



Office of Student Financial Aid

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Parent Guide for Financial Aid

Q: What if I have questions about my student's financial aid?

A: The financial aid process may be confusing for students and their families. The staff in the Office of Student Financial Aid (OSFA) recognizes that both you and your student may have questions about financial aid and we want to assist your student in completing all the necessary steps to receive the maximum financial aid possible. We welcome the opportunity to answer your general financial aid questions, such as questions regarding interest rates for specific loan types or eligibility requirements for different grants. However, OSFA has the responsibility of maintaining a student's privacy according to the Family Educational Rights and Privacy Act (FERPA). This legislation requires that we keep student information private, so our staff can only release student information when the student provides proper photo identification or when the student can answer specific personally identifiable questions. A student may complete an Authorization to Release Student Information form to authorize the release of specific financial aid information to other individuals. Without this form on file, our staff will be unable to release student information to you. This form is available in the OSFA or on our website at www.financialaid.ku.edu.

Q: My student is busy with activities and homework. Can I complete all of the financial aid paperwork?

A: It is acceptable for you to help your student complete the Free Application for Federal Student Aid (FAFSA), but it is the student's responsibility to complete any other necessary financial aid paperwork. The FAFSA and student loan promissory notes require the student's signature and all aid (except any excess Parent Loan funds) is released directly to the student after University charges are paid. Therefore, students must be directly involved in the application process so they fully understand the amounts, types, and repayment terms of aid they are receiving.

Q: How can I obtain a PIN?

A: Parents who have signed the FAFSA electronically should already have a Department of Education PIN. If you do not have a PIN, you may access www.pin.ed.gov to apply for one or request a duplicate. PINs are created instantaneously and you will have the option to display the PIN online or have it sent via email. You will also have the option to receive a system-generated PIN or create your own personalized PIN. You can use your PIN to electronically sign your student's FAFSA and obtain loan history information. If you are borrowing a Parent Loan for Undergraduate Students (PLUS), you can use your PIN to electronically sign your PLUS Master Promissory Note.

Q: Why do I have to include my information on my student's FAFSA?

A: Federal student aid programs are based on the philosophy that students and their parents have the primary responsibility for funding their postsecondary education.

Q: How can I request a loan to help pay for my student’s expenses?

A: Once your student’s financial aid file is complete, you may request a Federal Direct Parent Loan for Undergraduate Students (PLUS) to pay for your dependent student’s educational expenses not covered by other aid. You can access the PLUS Request Form at www.financialaid.ku.edu. All PLUS requests are subject to a credit check, which generally takes 7-10 business days to process. If you choose to request a PLUS loan, you will also need to sign a Master Promissory Note (MPN) at <http://dlenote.ed.gov>. Utilize your Department of Education PIN to sign the MPN electronically. The MPN must be completed before funds will be available. A parent borrowing for more than one student must complete a PLUS MPN for each student. Repayment of each PLUS loan begins 60 days after the final disbursement and the interest rate is 7.9%.

Q: I was told that my student was not eligible for the Pell Grant because our “EFC” was too high. What does that mean?

A: EFC stands for “expected family contribution.” This is the amount of support that your family is expected to contribute toward the annual cost of your student’s education. The federal processor determines your EFC based on the information you provide on the FAFSA. The EFC is the combined parent and student contributions and is calculated using a variety of factors, including income from work, adjusted gross income, family size, and number of family members in college. This number is used by the OSFA to determine what types of financial aid your student may be eligible to receive. If you are not able to contribute the amount equivalent to the EFC, you may want to consider applying for a PLUS loan.

Q: What if we have unusual circumstances?

A: Sometimes a family will experience unusual circumstances that were not reflected on the original financial aid application. Examples of these special circumstances could include a loss of income due to job termination, divorce, or loss of child support. Other special circumstances could result from an unexpected increase in expenses such as non-discretionary medical or dental expenses. If your student or your family experiences what you consider a special circumstance, please complete a Special Circumstances Re-Evaluation Request available at www.financialaid.ku.edu.

IMPORTANT PHONE NUMBERS

The University of Kansas

Bursar’s Office	(785)864-3322
Department of Student Housing	(785)864-4560
KU Parent Association	(785)864-4060
New Student Orientation	(785)864-4270
Office of Admissions and Scholarships	(888)686-7323
Office of Student Financial Aid	(785)864-4700

Federal Government

Direct Loan Servicing Center	(800)848-0979
U.S. Department of Education	(800)433-3243

INTERNET RESOURCES

Department of Education	www.ed.gov
FAFSA4caster	www.fafsa4caster.ed.gov
FAFSA on the Web	www.fafsa.ed.gov
Financial Aid Information	www.finaid.org
Kansas Board of Regents	www.kansasregents.org
KU Parent Association	www.parentassociation.ku.edu
Master Promissory Note Request a PIN	https://dlenote.ed.gov
Tuition Payment Plan	www.afford.com

IMPORTANT DATES

Freshman Scholarship Deadline	December 1 st
FAFSA Submission Priority Deadline	March 1 st
Freshman Admission Deadline	April 1 st
Kansas Student Aid Priority Deadline	May 1 st

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