



# UNLEASH *OPPORTUNITY*

2022-2023  
**FINANCIAL AID**  
INFORMATION



**ST. CLOUD STATE**  
UNIVERSITY

# Frequently Asked Questions

## *What does “remaining loan eligibility” in my aid notification mean?*

If an amount is listed for “remaining loan eligibility”, and the aid listed on your award notification is not enough to cover your educational expenses, this is the maximum amount you may borrow in private loans and/or the Federal Direct PLUS Loan program.

Click on the link in the aid notification for more information on loan options. If you need to borrow additional funds, you should review these loan programs and their terms before deciding on a loan program that fits your needs.

[www.stcloudstate.edu/srfs](http://www.stcloudstate.edu/srfs)

## *What’s the difference between a subsidized Direct Loan and an unsubsidized Direct Loan?*

No interest is charged on a subsidized Direct Loan while you are in school at least half time. On an unsubsidized Direct Loan you either pay the interest while you’re in school or you may choose to have it capitalize, which means the interest is accruing and is added to your principal balance.

## *Does SCSU offer Payment Plans?*

Yes, There are two payment plan options by going to [www.stcloudstate.edu/srfs](http://www.stcloudstate.edu/srfs) and click "Finances".

## *How do I accept my financial aid?*

You can view and accept your financial aid through e-Services. Once logged in, click on Financial Aid. Complete the "Review and Respond to Award Notification" section.

## *Can I receive financial aid if I am not going to attend full-time?*

This information is available by signing into the Financial Aid section of e-Services and clicking on "Awards by Credit Level" to see your aid eligibility at full time, three quarter time, half time, and less than half time enrollment.

## *My aid notification lists work study. How do I find a job?*

To search for available work study positions, go to [www.stcloudstate.edu/careercenter](http://www.stcloudstate.edu/careercenter) and click on "HANDSHAKE" at the bottom of the page. Log in with your StarID and password, click on "Jobs" and then "Filters" to search for work study positions. For job search assistance such as interview and resume tips, contact SCSU’s Career Center, located in room 215 of Centennial Hall, phone 320-308-2151.

Visit our website at: [www.stcloudstate.edu/srfs](http://www.stcloudstate.edu/srfs) for more information.

# Still Have Questions?

If you still have questions after reading your aid notification and this guide, use the following information to determine which office to contact.

## Financial Aid Office:

- ✧ financial aid application process
- ✧ aid notification
- ✧ eligibility amounts for each aid type
- ✧ loan application process
- ✧ satisfactory academic progress policy for financial aid recipients
- ✧ entrance and exit Direct Loan counseling
- ✧ emergency loan applications
- ✧ student employment

Financial Aid Office  
 106 Administrative Services Building  
 St. Cloud State University  
 720 Fourth Avenue South  
 St. Cloud, MN 56301-4498  
 Phone: (320) 308-2047  
 Fax: (320) 308-5424  
 Email address:  
[financialaid@stcloudstate.edu](mailto:financialaid@stcloudstate.edu)

## Business Services Office:

- ✧ financial aid disbursements
- ✧ billing/account balance
- ✧ payment of tuition, fees, room and board
- ✧ payment plans
- ✧ registration cancellation for non-payment
- ✧ late fees
- ✧ refunds
- ✧ returning loan funds
- ✧ 1098-T Tuition Payment Statements
- ✧ emergency loan disbursement and repayment
- ✧ private scholarship disbursement

Business Services Office - Billing and Payment  
 123 Administrative Services Building  
 St. Cloud State University  
 720 4th Avenue South  
 St. Cloud, MN 56301-4498  
 Phone: (320) 308-4012  
 Fax: 320-308-5113  
 Email address:  
[businessbilling@stcloudstate.edu](mailto:businessbilling@stcloudstate.edu)



This guide is designed to help you understand your awards and procedures for processing and disbursing aid.

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## COST OF ATTENDANCE?

Actual costs for the 2021-2022 academic year (two semesters) were as follows:

### Minnesota Resident

Tuition and Fees (12-18 credits/semester)	\$9,170*
Books and Supplies	\$ 1,200
Room and Meals	\$ 10,226
Total Cost of Attendance	\$20,596

\*Tuition and fees for students paying non-resident tuition rates were \$18,010. Tuition rates for students from North Dakota, South Dakota, Wisconsin and Manitoba who are eligible for tuition reciprocity are similar to Minnesota rates. (South Dakota does not require application)

\*The Midwest Student Exchange Program allows students from Indiana, Kansas, Missouri, Nebraska, and Ohio to pay a tuition rate approximately equal to one and a half times the Minnesota resident rate, rather than paying non-resident rates.

