

Financial Aid Frequently Asked Questions (FAQ's) and Bills

Why my NJ Tuition Aid Grant (NJTAG) is not showing up on my bill? There could be many reasons why NJTAG is not on the account. Below are some of the reasons:

- NJHESAA file (the state agency that administers the NJTAG awards) is incomplete. You can log into the NJHESAA portal at njgrants.org to check your status, and submit any documentation they are requesting as soon as possible.
- Your file was selected for verification and is in the Office of Student Financial Aid Services processing queue (the turnaround is generally no more than 30 days).
- You are not enrolled for the required enrollment (12 credits or more).
- You are not making Satisfactory Academic Progress (see your SAP email with details on how to appeal)

Why isn't my award showing on my account?

- If you were selected for a process called "verification" and you have submitted all requested documentation, your file may be in the processing queue. Generally, it takes no more than 30 days to process. Please log on to your portal at my.njit.edu to review any outstanding requirements and supply them as soon as possible.
- Your file was triggered with a federal edit and needs clearance. This will take about 1 week to complete. Check your account in a week at my.njit.edu.

Why is my EOF award not showing up like last year?

- NJHESAA has not provided schools with EOF rosters with the award amount yet. In the meantime, if you received it last year and you remain eligible, we posted an Estimated EOF Grant award until NJHESAA supplies the final award amounts in a few weeks.

Why is scholarship not reflecting actual tuition rates if I was offered full tuition and fees?

- The Office of Student Financial Aid Services is working on increases scholarship that are tuition-based and will appear in a few days on the account. Check your account early next week.

Why is my Honors Room Grant not the same as last year or it does not reflect my actual room rate?

- Per Honor's College policy, the amount of the Room Grant is set to the standard for a double room (\$4250). If your room is more than \$4250 you are responsible to cover the difference.

Why does my Honors Meal award not reflecting my actual meal costs?

- Per Honor's College policy, the amount of the Meal award is set to the standard basic meal plan A which is \$1854 per semester (\$3708 a year). If your meal plan is more than \$3708 you are responsible to cover the difference.

Why I am missing one or more of my previous year scholarships

- The funds are no longer available and to be consider for other scholarships, please complete the Undergraduate Scholarship Application located at: <http://www.njit.edu/financialaid/forms/>

- You do not meet the eligibility requirements for the award (that is, gpa, major, enrollment, or academic progress status)
- You have already reached the maximum number of payments
- Our records indicated you either plan, will or already graduated
- You are not registered for full-time status (i.e., 12 credits or more)
- Your scholarship is not renewable

Why isn't my private loan showing up on the account?

- You may need to accept your federal loans first. You are not meeting general eligibility requirement such as
 - Enrollment (some lenders require that you register for at least 6 credits), academic progress status
 - FAFSA filing status (some lenders require a FAFSA),
 - Acceptance of federal loans first (NJCLASS lender requires students to file a FAFSA and accept their Federal Subsidized Loan before the NJCLASS Loan can be completed). To do so, go to my.njit.edu | Student Services | Banner Self Service | Financial Aid | Award for Aid Year | Select 2017-2018
 - Social security number verification (for international students)

I have given all of the requested documents but have not received a financial aid package.

- If you submitted your paperwork and your file has been complete for more than 30 days and you have not received a financial aid package, please call us at 973-596-3479 or email us at finaid@njit.edu.

If my awards do not cover my bill and I need more assistance, what else can I apply for?

- If you are a dependent student, you can have your parent apply for a Federal Direct Parent PLUS Loan at <http://studentloans.gov> (tip: you always want to borrow for the entire academic year). Your parent will have to create an FSA ID first at <http://studentloans.gov>
 - If the Parent PLUS Loan gets denied, you automatically become eligible for additional Federal Direct Unsubsidized Loan and we will process that as soon as the PLUS denial results are received by the federal agency.
- Private loans from private lenders but always accept federal loans first and pay the interest while you are in school to reduce long-term compounded debt. To learn more go to: <http://www.njit.edu/financialaid/typesofaid/educationloans/privateloans.php>
- Apply for external scholarships such as the ELKS, Gates Millennium, HSF Scholarships and more by creating a profile at <https://www.fastweb.com/>

I do not want to borrow loans and would like more information about debt?

- NJIT has a free software Financial Literacy Tool called SALT for our students to help manage debt and budget. You can access SALT at: <http://www.njit.edu/financialaid/SALT/>

Graduate Students

I received a graduate TA or RA award last year and it is not showing up on the account.

- Your graduate nomination is in process
- Your nominator has not yet submitted a request to renew your award (please see your either your advisor or your supervisor to inquiry)
- You are not registered full-time (9 or more credits or not certified full-time) – see your advisor
- You have not accepted your award if you were offered a package (go to the portal at my.njit.edu and accept your offer)