Drop Dates & Refunds

- Drop Dates Fall 2026
- Refund Dates Fall 2026
- Setup Direct Deposit
- Enroll in Multi-factor Authentication in myBill

Drop Dates Fall 2026

14 WEEK COURSES

Course starts in August end in December

Refund Amount	Drop Dates
100%	August 19 - August 25
75%	August 26 - September 1
0%	September 2 and after

10 WEEKS OR LESS COURSES

Course starts in August and ends in October or starts in October and ends in December

	Courses Starting in August	Courses Starting in October
Refund Amount	Drop Dates	Drop Dates
100%	August 19 - August 20	October 12 - October 13
75%	August 21 - August 24	October 14 - October 15
0%	August 25 and after	October 16 and after

Drop Dates December Interim 2026

100% Refund the 1st day of class only

Drop Policy

In order to receive a refund for tuition and fees, courses must be dropped within the allotted refund period or before the course begins.

Before dropping:

1. Check the refund period for the course or contact the Treasurer's Office to determine if the refund will be issued.

2. Review financial aid regulations (if receiving aid) or contact the Financial Aid Office to determine if aid will be affected or charged back.

Any unpaid charges will remain the liability of the debtor and will be remitted to a collection agency if not paid in full. The debtor will bear all collection fees/costs and attorney's fees associated with this debt.

Appeals

Students can appeal charges if they are officially withdrawn and did not receive credit for courses. For information on the appeal process, valid appeal situations, and to complete the form, please visit our Tuition and Fee Appeal form.

Refund Dates Fall 2026

September 3rd	Financial Aid Disbursed
Starting September 4 through week of September 7	Checks/Direct Deposits Sent to Students

For students enrolled in second part of term courses only:

October 16th	Financial Aid Disbursed
Starting October 19 through end of week	Checks/Direct Deposit Sent to Students

Please note that the 'Checks/Direct Deposits Sent to Students' dates listed above are estimated time frames. There are several factors that could delay refunds. Please contact our office at sasbillpayment@astate.edu for assistance.

Refunds

Excess Aid and credits are issued to students through an automated process.

How to Receive Funds

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 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.

Please note that there could be delays in aid disbursement that could delay refunds being processed. Also note that during mass disbursements the estimated time frames for refund dates can occur over several days to ensure all accounts are refunded as needed.

Weekly

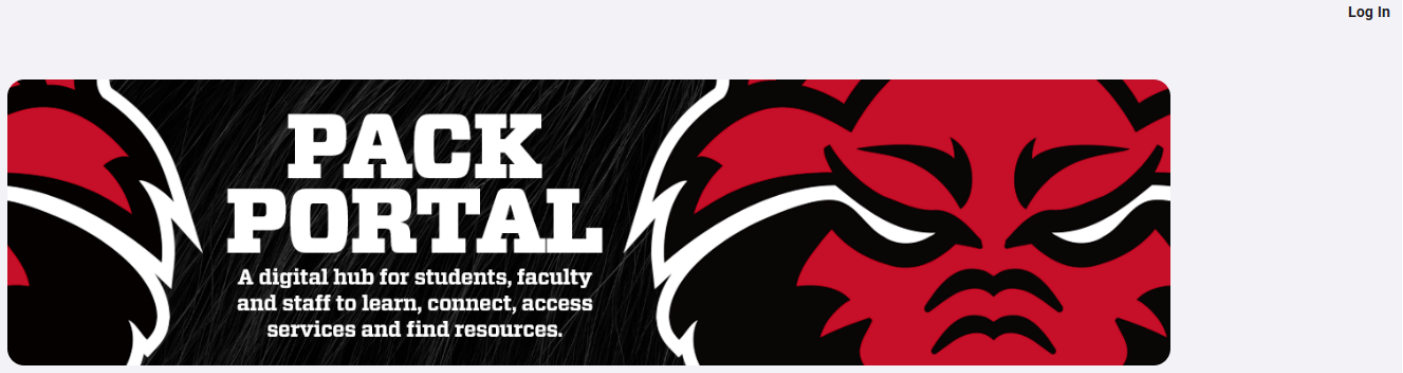
After the initial aid disbursement, refunds are processed twice a week: Tuesday and Thursday. Checks are mailed and direct deposits are sent to students the following day after each run (Wednesday and Friday).

