Frequently Asked Questions (FAQ)
Revised 2012-13 Academic Year Tuition Fee Rates
in Response to the Passage of Proposition 30

Non-Financial Aid Students

1. **Q. How much money will be refunded to me?**
   A. Applicable refunds will be based on student fee categories and unit load. Refunds will first be used to offset any outstanding obligation due on your student account before a refund is issued to you. Please check your [MyCoyote](#) account to determine if you have a balance due.

2. **Q. How will I receive the refund?**
   A. You will receive your refund by electronic fund transfer if you have enrolled in direct deposit. A check will be issued for all other refunds.

3. **Q. When will I receive my refund?**
   A. All applicable refunds will be processed by December 21, 2012 and will be either electronically transferred to your designated bank account if you have enrolled in direct deposit or mailed to you.

4. **Q. Can I pick up my check in Student Accounts Office or Bursar’s Office?**
   A. No. You will receive an electronic funds transfer to your designation bank account if you have enrolled in direct deposit. If a check refund is due to the you, it will be mailed to the address on file within your [MyCoyote](#) account.

5. **Q. What if I have outstanding charges on my account?**
   A. Refunds will first be used to offset any outstanding obligation due on your student account before a refund is issued to you. Please check your [MyCoyote](#) account to determine if you have a balance due.

6. **Q. When will I see any charges on my account for the winter quarter?**
   A. The winter 2013 charges will be applied to your account no later than December 3, 2012.

Financial Aid Students

7. **Q. How much money will be refunded to me?**
   A. It depends on what kind of financial aid you are receiving.

8. **Q. Will I receive a refund if my tuition charges were paid with a State University Grant?**
   A: If you were awarded a State University Grant (SUG) you will not receive a tuition refund.
9. **Q: Will I receive a refund if my tuition charges were paid with a Cal Grant A or B award?**
   A: If you were awarded a Cal Grant A or B award you will not receive a tuition refund.

10. **Q. How will my third party payer be refunded?**
    A. We are waiting for guidance from the Chancellor's Office.

11. **Q: Will my scholarship be reduced?**
    A. It depends on the type of scholarship you received. If your scholarship funds were designated for tuition only purposes then your scholarship will be reduced and you will not receive a refund.

12. **Q: Would I have to make a repayment for financial aid adjustments?**
    A. It depends on the type of aid you received. If you were initially awarded full aid up to your Cost of Attendance (budget), you may be required to repay the over award amount for the fall quarter. Please check your MyCoyote account to determine if you have a balance due.

**General**

13. **Q. Will this affect Graduate Professional Fees?**
    A. Yes. Per Executive Order No. 1042, beginning in fall 2010, for each adjustment made by trustee action to the State University Fee for graduate students, an equal adjustment will be made to the graduate professional business Category I fee. For the post-election revised fee amounts, visit the CSU budget website at [http://www.calstate.edu/budget/](http://www.calstate.edu/budget/)

14. **Q. Can my parents obtain information about the status of my refund?**
    A: Due to the Family Education Rights and Privacy Act (FERPA), the University can only release student financial information with the student’s expressed written consent. The authorization to disclose student financial aid Information is available on the Financial Aid webpage at [http://cms.csusb.edu/pdf/compliance/CSUSB_Compliance_Students.pdf](http://cms.csusb.edu/pdf/compliance/CSUSB_Compliance_Students.pdf)

15. **Q. Can I use the refund to offset my winter 2013 charges?**
    A: No. You will receive your refund by electronic fund transfer if you have enrolled in direct deposit. A check will be issued for all other refunds.

16. **Q. When can I register for the winter 2013 quarter?**
    A: Priority registration for winter 2013 began on Oct. 29, 2012 for eligible, currently enrolled students. All registration will be based on your enrollment appointment date. Please check your MyCoyote for your date and time.

17. **Q. What can I do if my questions aren’t answered within these FAQ’s?**
    A. You may call 909-537-5162 beginning Nov. 7 – 14, 2012, from 9 a.m. to 5 p.m., or visit the Student Accounts Office in University Hall, Room 034 and staff will be available to answer your questions.