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 the student account before a refund is issued to the student. Please check your myCSUB account to determine if you have a balance due.

2. **Q. When will I receive the refund?**
   A. All applicable refunds will be processed by December 1, 2012 and mailed afterward.

3. **Q. Can I pick up my check in Student Financial Services?**
   A. No. If a check refund is due to the student, it will be mailed to the address on file within the student’s myCSUB account.

4. **Q. What if I have outstanding charges on my account?**
   A. Refunds will first be used to offset any outstanding obligation due on the student account before a refund is issued to the student. Please check your myCSUB accounts to determine if you have a balance due.

5. **Q. When will I see any charges on my account for the winter term?**
   A. The winter 2013 charges will be applied to your account no later than December 1, 2012 or upon registration, whichever is later.

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

7. **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.

8. **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.
9. **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.

10. **Q. Why doesn’t the link to view my Financial Aid work?**  
    A. The View my Financial Aid Link has been disabled for a short time to allow for Proposition 30 adjustments.

**General**

11. **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, and 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.

12. **Q. What can I do if my questions aren’t answered within these FAQ’s?**  
    A. Questions relating to Financial Aid please contact the Office of Financial Aid & Scholarships at (661) 654-3016.
    
    B. Questions relating to your student account please contact the Student Financial Services Office at (661) 654-3225.