Navigate the Island:

Understanding Student Financial Refunds
Refund Policy

Section 41802 in Title 5
of the CSU Code of Regulations

Refunds are processed in accordance to the guidelines published by the CSU. The policy for regulations on Title V student fee refunds can be found on the California State University web site at the following link: https://calstate.policystat.com
Fall 2020 Payment Deadline is Tuesday, August 18, 2020 by 5:00 p.m.

Payments must be received on time. You may be subject to disenrollment if fees are not paid by the payment due date.

https://www.csuci.edu/sbs/fees-and-due-dates.htm
Payment of Student Refunds

Students are not required to request a refund. Any refund for which a student is eligible will be "automatic" when a student follows campus-established procedures to cancel registration, drop courses, or withdraw for the academic period.

Any refund due a student is to be applied first toward any required return of student financial aid funds from federal, state, institutional, or external sources and then, the balance may be returned to the student.

https://www.csuci.edu/sbs/
Financial aid will begin disbursements to student accounts on Thursday, August 13, 2020

✓ You’ll be able to view the types of financial aid you may be expecting at this time.

✓ Any earned financial aid (FA) disbursed in excess of your account balance will be refunded to you.

https://www.csuci.edu/sbs/payments-and-refunds.htm
What type of payments can be refunded?

FINANCIAL AID
- Grants
- Loans
- Scholarships
- Parent Plus Loans (to parent only)
- Third Party Sponsorships
  Dept. of Rehabilitation, VA,
  Private employee sponsor

OUT-OF-POCKET PAYMENTS
(Personal payments)
- Credit Card
- Cash
- Check

Financial Aid Office contact email:
financial.aid@csuci.edu

Types of Aid
https://www.csuci.edu/financialaid/05_01_Types_of_Aid_Main.htm
All financial aid and out-of-pocket payments are applied directly to the student account. Be sure to review your transactions through your myCI student portal. It is up to you to monitor your account and step in to cover any fees that may not be covered by your financial aid BEFORE the published payment deadline to prevent dis-enrollment from classes.

There is no guarantee your financial aid will apply onto your student account before the payment deadline. It’s a good idea to have other options lined up to cover fees should this occur.

https://www.csuci.edu/sbs/
Example 1 – If aid comes in after payment deadline and I pay out of pocket what happens on my student account? Will I get reimbursed?

<table>
<thead>
<tr>
<th>Account Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transactions</td>
</tr>
<tr>
<td>Posted Date</td>
</tr>
<tr>
<td>2/23/2020</td>
</tr>
<tr>
<td>2/20/2020</td>
</tr>
<tr>
<td>2/20/2020</td>
</tr>
<tr>
<td>1/10/2020</td>
</tr>
<tr>
<td>1/10/2020</td>
</tr>
<tr>
<td>1/18/2020</td>
</tr>
<tr>
<td>1/10/2020</td>
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<tr>
<td>1/10/2020</td>
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<tr>
<td>1/10/2020</td>
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<td>1/10/2020</td>
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<tr>
<td>1/10/2020</td>
</tr>
<tr>
<td>Tuition &amp; Fees -Total</td>
</tr>
</tbody>
</table>

1. Fees post on 1/10/20
2. Pmt Deadline is 1/18/20
3. Financial aid not yet applied
4. Personal E-Check payment posts on 1/18/20
5. Financial aid post on 2/20/20
6. SUG pays $2871 Tuition Fee
7. Sub Loan pays $532 Mandatory Fees
8. $668 - Sub Loan overpayment $3403 - Reimbursement back to student for e-check payment

= $4071 REFUND

https://www.csuci.edu/sbs/
EXAMPLE 2 - REFUNDS

Students receive refunds on their accounts when payments are disbursed in excess of the account balance.

<table>
<thead>
<tr>
<th>Transactions</th>
<th>Term</th>
<th>Charge</th>
<th>Payment</th>
<th>Refund</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fee Waiver BS-BUS SBCC</td>
<td>Fall 2012</td>
<td>150.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BS-BUS SBCC - BUSINESS FINANCE</td>
<td>Spring 2013</td>
<td>1,125.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BS-BUS SBCC - THE BUSINESS OF ART</td>
<td>Spring 2013</td>
<td>1,125.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cal Grant B Fees</td>
<td>Fall 2012</td>
<td>-125.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cal Grant B Access Grant</td>
<td>Fall 2012</td>
<td>369.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cal Grant B Fees</td>
<td>Fall 2012</td>
<td>1,493.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Federal Pell Grant</td>
<td>Fall 2012</td>
<td>575.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Refund Via Check</td>
<td>Fall 2012</td>
<td>2,437.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Payment Check</td>
<td>Fall 2012</td>
<td>650.00</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Monitor your myCI student portal regularly.

https://www.csuci.edu/sbs/
FINANCIAL AID AND OUT-OF-POCKET REFUNDS BEGIN PROCESSING ON THE FOLLOWING PUBLISHED DATES BELOW AFTER THE START OF TERM.

**FINANCIAL AID**
Refunds begin processing on
August 19, 2020

**OUT-OF-POCKET**
Refunds begin processing on
September 14, 2020
How will I receive my refund?

**Direct Deposit**

✓ Fastest way to receive your refund. Electronic transfer.

✓ Enroll in Direct Deposit in your myCI portal.

✓ Takes 2-3 business days

**Paper Check**

✓ Checks will be mailed to the mailing address on file.

✓ Automatically refunded as check if not enrolled in Direct Deposit

✓ Please allow 2-3 weeks for processing

https://www.csuci.edu/sbs/
How to enroll in direct deposit in your myCI student portal

4. In the Student Finances section, on the left-hand side of the page, you will see the "Enroll in Direct Deposit" link. Select the link.

5. You will be required to complete three fields: bank routing number, bank account number and account type.

6. For checking information, the bank routing number and the bank account number can be found on the bottom of your paper checks.

*Caution: Please do not enter the number on your debit card - this is not your account number.

7. For savings information, please contact your bank to determine the bank routing number and bank account number.

8. Read and agree to the terms and conditions, then select "Submit". Your next refund will be processed using direct deposit.

How will I get reimbursed for the out-of-pocket payments I made once financial aid applies to my student account?

REFUNDS GO BACK TO ORIGINAL PAYMENT SOURCE

- Refunds for credit/debit card payments will be refunded back to the card that was used. Credit card payments are transacted in your myCI portal via the Cashnet payment system within the student portal. (2.75% bank fee)

- Cash and Electronic Check payments are a free payment option in myCI portal and will be refunded back as a paper check- unless you’ve enrolled in direct deposit. Then it will automatically be refunded as direct deposit.

https://www.csuci.edu/sbs/
How can I contact Student Business Services?

❖ Contact Us:
  ➢ Sage Hall, Enrollment Center
  ➢ Phone: (805) 437-8810
    ➢ Phone Hours: Monday – Friday 8:30 am – 5:00 pm
  ➢ Email: sbs@csuci.edu

❖ Resources:
  ➢ Website: www.csuci.edu/sbs/
    ▪ “How to” videos and PDF
    ▪ Important updates
  ➢ Social media:
    ▪ Facebook – CI Student Business Services
    ▪ Twitter – CI_SBS
Questions?