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

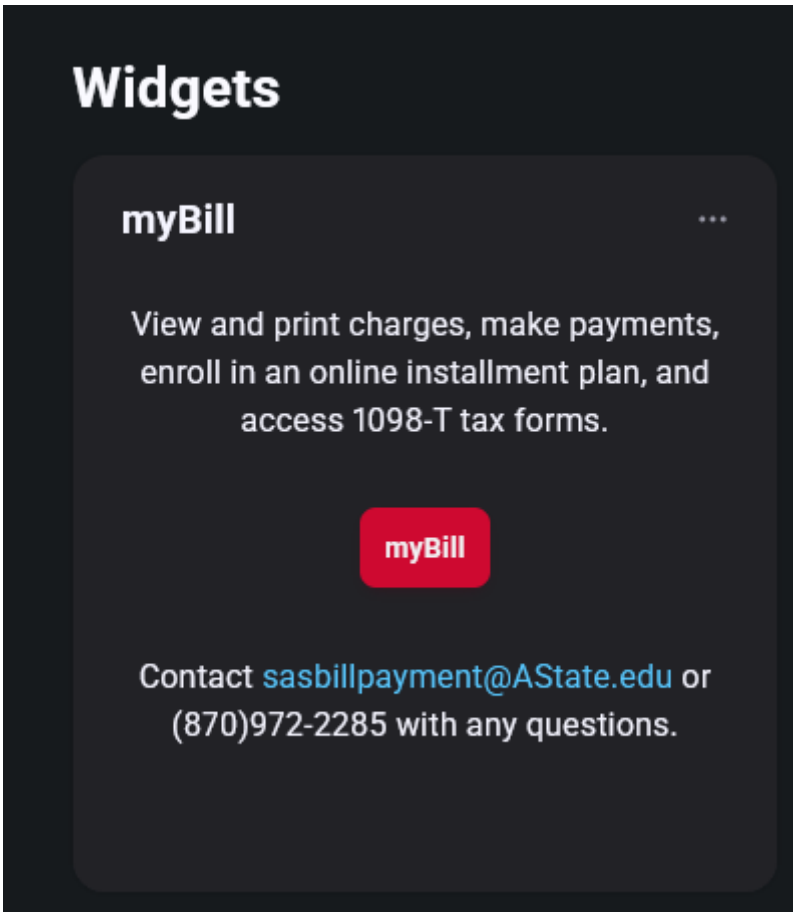
Setup Direct Deposit

Students may setup and change their direct deposit information online for excess financial aid and other student related funds.

