plan with Academic Management Systems (AMS) through the MyDESU page or tuitionpay.salliemae.com/dsu.

- **How much do I owe? Where can I review my bill?**

To get the real-time balance students and parents can log onto my.desu.edu to review the student's charges, payments and approved financial aid by reviewing the Account Summary By Selected Term under the Student Records section. The dollar amount associated with the account balance line is your current balance. If there is a negative amount, your account reflects a credit balance and you do not owe.

Students and parents can review the student's charges, payments and applied financial aid by logging into QuikPAY on the my.desu.edu page (student identification number required) click on View Accounts and Account Summary. To review the last electronic bill sent to your Delaware State University email address or authorized payer email address, please click on Current EBill Statement which will be a snapshot of your account on the date the bill was sent.

- **What if I cannot pay my bill?**

AMS is an interest free, debt free way to pay for your education at Delaware State University. This plan allows you to take your remaining balance for the year or semester and spread it over monthly payments. If your budgeted plan amount is correct, the Office of Student Accounts will grant you financial clearance.

- **How do I determine the dollar amount to enroll on the AMS plan? Are there any additional fees associated with this plan? When is my first payment due?**

If you are enrolling on a semester plan, you would take the amount associated with the Account Balance on your Account Summary By Selected Term page on MyDESU. If you are enrolling for the year, you would take the balance and multiply it by (2) to get your budgeted amount. If you enroll on the plan for a semester there is a \$35 enrollment fee and \$55 dollar amount for the year plan. The enrollment fee and first installment is due upon enrollment.

- **What does Financial Clearance mean?**

This means that you have been cleared for the current academic semester because your bill is paid in full or satisfactory payment arrangements with AMS has been established and should be maintained until the end of your contract. Your student ID card will be activated for the current semester. If you reside in the residence halls, you will be permitted to move into your residence hall.

- **What happens when I am late on my payment plan?**

AMS will assess you a late fee each month that your payment is not received on or before the 15th. The Office of Student Accounts will place a hold on your accounts, put your student identification card on hold and mail/email you a delinquency letter.

Once your payment plan is current, contact the Office of Student Accounts immediately to have the holds removed from your student account and student identification card.

- **What can happen if I do not enroll in AMS and my bill is not paid?**

Students that have not made satisfactory payment arrangements with AMS and still have an outstanding balance by the Removal for Non-payment date will lose their course registration and housing/meal assignments (if applicable).

- **What can I do once I have been removed for non-payment?**

Any student can be reinstated by the published Last Day of Reinstatement (published in the Academic Calendar) in their courses and housing/meal assignments (if applicable) once the non-payment fees have been paid (out of pocket) and the balance has been paid in full or satisfactory payment arrangements with AMS has been established.

- **What do I do if I lose my ID?**

You should immediately report it to the Office of Student Accounts to ensure no unauthorized use of the card. Once reported, your old card will be deactivated and you will be given a red and white slip which will allow you to purchase a new card (for \$50) at the ID Card Office. Once your new card is issued, you must bring it to the Office of Student Account for activation.

Office Records and Registration

- **My account has been disabled, how do I reset my pin?**

You may reset your pin yourself. Go to the MyDESU page my.desu.edu and click on recreate/reset pin. Follow instructions on the page. Remember the pin must be exactly 6 characters long and must contain at least 1 letter, 1 number and a special character.

- **When do classes begin?**

Summer I 2010-May 18
Summer II 2010-July 6
Fall 2010- August 30
Spring 2011- January 10

- **When do classes end?**

Summer I 2010-June 24
Summer II 2010-August 12
Fall 2010-December 9
Spring 2011-April 28

- **When is the last day to add classes?**

Summer I 2010-May 21
Summer II 2010-July 9

Fall 2010-September 7
Spring 2011-January 18

- **When is the last day to drop?**

Summer I 2010-June 1
Summer II 2010-July 20
Fall 2010- November 5
Spring 2011-March 29

- **When is the last day to drop?**

Summer I 2010-June 1
Summer II 2010-July 20
Fall 2010- November 5
Spring 2011-March 29

- **When is the Removal for Non-Payment Date?**

Summer I 2010-May 17
Summer II 2010-July 2
Fall 2010- August 23
Spring 2011-January 7

- **When is the last day to withdrawal from the University?**

Fall 2010- November 29
Spring 2011- April 15

- **How do I obtain a transcript?**

We can either fax the request form to you, or go online and order the transcript through the student clearinghouse by going to the MyDESU page my.desu.edu and click on request a transcript.

- **How do I withdraw?**

Come to the Office of Records and Registration to complete a withdrawal form; turn in your student identification card to the Office of Student Accounts; and make sure any outstanding balance is paid in full. If you have received a Stafford Subsidized or Stafford Unsubsidized loan while attending DSU, you must complete an exit interview at www.aessuccess.org. If you have received a Federal Perkins or Nursing Loan, you must complete an exit interview at www.mycampusloan.com.