For current cost of attendance information, visit our website at [www.stcloudstate.edu/srfs/finances](http://www.stcloudstate.edu/srfs/finances).

Your financial aid eligibility may be higher than the cost of attendance listed above. Financial aid may be used to cover other basic living expenses such as medical expenses, transportation, laundry, etc. The costs associated with these items are not included in the amount listed above.

## HOW IS ELIGIBILITY FOR FINANCIAL AID DETERMINED?

The Financial Aid Office must determine your "need" before we can award you financial aid. Each student's need is determined by subtracting the expected parent and student contribution from the cost of attendance. When you completed the Free Application for Federal Student Aid (FAFSA), a need analysis was completed using a federal formula. The result of this need analysis is the expected parent contribution and/or student contribution.

Students are expected to contribute toward the cost of their education. Income and assets of the parents are used to determine the expected parent's contribution for dependent students.

SCSU Cost of Attendance
-Student Contribution
-Parent Contribution (dependent students)
<hr/>
= Student's Need

The student's need is the total amount of need-based aid a student may receive from all sources. Students may obtain loans not based on need to substitute for the expected student and/or parent contribution.

## WHAT IS AN OVERAWARD?

Federal and state regulations prohibit you from receiving financial assistance that exceeds your calculated financial need or the cost of attendance. Therefore, if you receive additional assistance that we were not aware of when we processed your application, you may be overawarded and we may reduce, cancel or collect back some of your aid. Examples of additional assistance that might affect your eligibility include:

- ✦ scholarships
- ✦ Vocational Rehabilitation Services assistance
- ✦ Minnesota G.I. Bill
- ✦ State Tuition Assistance (Military)
- ✦ Federal Tuition Assistance (Military)
- ✦ graduate tuition assistance
- ✦ athletic grant
- ✦ tuition waiver
- ✦ assistance from the Workforce Innovation and Opportunity Act (WIOA)

If you are receiving any type of additional assistance, please notify the Financial Aid Office if you haven't already done so.

## SUMMER AID

Summer aid is processed separately from academic year (fall/spring) aid. Summer aid notifications are available beginning the middle of March. If you are registered for summer courses and you already have an aid notification on file for the academic year, we will automatically provide a summer aid notification for you. When your summer aid notification is available, you will be notified via email to your SCSU email address.

## CONSUMER INFORMATION

The Higher Education Act requires each institution to provide a great deal of information to students. Collectively this is referred to as consumer information. SCSU makes these disclosures available at [www.stcloudstate.edu/policies/student-consumer-information.aspx](http://www.stcloudstate.edu/policies/student-consumer-information.aspx)

## REPEATING COURSES

A student may generally receive aid for a course as many times as needed to pass the course. Once a course has been passed, a student may receive aid for only one additional attempt to improve the grade.

## GRADUATE STUDENTS

Graduate students are eligible to receive assistance under the unsubsidized Federal Direct Loan and student employment programs. Graduate students must have six (6) or more credits per term to be considered full time for financial aid purposes. Loan eligibility for a graduate student may be reduced if the student receives a graduate assistantship. Loan eligibility generally is reduced by the amount of tuition assistance the student is eligible to receive. Contact the Financial Aid Office for details regarding how an assistantship may affect aid eligibility.

Students who receive assistantships after their loan(s) have been processed may have future loan disbursements reduced or canceled.

## CHARGING BOOKS

We encourage you to use savings or earnings to pay for books; however, you may be eligible to charge your book costs to your SCSU student account. Most students may charge up to \$1,000 per semester in course materials purchased at the Centennial Hall Husky Bookstore to their individual SCSU student account. To use this benefit, you must not have any holds on your student account at the time of the purchase, and only purchases at the Centennial Hall Husky Bookstore are eligible to be charged to your student account.

You are not required to purchase your books through any particular vendor and are not required to charge them to your student account.

## WHEN IS FINANCIAL AID AVAILABLE?

The SCSU Business Services Office disburses the financial aid funds. Questions regarding disbursement should be directed to: Business Services, Administrative Services Building, room 123, [businessbilling@stcloudstate.edu](mailto:businessbilling@stcloudstate.edu) or call 320-308-4012.

Aid is applied to your SCSU charges on the following day, whichever is later:

- The day after the free drop/add period for the term, or
- 1 day prior to the begin date of your first class.