1. Login to Pack Portal



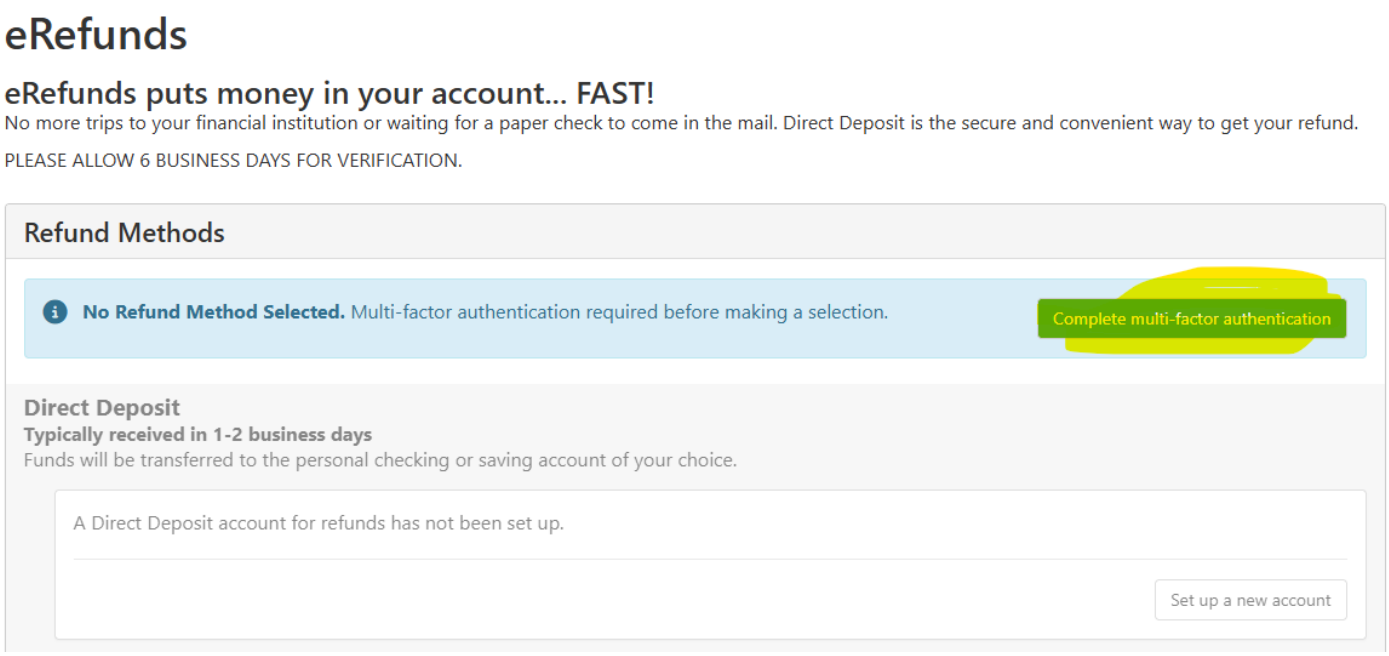
2. Click on the myBill button within the myBill widget in your Dashboard



3. Select the Refunds tab

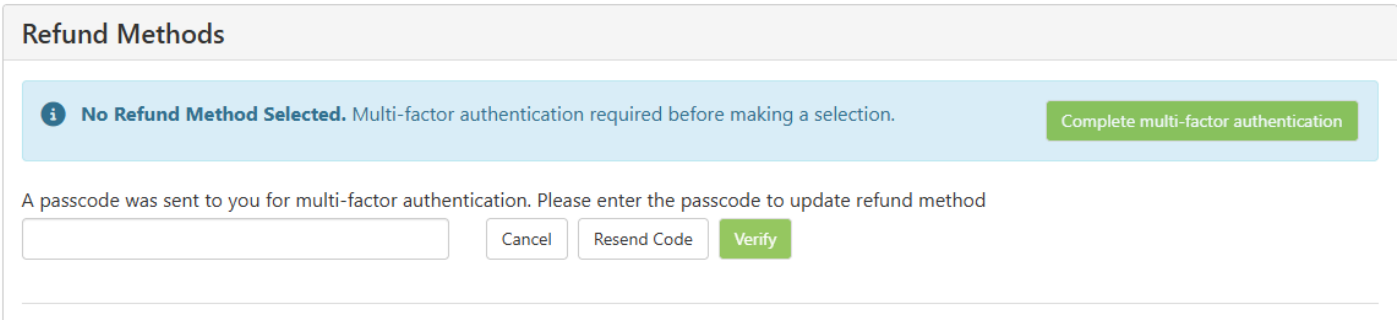
4. If you have not setup multi-factor authentication, then you must do that before proceeding with setting up a direct deposit account. Please see Enroll in Multi-factor Authentication.

