Top Ten Questions Students Ask

You have a quick question and you don’t wait to wait in line or wait on hold and use your valuable cell phone minutes, what can you do?

Check out the Top Ten Questions that students ask below. This can help you get your question answered and only spend the time it takes you to find the answer.

If you have a question that isn’t covered in the Top Ten Questions, please feel free to contact the Student Service Center or Financial Aid. Our goal is to service students as quickly and accurately as possible.

Student Service Center  434-592-5100
Financial Aid 434-582-2270
Top Ten Questions Students Ask – Question 1

Why do I have a hard business hold on my account?
Any student who has a $50 or more balance on their account that is not covered by a payment plan or Financial Aid will have a hard hold on their account.

If a student makes a payment online towards their balance, the hold will be removed during our nightly process.

If a student calls Student Accounts to make a payment there are two options
1. If a student pays their balance in full, the hold will be removed when the Cashier processes the Credit Card Payment
2. If a student pays their balance below $49.99 but not a zero balance, the hold will be removed during our nightly process.

Any student who needs to adjust their payment plan for any reason will have a hold on their account.
When will I get my refund?

- When a student completes Financial Check-in with a credit balance, this is a projected credit balance. Specifically this is either loan money or Financial Aid that is projected on the students account and used to complete Financial Check-in so that the student does not have to pay out of pocket until their Financial Aid arrives.

- A student can be refunded any credit balance after the following things happen:
  - All Financial Aid and Loan money has to be paid to the University
  - A student must ensure that they have the correct Credit Balance Option selected when they complete Financial Check-in to permit the school to refund any credit. (See directions below for changing your Credit Balance Option)
    - A student must also have their refund preference selected through the Liberty One website.
  - If a student’s credit is from Title IV money (Federal loans or grants) the credit balance should be automatically refunded to the student’s refund preference if all above criteria has been met.
  - If a student’s credit is from overpayment or outside scholarships, a student must email studentrefunds@liberty.edu in order to receive their refund.
  - If a student has a credit from a Parent Plus Loan, the refund will be sent to the parents unless the parent emails financialaid@liberty.edu to give permission for the funds to be released to the student.

*****Please note that Liberty cannot release any refund until the money has been paid to the school*****
Top Ten Questions Students Ask – Question 3

How can I cancel a loan?

To cancel a loan, a student needs to fill out a Loan Change form that can be found on the Financial Aid Web-site or in the SSC and turn the completed form into Financial Aid.
How do I apply for a loan?
All loan applications must be done online. Students can visit the Financial Aid website and click on Apply for a Loan to find out information regarding lenders and application.
http://www.liberty.edu/index.cfm?PID=294

In order to receive your loan money you must complete and Entrance Interview and Master Promissory Note online.

The Financial Aid Office cannot suggest any lenders to students or parents.
How will I know when my loans will be disbursed?

A student has four options to find out the estimated loan disbursement date:

1. Contact your Lender
2. Stop by the Financial Aid Office to speak with a Financial Aid Counselor
3. Call Financial Aid
4. Email Financial Aid
How do I complete an MPN, Entrance Interview or Exit Interview for my loans?

To complete these documents listed above, please visit the Financial Aid website and click on the correct link on the left hand side of the page.

http://www.liberty.edu/index.cfm?PID=294
How do I adjust my payment plan?
• The University cannot automatically adjust a payment plan for a student for any reason.
• It is the student’s responsibility to check on their Financial Check-in to ensure no adjustments are needed.
• If there is a credit on the account, a student must adjust their payment plan in order to make sure no future drafts are taken out.

• How do I adjust my payment plan?
  • Go to www.liberty.edu
  • Log onto ASIST
  • Click on Student and Financial Aid
  • Click on Financial Check-in
  • Click on Get Started
  • Select the Term
  • On the right hand side of the page, click on Check-in Contract
  • On this page you will see the old payment amount and the new payment amounts.
    ○ On this page you will see an adjustment amount. This is not what you owe the University. This amount is the total amount of adjustment you are making. You do not owe this money. If you have any balance, it will show up on the monthly scheduled payments.
  • In order to secure these new payments, click on Continue at the bottom of the page and continue through each page until you get to the page that says “Thank you for completing Financial Check-in”
How can I change the Credit Card Information on my Financial Check-in?

- Go to [www.liberty.edu](http://www.liberty.edu)
- Log onto ASIST
- Click on Student and Financial Aid
- Click on Financial Check-in
- Click on Get Started
- Select the Term
- On the right hand side of the page, click on Credit Balance Option
- At the bottom of that page click no to the questions that asks if you want Liberty to hold your credit for future charges.
- Click continue at the bottom of the page.
- Unless you click no to this question, Liberty cannot release your refund.
I’m completing Financial Check-in and I can’t get to Step 2.

Most likely you have not clicked on the Address Verification button on the Housing Page. Look on the right hand side of the screen and make sure you have a check mark beside every box under Step 1. If you do not have a check mark in each box, go back to that page and make sure you have completed all the steps.

You must click on the Address Verification and a new page will open. When this new page opens, you can close this page. You must do this in order to have a check mark on this page.
How do I get a Book Voucher?

The only way to get a Book Voucher is through Financial Check-in.

Once you request a Book Voucher, **the amount cannot be decreased for any reason nor can the Book Voucher be cancelled.**

A student can add to their Book Voucher only if they have a credit on the account. This can be done at the Cashiers window in the Student Service Center.