Frequently Asked Questions - FAQs

Answers to Frequently Asked Financial Aid Questions

- Office Information
- Cost of Attendance
- Financial Aid Book Money
- Types of Financial Aid
- Disbursements and Refunds

Office Information

How do I contact the Financial Aid & Scholarships office?

The Financial Aid & Scholarships office is located on the 2nd floor of the Carl R. Reng Student Union, room 2078.

Mail:
P.O Box 1620
State University, AR 72467

Ph: 870-972-2310
Fax: 870-972-2794

Email: finaid@astate.edu

What are the office's hours?

The office is open Monday-Friday from 8 am to 5 pm.

Do I need an appointment to meet with a counselor?

No. You can stop by or you can book an appointment by clicking HERE.

There are a variety of options for tuition assistance for undergraduate students at ASU, including:

Cost of Attendance

2025-2026 Academic Year

Dependent Students (In-State Tuition Rate)

The figures below represent fall and spring terms full-time enrollment based upon 15 credit hours.

	Residence Hall	Off Campus	With Parent	Graduate*
Tuition & Fees	10,430	10,430	10,430	7,556
Books	1,250	1,250	1,250	1,250
Room & Board	11,950	11,925	2,720	13,190
Personal	2,790	2,790	2,790	2,790
Transportation	3,570	5,406	5,406	3,570
Total	29,990	31,801	22,596	28,356

Undergraduate Non-Residents Add: $8,310

Graduate Non-Residents Add: $5,922

*Graduate tuition and fees are based upon 9 credit hours and On-Campus.

Note: This is an estimated cost of attendance for a Fall/Spring semester.