Late awards are applied as they are available. Any aid that exceeds covered charges is refunded to the student for education-related expenses. It is recommended that direct deposit to the student's checking or savings account be set up to have any overage funds deposited. Click on the Direct Deposit Setup tab under the Financial Aid heading in e-Services to complete this process. This is the safest and quickest way to have the funds available. Any issued checks that are lost or mailed to the wrong address cannot be reissued for three weeks.

Please visit our website at [www.stcloudstate.edu/srfs/finances](http://www.stcloudstate.edu/srfs/finances) for current dates of disbursement.

Financial aid checks cannot be cashed in the Business Services Office.

## FEE PAYMENT AND BILLING

All payment transactions are handled through the Business Services Office in room 123 of the Administrative Services Building. Contact this office at (320) 308-4012 or [businessbilling@stcloudstate.edu](mailto:businessbilling@stcloudstate.edu) for any questions regarding bills or fee payment.

**SCSU will not mail you a bill.** You may view your account online at [www.stcloudstate.edu/srfs](http://www.stcloudstate.edu/srfs).

- Choose: myHuskyNet
- Login with your Star ID and password
- Click on ESERVICES box
- Click on "Bills and Payment"

## ATTENDANCE REQUIREMENT

In order to receive financial aid for a course, you must attend the classes. If you do not ever attend a class or you stop attending during the term, your financial aid may be canceled or adjusted. For more information regarding this attendance requirement, contact the Financial Aid Office.

## ENROLLMENT REQUIREMENT

When determining enrollment levels for financial aid, only undergraduate credits are included for undergraduate students and only graduate credits are included for graduate students.

## WITHDRAWING FROM ALL COURSES

Before withdrawing from ALL of your classes consult with your academic advisor and/or the Business Services Office.

When considering withdrawing from ALL full term classes in a term, you must first note whether or not you have attended classes for at least 60% of the term. If your registration includes classes that are not scheduled for the full term (modular courses), you should contact the Business Services Office prior to withdrawing to learn about exceptions for these types of courses.

- If you have attended your classes past 60% of the term, then you have earned your financial aid and withdrawing from them will not result in any recalculation of your financial aid eligibility.
- If you have not attended your classes past 60% of the term, then you have not earned your financial aid and federal law requires us to perform a refund calculation to determine what portion of your aid was earned and what portion you must repay.

If you receive all non-passing grades for a semester (W, F, NA, or U) and it is determined that you did not ATTEND classes for at least 60% of the semester you may be required to repay some of the financial aid funds you received. Your aid eligibility may also be impacted if you never attend a course for which you registered.

If you are eligible for federal financial aid (Title IV) and withdraw from all classes during a period of enrollment, you are entitled to aid based on the percentage of the period of enrollment attended. When you withdraw, the school is required to determine the amount of federal Title IV aid you earned. If you have been disbursed unearned aid, you must repay it. If you have earned aid which has not been disbursed, you are eligible to receive those funds as a post-withdrawal disbursement. If any funds remain after the return of the Title IV aid, they will be used for repayment obligations for St. Cloud State University funds, Minnesota state funds, and other private sources. If an unpaid balance exists, all aid sources will be repaid before any funds are returned to you.

If you are considering withdrawing from all of your courses and would like to find out how this will impact your financial aid, contact the Business Services Office, room 123 of the Administrative Services Building. You may also call them at 320-308-4012 or at [businessbilling@stcloudstate.edu](mailto:businessbilling@stcloudstate.edu).

## SATISFACTORY ACADEMIC PROGRESS POLICY FOR FINANCIAL AID RECIPIENTS

All schools that award financial aid are required by federal and state regulations to establish and enforce a satisfactory academic progress policy. The policy defines the standards a student must maintain in order to be eligible to receive financial aid. SCSU's satisfactory academic progress policy has three major components when determining a student's standing:

I) A minimum cumulative credit completion percentage. This percentage is calculated by dividing credits completed (SCSU credits earned plus credits accepted in transfer) by credits attempted (SCSU credits attempted plus credits accepted in transfer).

II) A minimum cumulative grade point average (GPA) requirement. GPA is calculated using only SCSU credits.

III) A maximum number of credits attempted. This includes all credits attempted at SCSU and credits accepted from other institutions, regardless of whether aid was received. After a student has attempted the maximum number of credits, s/he is no longer eligible to receive aid.

This policy is in addition to the academic policies of the institution.

