

*Welcome.
Our presentation will start shortly.*

**ASK ME ANYTHING:
SEAWOLF SUMMER SUCCESS SERIES**



NOMA Nation Orientation
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***ASK ME ANYTHING:
SEAWOLF SUMMER SUCCESS SERIES***

Seawolf Service Center and Financial Aid



NOMA Nation Orientation
Sonoma State University



How To Do Business at SSU: Seawolf Service Center

Presented by:

Elizabeth O'Brien

Director of Seawolf Service Center



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What does the Seawolf Service Center (SSC) do?

The SSC is a one stop shop where students, staff, and faculty can come to:

- Ask & get answers to general questions about financial aid, their student account, housing, and the SSU community
- Obtain a Seawolf ID card
- Pay for Wolfbucks
- Make student account payments
- Check out campus keys
- Pick up a check
- Check the Lost and Found



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Keeping on Top of Your Seawolf Finances

Step 1: Know Your Charges

Step 2: Know your Payment Due Dates

Step 3: Know When and How to Make Payments

Step 4: Know About Refund Deadlines



Step 1: Know Your Charges - Registration

- When you register for classes, [registration charges](#) are added to your SSU student account.
- In the MySSU Student Center>Finances>Account Activity page, you will see your semester charges and any payments that have been made.

Account Activity

View by

From 11/07/2023 To 05/07/2024 Fall 2024 go

Transactions Find View 10 First 1-11 of 11

Posted Date	Item	Term	Charge	Payment	Refund
04/17/2024	Seawolf Bundle Fee	Fall 2024	55.50		
04/16/2024	Associated Students Fee	Fall 2024	152.00		
04/16/2024	Consolidated Services Fee	Fall 2024	24.00		
04/16/2024	Couns and Psych Service Fee	Fall 2024	73.00		
04/16/2024	Facilities Fee	Fall 2024	24.00		
04/16/2024	Instructnly Related Activity F	Fall 2024	310.00		
04/16/2024	Seawolf Bundle Fee	Fall 2024	203.50		
04/16/2024	Student Health Fee	Fall 2024	183.00		
04/16/2024	Student Involvement Rep Fee	Fall 2024	2.00		OPT OUT
04/16/2024	Student Union Fee	Fall 2024	504.00		
04/16/2024	Tuition Fee	Fall 2024	3,042.00		

First 1-11 of 11 Last



Know Your Charges - Registration

MySSU Charges Due Page=Due Dates

Finances

My Account

Account Inquiry
Enroll In Direct Deposit

Financial Aid

View Financial Aid

Other Finance Information

Charges Due

Details by Charge

Personalize | Find | View All | First 1-12 of 12 Last

Charge	Due Date	Term	Amount
Student Involvement Rep Fee	08/07/2024	Fall 2024	2.00
Consolidated Services Fee	08/07/2024	Fall 2024	24.00
Facilities Fee	08/07/2024	Fall 2024	24.00
Couns and Psych Service Fee	08/07/2024	Fall 2024	73.00
Associated Students Fee	08/07/2024	Fall 2024	152.00
Student Health Fee	08/07/2024	Fall 2024	183.00
Student Union Fee	08/07/2024	Fall 2024	504.00
Instructnly Related Activity F	08/07/2024	Fall 2024	310.00
Tuition Fee	08/07/2024	Fall 2024	3,042.00
Seawolf Bundle Fee	09/05/2024	Fall 2024	259.00
	Charge Details		4,573.00



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Know Your Charges - “Mandatory Optional” Charges

- Seawolf Bundle Fees:
 - For 2024/2025: \$18.50 per unit charge
 - Learning Materials Fee that provides access to required textbooks and course content for a flat fee
 - Charged to all SSU students with the option to opt out 30 days before the first day of classes
- Student Involvement & Representation Fee (SIRF)
 - \$2 per semester
 - CSU Systemwide Fee charged to all students to establish a funding model for the CA State Student Association (CSSA)
 - Students can opt out once enrolled and must opt out no later than the census date for each semester



Know Your Charges - Housing

If you will live on campus:

- Once housing room assignments are made in June, your full semester room rent charges will be added to your Student Account in four installments.
- Charges include housing rent less the \$300 housing down payment that has already been paid to hold your spot in housing.
- For FTFY students, in addition to rent charges, charges will also be added for the required Seawolf All Access Meal Plan
- For FTT students, optional Meal Plans can be purchased for Fall 2024 in the Seawolf Card Management tile now!