Financial Aid Book Money

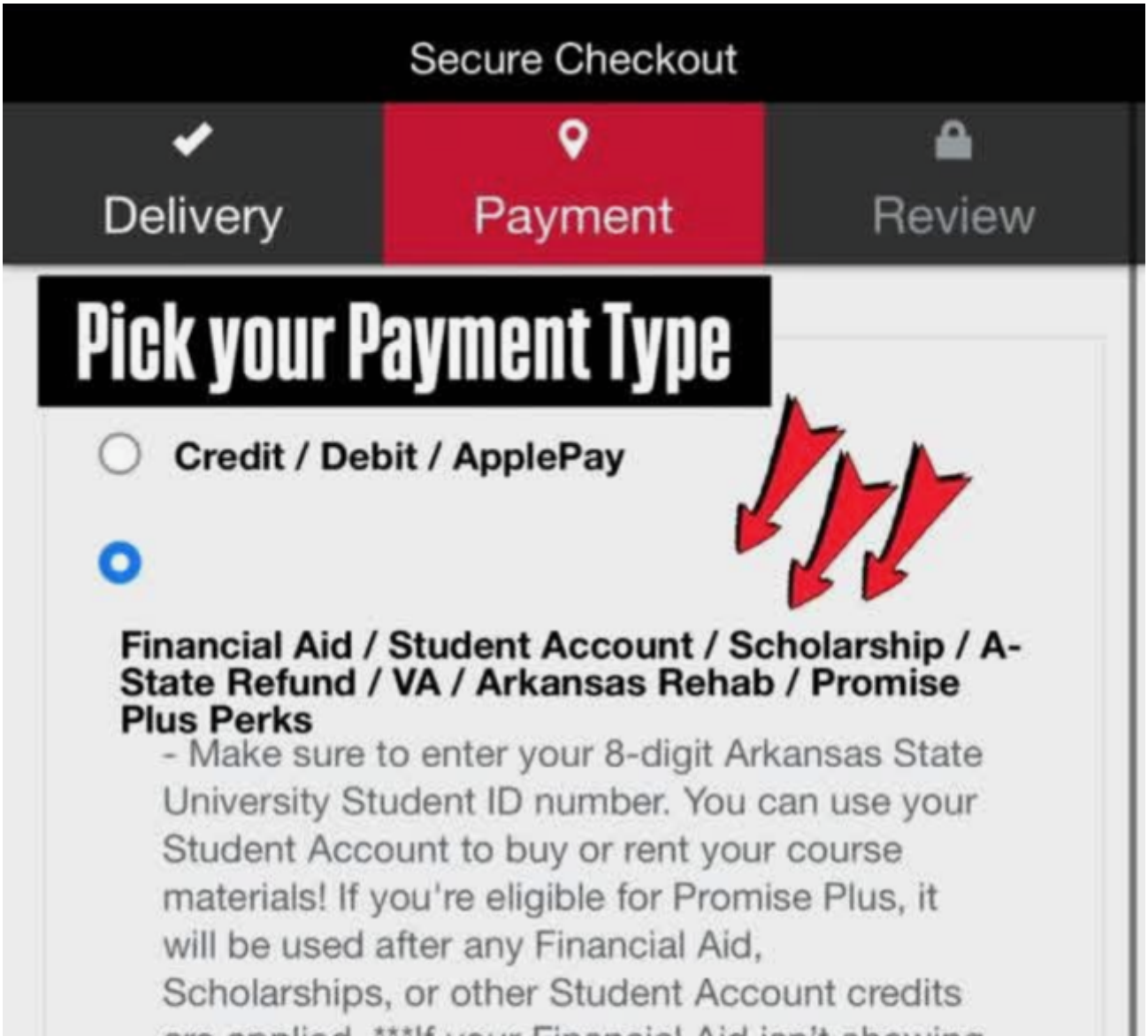
Book Money Information

Book Money Process has changed!!

Beginning Summer 2022, if you have an anticipated refund, you should be able to charge your books with our campus bookstore provider, Textbook Brokers. Depending on your program (which can differentiate the amounts) your anticipated refund is available to be used. **NOTE: If you do not have accepted aid on your account that is more than your student account balance, you will not be able to charge books to your financial aid account.**

When shopping at the bookstore, notify the cashier you would like to charge your books against your refund.

When shopping online (AStateBookstore.com) select "Financial Aid" as your payment option during checkout. To charge your books towards your Financial Aid account, you must have a backup payment account saved. (Credit Card / Bank Account). This account is used for rentals not returned or returned damaged.



When disbursement of funds occur, the bookstore charges will be deducted from your refund.

Types of Financial Aid

Scholarships

A scholarship is an award of financial aid that is awarded on various criteria, including but not limited to academic achievement and/or financial need. Scholarship money does not have to be paid back.

Grants

Grants do not have to be paid back and are awarded to students based on financial need and availability of funding.

Work Study

The work-study program provides part-time employment to undergraduates and graduates to allow them to earn money to help pay for college expenses. Work-study is based upon financial need and availability of funding.

Loans

Loans are borrowed money for college expenses that must be paid back, oftentimes, after graduation.

Disbursements and Refunds

Disbursement:

This is an automated process. All accepted financial aid funds will apply towards your student account balance based off your enrollment term listed below.

Timing

Students Enrolled in Full Term (August - December / January - May)

Disbursement will occur after enrollment is locked on the 11th day of class.

Students Enrolled in Second Part of Term (October - December / March - May)

Disbursement will occur after enrollment is locked on the 5th day of class.

Summer (May - August)

Disbursement will occur on the 5th day of class

Issues

There are several issues that can prevent financial aid from disbursing

Missing Documents
Have you checked your tracking requirements to ensure you have completed missing documents? You might need to submit forms, complete your loan's Master Promissory Note, or your loan's Entrance Counseling?
Enrollment
Are you enrolled in enough hours to receive your loan? Graduate and Undergraduate students must be enrolled at least half-time to recieve their federal aid (Unsubsidized Loans, Subsidized Loans, Parent PLUS Loan, etc....)
Course Program of Study
Do all your courses count towards your program of study / degree? If you are taking courses that do not count, this will affect your federal aid and possibly your disbursement if you do not meet the minimum enrollment hours due to courses not counting.

If none of the issues above apply to you, please reach out to our team so we can further review your account and assist you.

Refunds

Refunds are issued because the aid is excess, and credits are automatically applied to students' accounts through an automated process in the Treasurer's Office. For further information, please visit the Treasurer's Office Knowledge Base Shelf or contact their office at sasbillpayment@astate.edu for assistance.

How to Receive a Refund

Direct Deposits

To sign up for direct deposit go to myBill and select the Refund Tab. Your account must be verified before refunds are issued to receive a direct deposit. The verification process can take up to 6 business days. Once a refund is issued to a direct deposit account, funds are available within 48 hours, depending on the process time of the individual's bank.

Checks

For accounts without direct deposit setup, a check will be printed and mailed to the Billing or Mailing address type on file. Students are responsible for entering and ensuring their address is correct. If a check is lost in the mail or not received, students must wait 14 business days before completing a Student Affidavit Form to have the funds reissued. To check your Billing and Mailing address type, login to Self Service Banner.

Timing

Financial Aid Disbursement

Once financial aid disburses in a large batch at the beginning or middle of the term, the refund process is ran the following day to issue funds to students. This is usually a 3 day process: aid disburses, refunds are processed the next day, checks mailed/direct deposits sent to students on the third day.

Weekly

After the initial aid disbursement, refunds are processed twice a week: Tuesday and Thursday. Checks are mailed and direct deposits are sent to students the following day after each run (Wednesday and Friday).

Example: If your refund is processed on Tuesday, your check will be mailed or your direct deposit will be sent to you on Wednesday.