5. Click on Complete Multi-factor Authentication button to verify yourself.

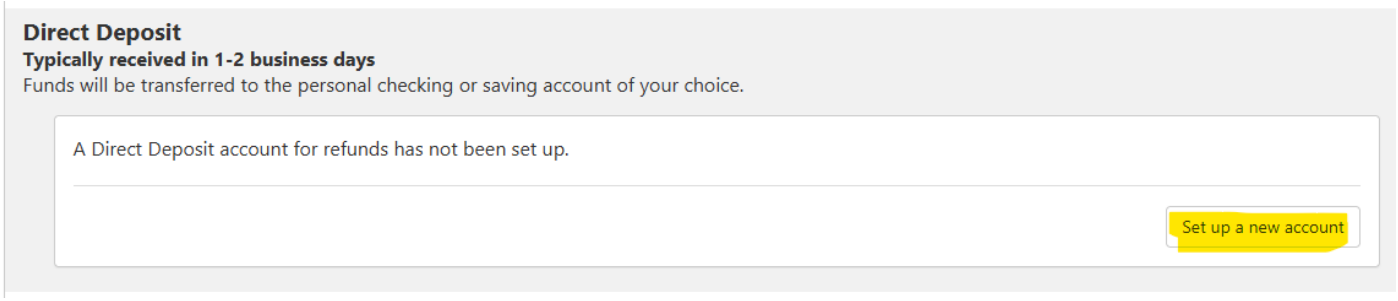


6. It will send you a code to the method you have setup for the multi-factor authentication. Enter the code and click Verify.

Note: If you do not receive the code, then you can click the Resend Code button for another attempt. If you still have issues, then you may need to review you multi-factor authentication setup under Security Settings.