Know Your Charges - Billing Notifications

- You will get a monthly billing statement notification emailed to your SSU email account EVERY MONTH until all of your semester charges are paid.
- Students may provide parents, guardians or guests with “PAYER” access, however, it is the student’s responsibility to ensure that their student account is paid by published deadlines.
- More information about Payer access, including the sign up process, is outlined on the Seawolf Service Center website, on the [Payer User Guide page](#)



Step 2: Know Your Payment Due Dates - Registration

- Registration charges are due in full before classes start each semester. Due dates vary depending on when you enroll in classes and are posted on the [Seawolf Service Center website](#).
- If you don't pay your registration charges by the deadline, you are subject to disenrollment from classes. This means that you may be dropped from classes and not eligible to attend this semester.

- [Fall 2024 Student Charges/Fees & Payment Due Dates](#)

- Registration 4/15/24 - 8/7/24 , student charges/fees due **August 7, 2024** (non-payment subject to disenrollment).
- Registration 8/14/24 - 9/4/24, student charges/fees due **September 4, 2024** All students who begin the registration process on or after August 14, 2024 may be subject to a \$25 late registration fee.



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Know Your Payment Due Dates - Housing

- Students can either pay housing rent payments in one lump sum by August 1st or in 4 monthly installments according to the due dates listed on the handout (first payment due starting on August 1st).
- The REACH office lists the on campus rates on their [website](#).
- Note: the rate schedule for First Year Residents includes the required Seawolf All Access Meal Plan in addition to housing rent charges.



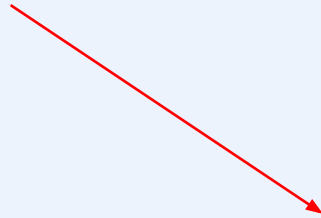
Step 3: Know When and How to Make Payments

- Various Payment Methods are posted on the [Seawolf Service Center website](#)
- If using financial aid to pay fees, you must have a verified financial aid award for Fall 2024 in MySSU before the payment due date for those funds to be counted in place of a payment.



Know When and How to Make Payments:

Seawolf Service Center Website
seawolfservices.sonoma.edu



Student Charges/Fees	<u>Payment Due Dates/Methods</u>
	How to Make an Online Payment
	529 Savings Plan Payment
	529 Plan Payment Instructions
	Payment FAQ
	International Student Payments
	Payer Guide
	Credit Card Service Fee FAQ
	Direct Deposit Student Refunds



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Payment: Financial Aid Disbursement

- Initial financial aid disbursements are made to student accounts around the 1st week of the semester.
- Financial Aid pays Registration Fees first, then Housing Fees.
- If funds are left over, they are refunded to the student via paper check in the mail or Direct Deposit (FASTEST way to get funds-sign up in your MySSU!)



Step 4: Know About Refund Deadlines

- Total Withdraw from SSU:
 - Last day to withdraw completely from SSU with full refund of fees is the day before school starts each semester (Fall 2024 date=August 19, 2024)
 - Once semester starts, refunds are pro-rated through 60% point of term; no refund thereafter
- Last day to change from Full-time (7 plus units) to Part-time (1-6 units) fee refund is the last day of add/drop for each semester (Fall 2024 date=September 4, 2024)



FERPA & Authorize to Release

- The Family Educational Rights and Privacy Act (FERPA) sets out requirements that are designed to protect the privacy of student educational records.
- The Seawolf Service Center and Financial Aid Office will only disclose a student's financial information as allowed by FERPA.
- The Authorize to Release page in a student's MySSU Student Center>Personal Information screen allows students to designate people access to specific records at SSU:

Authorization to Release your Record(s) to your Designee

Student J P ID 00582

Authorized Records to be Released to Find First 1 of 1 Last

*First Name Charlie *Last Name Brown *Access Code 1234 Expiration Date 01/01/2021

	*Department	*Records to Release	*Purpose of Release		
1	Admissions	Academic related communications to st	Sharing SSU communications	i	+ -
2	Admissions	Grades and Grade Point Averages (GP)	Friendly competition	i	+ -
3	Office of the Registrar	Academic standing	More friendly competition	i	+ -

Add a new row at row 1 (Alt+7)

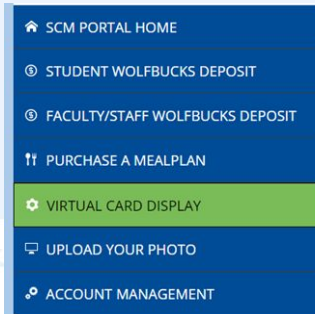


Student ID Cards

Upload a photo by July 19th using the [photo upload process](#) so that your ID card is ready for you in August!