You may view the satisfactory academic progress policy on our website at [www.stcloudstate.edu/srfs/policies/sap.aspx](http://www.stcloudstate.edu/srfs/policies/sap.aspx) or contact our office for a printed copy of the policy.

## TYPES OF AID

### SCHOLARSHIPS

Scholarships are considered gift aid and do not have to be repaid.

#### Huskies Scholarships

The majority of scholarship opportunities offered by SCSU are applied for and awarded through Huskies Scholarships. Information about these opportunities can be found at [www.stcloudstate.edu/huskiesscholarships](http://www.stcloudstate.edu/huskiesscholarships). If you were awarded a scholarship and you have accepted it, it will be listed on your aid notification.

#### External Scholarships

We provide links on the Huskies Scholarships page that show external scholarship opportunities and national scholarship searches. Students should also seek out scholarships made available through high schools, community and religious organizations, professional organizations, employers of students or their

parents, employee unions and associations, and veterans' groups.

## GRANTS

Grants are considered gift aid and do not have to be repaid.

#### Federal Pell Grant

Federal Pell Grants are based on financial need and are available to students who do not have a bachelor's degree. Full-time status for the Pell Grant is 12 or more credits per term. Students enrolling in 9-11 credits generally receive 75 percent of a full-time award, and those enrolling in 6-8 credits generally receive 50 percent of a full-time award. Students may be eligible to receive Federal Pell Grant funds at less-than-half-time enrollment status. Federal Pell Grant Program regulations prohibit a student from receiving a Pell Grant from more than one school at the same time.

Based on federal regulations, SCSU's policy is that **your Federal Pell Grant will be paid to you based on the credits you are enrolled in at the end of the free drop/add period. This is usually the fifth class day for fall and spring semesters. If you add a class after this date, your Pell Grant will not be increased based on this change in enrollment.**

Federal regulations stipulate that a student may receive Federal Pell Grant funds for a maximum of six annual award amounts. If you have already received the Pell Grant for 12 full-time semesters (or its equivalent), you are not eligible to receive this grant, even if you have not yet completed your bachelor's degree. You are encouraged to work with your academic advisor to develop your academic plan and ensure that you complete your degree in a timely manner.

#### Minnesota State Grant

This grant is available to undergraduate Minnesota residents who do not have a first bachelor's degree, enroll in at least three credits per term, show financial need, and have attended post-secondary institutions for less than the equivalent of four full years. The amount of this grant is different at each credit level from 3-15 credits.

Minnesota Grant payments cannot be released to a student who is more than 30 days in arrears on child support payments or who are delinquent on MN SELF loan interest payments.

A student who meets the Minnesota Grant definition of a Minnesota resident only because of graduating from a Minnesota high school must physically attend courses in Minnesota if currently residing in another state. Taking all on-line courses and not physically attending courses in Minnesota make this student ineligible to receive Minnesota Grant.

To be considered for a Minnesota Grant for a term, your FAFSA must be submitted by the federal processing center within 30 days of school's start date.

### Federal Supplemental Educational Opportunity Grant (SEOG)

These limited funds are awarded to students who have Federal Pell Grant eligibility, low expected family contributions, and a high amount of remaining need after other grants and scholarships are awarded.

### Federal TEACH Grant

The federal Teacher Education Assistance for College and Higher Education (TEACH) Grant is for students who agree to serve full time as a highly qualified teacher, at a school serving low-income students, for at least four years within eight years after completing a course of study for which the TEACH Grant was received. Teaching must be in a high-need field: Bilingual Education and English Language Acquisition, Foreign Language, Mathematics, Reading Specialist, Science, Special Education, or other identified teacher shortage areas.

Eligible students may receive up to \$4,000 per year. The undergraduate aggregate maximum is \$16,000; the graduate aggregate maximum is \$8,000. You do not have to demonstrate financial need to be eligible for the TEACH Grant; however, you must complete the FAFSA, annual TEACH Grant counseling, and an Agreement to Repay. **If you fail to complete the required four-year teaching obligation or the TEACH Grant requirements, the TEACH Grant may permanently convert to a Federal Direct unsubsidized loan. You must repay this loan with interest accrued from the date of each TEACH Grant disbursement.**

Ineligible students at SCSU:

- Currently hold a baccalaureate degree and only enroll in coursework at SCSU leading to a teaching license or certificate
- Working on a bachelor of elective studies (BES) degree
- Working on a doctoral degree
- Not enrolled in an SCSU eligible major

Additional TEACH Grant information is available on the Financial Aid Office website: [www.stcloudstate.edu/srfs](http://www.stcloudstate.edu/srfs).