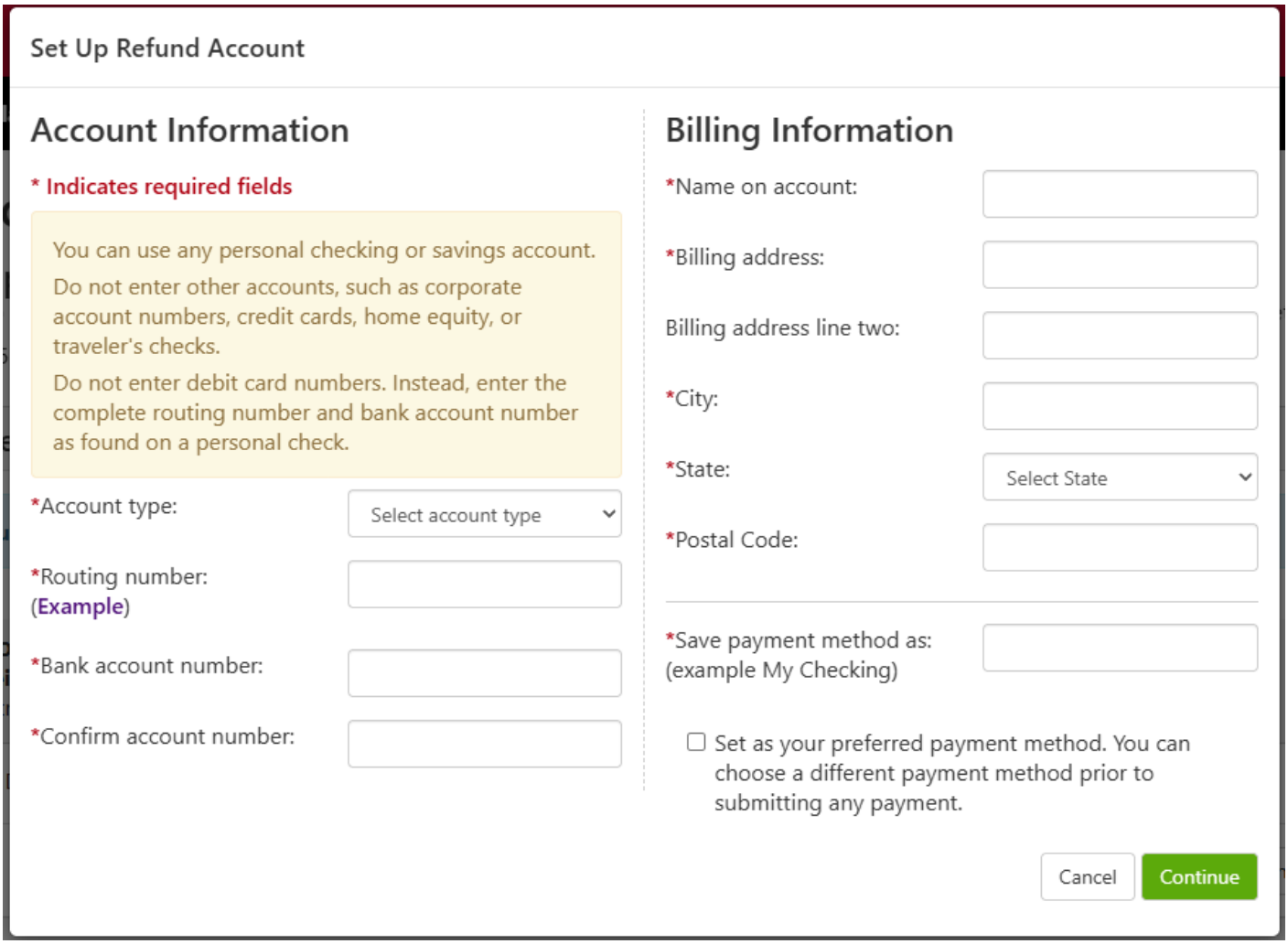


7. Once you have verified via the authenticator, then you will click on the Set Up a New Account button.



8. A box will popup for you to enter your banking information. *Be sure your information is entered in correct.

- *Note: Make sure you select the correct Account Type; savings vs. checking.*
- *Also be sure when entering the Billing Information in the box below, it matches the bank account billing information. It needs to match the bank account's information or the bank could kick it back which will delay the refund getting to you.*
- *The Save Payment Method As is the name you give this saved account in myBill. It is your choice what you name it.*



9. Click Continue when finished filling in the information.

OR

For current students who are setup as an an Authorized User on their own account with their personal email:

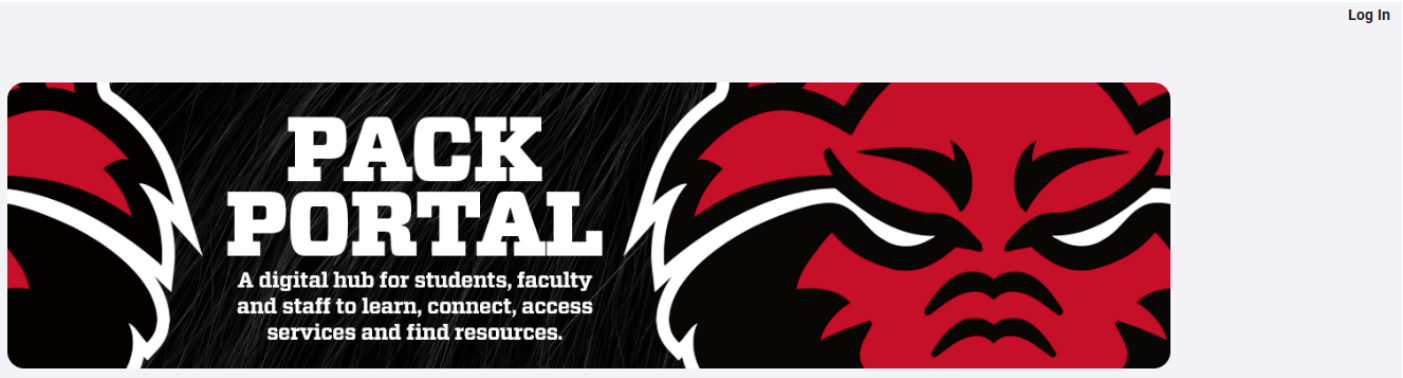
1. Login to myBill
2. Select the Refunds tab and follow the steps above to complete the process.

If you have any questions, please contact the Treasurer's Office at 870-972-2285 or sasbillpayment@astate.edu.