The process is fast and easy:

1. Log into Online Services
2. Click on the Seawolf Card Management Tile
3. Click on the Upload Your Photo tab and upload a photo of your choosing!!
4. You will get confirmation once your photo has been approved



ID CARD PICK UP SCHEDULE
Students Living On Campus: August 15th during Move In Day
Students Living Off Campus: In the Seawolf Service Center starting on August 16th



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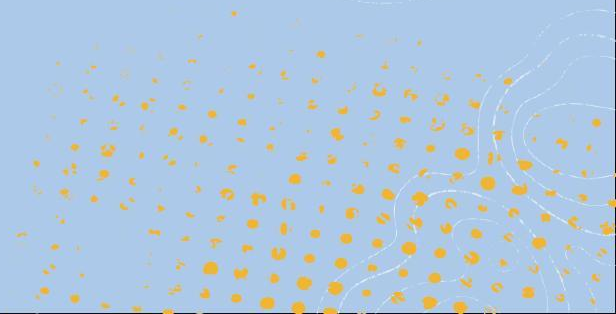


Financial Aid

Presented by:
F. Shannon Little
Director of Financial Aid



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Applying for Financial Aid

- Free Application for Federal Student Aid (FAFSA) and California Dream Act Application (CADAA) available October 1
 - [FAFSA.gov](https://fafsa.gov)
 - [DREAM.csac.ca.gov](https://dream.csac.ca.gov)
- Fall 24 admits = 2024-2025 application
- 2025-2026 application available October 1, 2023
 - There could be a delay for 2025-2026



Financial Aid Timeline

- Complete the FAFSA or CADAA by **March 2 each year you want financial aid** to be considered an on-time applicant
- New Cal Grant applicants: Submit the GPA Verification form by March 2
- Check your “To Do List” in your SSU Portal and submit all documents by due date
- Continuing students receive award offers late April (after all documents have been submitted and reviewed)



MySSU Portal

ID

[Student Center](#) | [General Info](#) | [Admissions](#) | [Academics](#) | [Finances](#) | [Financial Aid](#) | [Transfer Credit](#)

Student Center

Academics

My Class Schedule
Shopping Cart
Seawolf Scheduler

other academic... ▾ >>

Finances

My Account
Account Inquiry
Enroll In Direct
Deposit

Financial Aid
View Financial Aid

other financial... ▾ >>

Search for Classes

Holds

No Holds.

To Do List

Financial Aid Req tasks
College Transcript

More ▸

Advisor

Program Advisor
None Assigned

Admissions & Records

Informational Callouts:

- Academics:** To see future Fall/Spring enrollment, go to My Class Schedule under the "other academic" drop down.
- Finances:** You have no outstanding charges at this time.

***Important Student Fee Information**
View Bill or Make a Payment



MySSU Portal

Financial Aid Award


ID


Student Center | General Info | Admissions | Academics | Finances | Financial Aid | Transfer Credit

Student Center

Academics

My Class Schedule
Shopping Cart
Seawolf Scheduler

other academic... 


 To see future Fall/Spring enrollment, go to My Class Schedule under the "other academic" drop down.


Order an Official Transcript
Online Orientation

Finances

My Account
Account Inquiry
Enroll In Direct
Deposit

Financial Aid
View Financial Aid

other financial... 

 You have no outstanding charges at this time.

*Important Student Fee Information
View Bill or Make a Payment

Search for Classes

Holds
No Holds.