### Minnesota Post-Secondary Child Care Grant

Students who have children 12 years of age or younger may be eligible for child care assistance. Eligible students must be Minnesota residents and either have not earned a baccalaureate degree and have received a Postsecondary Child Care Grant less than ten semesters or the equivalent, or have a baccalaureate degree and have received a Postsecondary Child Care Grant less than ten semesters or the equivalent in a graduate program. Eligible students are not recipients of MFIP and must also meet income requirements. The grant amount is based on student credit level and student income.

Additional information and application materials are available in the Financial Aid Office.

Students who are receiving MFIP should contact their county social services office to check if they are eligible for child care assistance through the county.

### Minnesota G.I. Bill

The Minnesota G.I. Bill provides post-secondary educational assistance to eligible Minnesota veterans, non-veterans who served in the military, and eligible spouses and children. Full-time undergraduate or graduate students may be eligible to receive up to \$3,000 annually, and part-time students can receive up to \$500 per semester. Additional information and application materials are available in the Financial Aid Office.

### Other Grants

Additional other grants information is available. Website: [www.stcloudstate.edu/srfs](http://www.stcloudstate.edu/srfs)

- Choose: Finances
- Click: scholarships and grants
- Bottom of page click "Other Grants"

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## STUDENT EMPLOYMENT

**A work study award does not guarantee you a job.** The work study award represents your potential for earnings; only hours worked are paid. A Work Study Eligibility award of \$1 per term on your award notification means that you are eligible to apply for a work study job.

If you received a work study award on your aid notification, you have priority to apply for positions. To search for available positions, go to [www.stcloudstate.edu/careercenter](http://www.stcloudstate.edu/careercenter), click on the "HANDSHAKE" and login as a student. A resume must be uploaded before you submit an application. The department supervisor may choose to interview you. If you are hired for a job, the supervisor will arrange a work schedule with you.

You are paid every two weeks for hours worked. The preferred method to receive your paycheck is direct deposit. Click on the Direct Deposit Setup tab under the Financial Aid heading in E-Services to sign up for direct deposit.

Students who did not receive a work study award on their award notification may apply for off-campus positions at the website listed above.

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## LOANS

Loans are funds that must be repaid with interest.

Different loans have various interest rates and terms of repayment. Be sure to carefully read the loan agreement before you sign. **All federal loan programs require students to be enrolled at least half time (six or more credits per term for undergraduate students and 3+ for graduate students) to be eligible to borrow.**

### Federal Direct Loan

There are two types of Federal Direct Loans: subsidized and unsubsidized. Subsidized loans are available to undergraduate students who show financial need. Unsubsidized loans are available to undergraduate and graduate students, and eligibility is not based on financial need. Funding for these loans comes directly from the federal government. A cosigner is not required for the Direct Loans, and the borrower's

credit rating is not checked to determine eligibility. You are responsible for being aware of the terms of the loan at the time you sign a promissory note.

Repayment on Direct Loans begins six months after you graduate, withdraw, or enroll less than half time. Several different loan repayment plans are available. More information on repayment options is available at [www.studentaid.gov](http://www.studentaid.gov). Once the loan is in repayment status, Direct Loan deferments are available for various reasons specified by law. Borrowers may defer payments for the following reasons:

- enrolled in school at least half time
- unemployment
- economic hardship
- active duty military service

**Annual Direct Loan Limits.** Students are eligible to borrow up to the annual program maximum once for each 12-month academic year (fall, spring and summer). If you borrow the maximum loan amount at your grade level for a fall/spring loan, you will not be able to borrow under the Direct Loan program for summer.

**Direct Loan Proration.** Undergraduate students graduating during this academic year and attending less than a full academic year are required by federal law to have their Direct Loan (subsidized and unsubsidized) amounts prorated. Contact the Financial Aid Office for more information regarding Direct Loan proration

### Federal Direct Loan Master Promissory Note.

If you borrow under the subsidized or unsubsidized Direct Loan program, and you have not previously borrowed under either of these programs, you must complete a Federal Direct Loan Master Promissory Note (MPN).

An MPN is a legal document promising to repay your Direct Loans and to abide by all the terms and conditions of the Direct Loan program. An MPN is valid for all subsidized and unsubsidized Direct Loans for up to 10 years, even if you change schools. You will complete the MPN when you accept the loan directly from your aid notification online. **Your loan request will not be processed until you have completed an MPN.**

**Direct Loan Entrance Counseling.** If you have not previously borrowed under either the subsidized or unsubsidized Federal Direct Loan program, federal regulations require that you complete loan counseling. You will complete this loan counseling when you accept the loan directly from your aid notification online. **Your loan request will not be processed until you have completed this loan counseling.**

The MPN and entrance counseling must both be completed at [www.studentaid.gov](http://www.studentaid.gov).