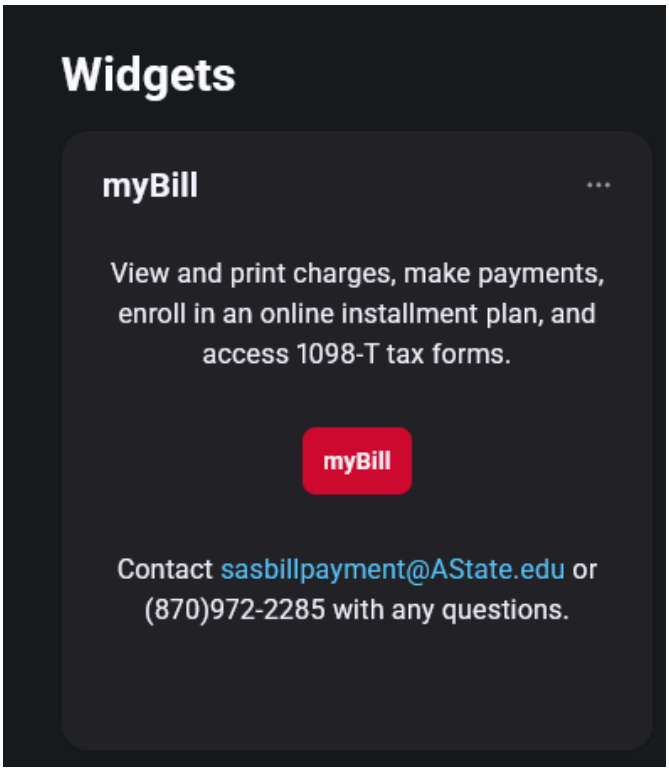
Enroll in Multi-factor Authentication in myBill

Students can setup multi-factor authentication during onboarding in myBill. Multi-factor authentication must be in place before setting up a direct deposit account for refunds.

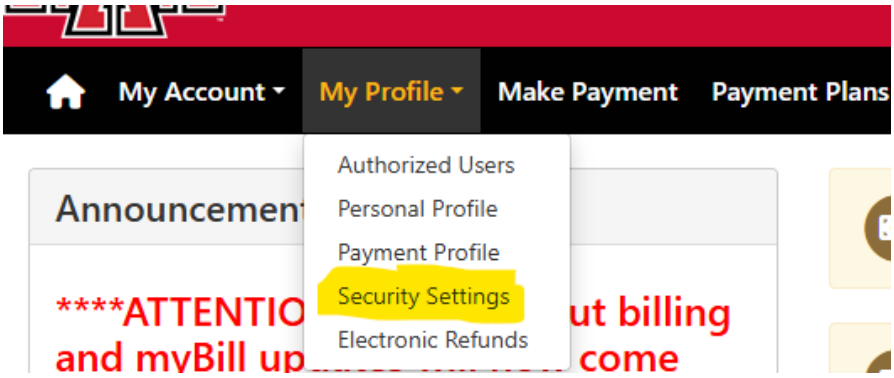
1. Login to Pack Portal



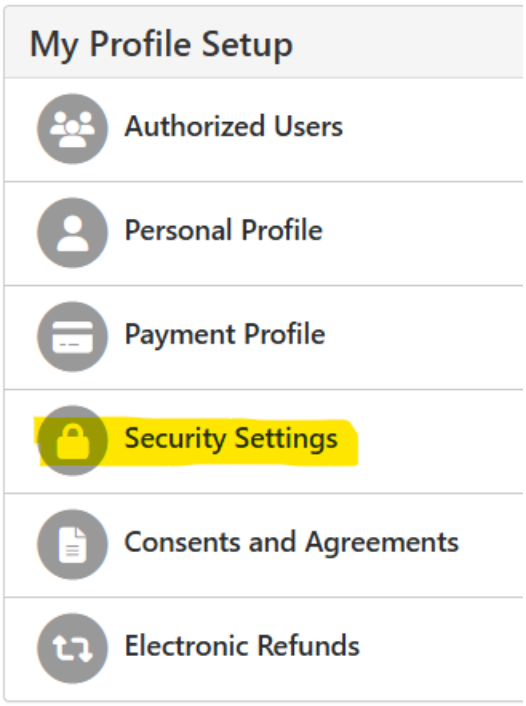
2. Click on the myBill button within the myBill widget in your Dashboard