To Do List
Financial Aid Req tasks
College Transcript
[More](#)

Advisor
Program Advisor
None Assigned

Admissions & Records



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Financial Aid Offer

- Review the [Help Book](#) to understand your award offer
- Email communications are sent to student's SSU email

Fall 2024 Term Award Detail

Fall 2024

[View Scheduled Disbursement Dates](#)

Award Description	Category	Offered	Accepted
Federal Pell Grant	Grant	3,698.00	3,698.00
Federal Direct Subsidized Loan	Loan	2,750.00	0.00
Federal Direct Unsubsidized Ln	Loan	1,000.00	0.00
State University Grant	Grant	3,042.00	3,042.00
Term Totals		10,490.00	6,740.00

Spring 2025 Term Award Detail

Spring 2025

[View Scheduled Disbursement Dates](#)

Award Description	Category	Offered	Accepted
Federal Pell Grant	Grant	3,697.00	3,697.00
Federal Direct Subsidized Loan	Loan	2,750.00	0.00
Federal Direct Unsubsidized Ln	Loan	1,000.00	0.00
State University Grant	Grant	3,042.00	3,042.00
Term Totals		10,489.00	6,739.00



Housing Discrepancy

- You are awarded with financial aid based on the housing preference you listed on your Cal State Apply Admission Application.
- Your housing preference should be listed on your award offer
- If your housing preference has changed, let financial aid know. This discrepancy may delay your financial aid disbursement.
- Example: You have listed on-campus on your Cal State Apply Admission Application but you decide to live off-campus or at home.



Academic Transcripts

- Once your Spring 24 semester is over, request that your official academic transcripts get sent to Sonoma State University.
- Financial aid will be held until all academic transcripts have been submitted to Admissions and reviewed.



Federal Direct Loans

- Yearly amounts – loans are subject to annual limits set by the Department of Education (ED).

Loan Type Maximum Amounts		
Grade Level	Dependent	Independent
Freshman	\$5,500 (maximum \$3,500 subsidized)	\$9,500 (maximum \$3,500 subsidized)
Sophomore	\$6,500 (maximum \$4,500 subsidized)	\$10,500 (maximum \$4,500 subsidized)
Junior/Senior, 2nd Bachelor	\$7,500 (maximum \$5,500 subsidized)	\$12,500 (maximum \$5,500 subsidized)
Credential, Unclassified Grad (taking pre-requisites)	\$5,500	\$12,500 (maximum \$5,500 subsidized)
Graduate Students	N/A	\$20,500 (unsubsidized only)



Federal Direct Loans

- Subsidized/Unsubsidized Loans
 - Go to [Studentaid.gov](https://studentaid.gov) to complete:
 - [Loan Entrance Counseling](#)
 - [Master Promissory Note \(MPN\)](#)
 - 2024-2025 Interest rate: 6.53% (Undergraduate)
8.08% (Graduate)
 - 2023-2024 Loan Processing fee: 1.057%
 - Must accept/decline federal loans. Any loans that are declined/canceled may be reinstated by submitting the [Direct Loan Change Form](#)



Other Funding Sources

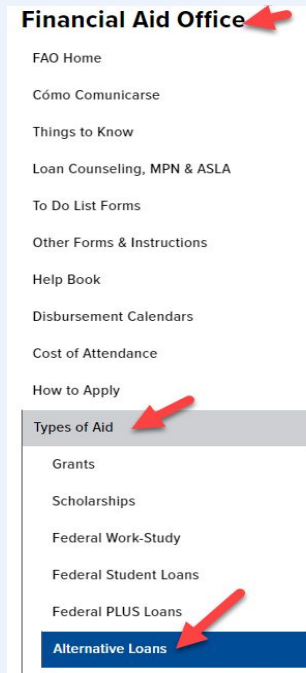
- PLUS Parent Loans
 - Go to [Studentaid.gov](https://studentaid.gov) to complete:
 - [Parent PLUS Loan application](#) – credit qualification required
 - Must apply & be approved each year
 - [Master Promissory Note \(MPN\)](#)
 - 2024-2025 Interest rate: 9.08%
 - 2023-2024 Loan Processing fee: 4.228%
 - If application is denied, student may borrow additional Unsubsidized loan:
 - Freshmen/Sophomore \$4,000
 - Junior/Senior \$5,000



Other Funding Sources

- Alternative Education Loans
 - Credit based - requires good credit history
 - Interest rate can be variable or fixed and may be higher or lower than the Federal Direct Loan
- [ELMSelect](#) is a way for students and parents to compare various lenders and loan products.

financialaid.sonoma.edu



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MySSU Portal

How Much Do I Owe?

ID

Student Center | General Info | Admissions | Academics | Finances | Financial Aid | Transfer Credit

Student Center

Academics

My Class Schedule
Shopping Cart
Seawolf Scheduler

other academic... [dropdown] [arrow]

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Deposit

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Holds
No Holds.