**Direct Loan Exit Counseling.** Federal law requires the Financial Aid Office to provide subsidized and unsubsidized Direct Loan borrowers with exit loan counseling at the time of graduation or no longer enrolled half-time. The Financial Aid Office will send you information regarding exit loan counseling at the time you apply for graduation or drop below half-time enrollment status.

Contact your federal loan servicer for repayment options.

**Federal Direct Loan Interest Rates and Origination Fees.** The federal government sets interest rates for the upcoming academic year on July 1st for Federal Direct subsidized, unsubsidized and (PLUS) loans. In addition, there is an origination fee charged on each Federal Direct Loan or Parent and Grad Plus, which subtracted prior to the loan disbursement. For more information, including interest and origination fee rates, visit: [www.studentaid.gov/understand-aid/types/loans/interest-rates#rates](http://www.studentaid.gov/understand-aid/types/loans/interest-rates#rates).

#### **Subsidized Federal Direct Loan**

This loan is available to undergraduate students who demonstrate financial need, which is determined using a federal formula. No interest is charged on subsidized Direct Loans while the student is in school at least half time or during the six-month grace period.

The maximum aggregate subsidized Direct Loan limit for undergraduate and independent students is \$23,000.

#### **Unsubsidized Federal Direct Loan**

Eligibility for this loan is not based on financial need. The student is responsible for paying all interest that accrues on the loan during the in-school period, the six-month grace period, and periods of repayment or deferment. The interest may either be paid periodically or capitalized and added to the principal amount.

The maximum aggregate amount an undergraduate dependent student may borrow (subsidized and unsubsidized Direct Loans combined) is \$31,000. The maximum aggregate amount an undergraduate independent student may borrow (subsidized and unsubsidized Direct Loans combined) is \$57,500. The combined maximum aggregate Direct Loan amount for Graduate are \$138,500. These are the amounts specified by federal law. However, Federal regulations also stipulate that a student cannot receive financial aid in excess of the cost of attendance. Therefore, many students are not able to borrow the full amounts listed. (See "Cost of Attendance" on page 2.)

#### **Federal Direct PLUS Loan**

Federal PLUS loans are available to graduate or professional degree students and parents of dependent undergraduate students to help pay educational expenses. A credit check will be performed, and the applicant must not have an adverse credit history. The maximum amount an applicant may borrow is equal to the student's cost of attendance minus any other aid. Unless a deferment is requested, the Direct PLUS loan repayment begins 60 days after the full amount of the loan has been disbursed. If a parent borrower is unable to secure a PLUS loan, the undergraduate dependent student may be eligible for additional unsubsidized loans.

#### **Private Loans**

Private loans are student loan programs offered through private lending institutions. These programs should be considered as a last resort after you have exhausted your other funding options. Borrowing should be limited to necessary school-related expenses. Information on private loan programs is available. For more information about private loans, visit our website: [www.stcloudstate.edu/srfs/default.aspx](http://www.stcloudstate.edu/srfs/default.aspx).

**Federal Student Loan Ombudsman.** A student loan ombudsman works with borrowers to resolve disputes that the borrower has not been able to resolve through normal channels. The ombudsman's office is a neutral, informal and confidential resource to help you resolve a dispute with your federal student loans, and it should be considered a last resort. If you have an issue that you have been unable to resolve through your school or loan servicer, you may contact the federal student loan ombudsman at:

US Department of Education  
FSA Ombudsman  
830 First Street NE, Mail Stop 5144  
Washington, DC 20202-5144  
Phone: 877-557-2575  
Fax: 202-275-0549  
Website: [www.studentaid.ed.gov/feedback-ombudsman/disputes/prepare](http://www.studentaid.ed.gov/feedback-ombudsman/disputes/prepare)

## **FINANCIAL AID OFFICE**

106 Administrative Services Building  
720 Fourth Ave. S.  
St. Cloud, Minnesota 56301-4498

1.877.654.SCSU[7278] or 320.308.2047  
[financialaid@stcloudstate.edu](mailto:financialaid@stcloudstate.edu)  
[www.stcloudstate.edu/srfs](http://www.stcloudstate.edu/srfs)



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**EDUCATION FOR LIFE.**



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