3. Click on Security Settings under Personal Profile.



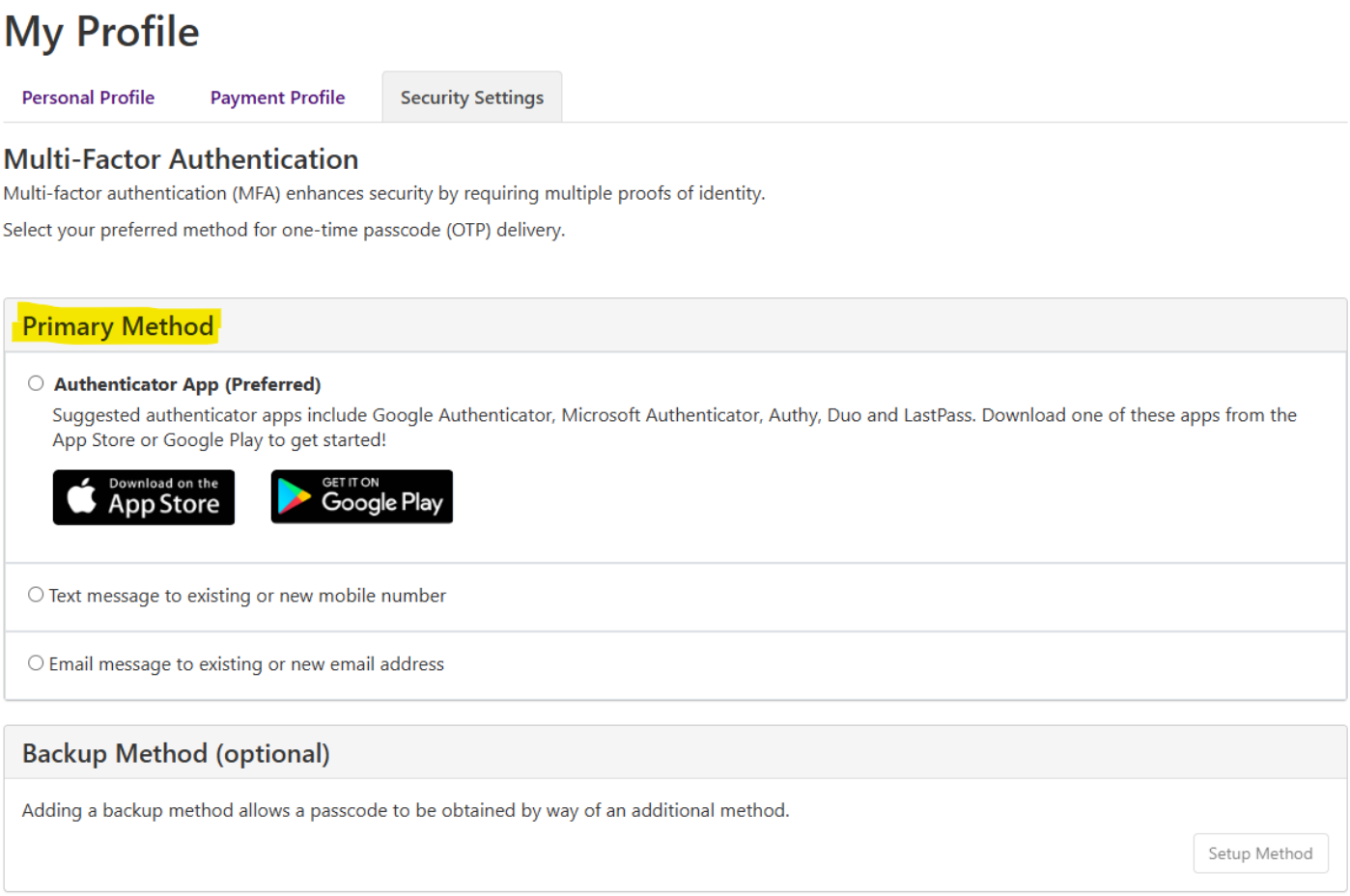
OR



4. Choose which primary method you want and follow the steps.

- If you choose the Authenticator, it will have you scan the QR code from your authenticator app to complete the process.
- If you choose Text Message, it will have you enter your phone number.
- If you choose Email Message, it will have you enter your personal email address. Note: Email Message option cannot be setup using your student smail. It must be a personal email address.

Note: It will have you test it before being able to complete the setup. For example if you choose text message, then it will send you a code to enter and verify before the setup process is complete.



5. Once complete, you do have the option of setting up a backup method if you choose or editing the current primary you have setup. Click the button option you want in order to setup a backup or edit the primary. The steps are similar to the initial setup shown above.

> If you have any questions, then please contact the Treasurer's Office at 870-972-2285 or sasbillpayment@astate.edu.