To Do List
Financial Aid Req tasks
College Transcript
More ▶

Advisor
Program Advisor
None Assigned

Admissions & Records

Informational Messages:

- To see future Fall/Spring enrollment, go to My Class Schedule under the "other academic" drop down.
- You have no outstanding charges at this time.
- *Important Student Fee Information
View Bill or Make a Payment



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How Much Do I Owe?


- Log into your SSU Portal
Under Finances, you will see Account Inquiry

Account Summary

You owe 4,486.00.

What I Owe

Term	Outstanding Charges & Deposits	Pending Financial Aid	Total Due
Fall 2024	4,486.00	1,000.00	3,486.00
Spring 2025		1,000.00	
Total	4,486.00	2,000.00	3,486.00



- In this case, the student will owe \$3,486 for Fall 2024. Loans will not be considered until accepted.



How Much Do I Owe?

- Log into your SSU Portal
Under Finances, you will see Account Inquiry

Account Summary

What I Owe			
Term	Outstanding Charges & Deposits	Pending Financial Aid	Total Due
Fall 2024	4,551.50	6,740.00	
Spring 2025		6,739.00	
Total	4,551.50	13,479.00	



- In this case, the student's financial aid is more than the charges which creates a credit balance or refund of \$2,188.50.



Financial Aid Disbursements

- Review the [Disbursement calendars](#) for each term online
 - Generally occur every Monday throughout the semester
 - Half in Fall and half in Spring
- Funds are posted to student account and pay outstanding fees/institutional charges first. Remaining funds will be refunded to student.
- Sign up for [Direct Deposit](#) through your SSU Portal to have the refund automatically put into your bank account.
- We recommend that students be prepared to buy their books themselves instead of waiting for their refund. If you are participating in the Seawolf Bundle, your learning materials will already be paid.



Satisfactory Academic Progress (SAP)

There are three major components to the standards:

- Pace (Pass Rate) Standard: Satisfactorily complete a minimum of 67% (UG) of the cumulative units attempted.
- Maximum Time Frame Standard: Complete a degree program within 150% of the units for the degree.
- GPA Standard: Meet the minimum cumulative GPA of: 2.0 for undergraduate students.

More information can be found:

financialaid.sonoma.edu/help-book/satisfactory-academic-progress



Family Contribution Appeal

- Special Circumstances - (SAI) Appeal may include:
 - Change in income or employment
 - Change in parent marital status
 - Loss of taxed/untaxed benefits
 - One-time, non-recurring income that won't be received in subsequent years.
- Requests can be found in MyFA Forms
- Additional information found on financialaid.sonoma.edu under Other Forms & Instructions: Special Circumstance Request



Financial Aid Representatives

- Last Name A – Li Carson Williams
carson.williams@sonoma.edu

- Last Name Lj– Z Teresita Ornelas Vega (Spanish speaker)
ornelasvet@sonoma.edu

General Questions: finaid@sonoma.edu or 707-664-2389

Financial Aid is located on the 1st floor of Salazar Hall – check in with Seawolf Services.



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Contact Information

Salazar Hall, first floor

Office Hours : M – Th 8am - 5pm and F 9am - 5pm

Seawolf Service Center: We are the One Stop shop for all financial matters including general questions about financial aid, your student account, payments and more!

Phone: (707) 664-2308

Email: seawolf.servicecenter@sonoma.edu

Website: seawolfservices.sonoma.edu

Financial Aid Office: Meet with a Financial Aid Representative

Phone: (707) 664-2389

Email: finaid@sonoma.edu

Website: financialaid.sonoma.edu





Thank You and Welcome to SSU!



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Ask Me Anything Virtual Events

- Tuesday, June 18th - Disability Services for Students and Culture of Care (**recording available online soon**)
- Tuesday, June 25th - Doing Business at SSU: Seawolf Service Center and Financial Aid
- Tuesday, July 9th - Living and Dining on Campus: REACH and Culinary Services
- Tuesday, July 16th - Your Student's Academic Success
- Tuesday, July 23rd - University Store, Wolfbucks & What to Expect Next



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NOMA NATION ORIENTATION WEEK OF WELCOME 2024!

On Campus Move In-Day

Thursday, August 15th

Parent and Family Reception

Thursday, August 15th @ 3pm; Wine Spectator Center

Orientation and Week of Welcome

Friday, August 16th - Monday, August 19th

Seawolf Family Weekend

October 4-6, 2024

Seawolf Siblings Weekend

February 21-23, 2025

Check out the orientation.sonoma.edu for more details.