



## Typical Financial Aid Questions

**Question:** How long will it take to find out if I am approved for pell grant/loans?

**Answer:** 3-4 weeks

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**Question:** What is the status of my financial aid?

**Answer:** In order to determine the status of your financial aid you will need to visit SalukiNet and go into the “My Finances” tab then the “Financial Aid Status” tab. See images below.

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**Question:** Is there anything missing or do I need to get any other information to you?

**Answer:** There are three ways you can find out if you have submitted all of the documents necessary. The first, make a copy and keep the checklist we give you with your financial aid documents. Check the items off as you give them to your advisor. The second, go to the “My Finances” tab then the “Financial Aid Status” tab. The third, your advisor will contact you. See images below.

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**Question:** How do I know if I have been awarded? Does SIUC contact me?

**Answer:** Students are sent an email notification instructing them that they have a SIUC electronic Award Letter posted on SalukiNet. Click the “My Finances” tab then the “Financial Aid Status” tab. Then click the “Award” tab. See images below.

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**Question:** Which of my email address will I receive notifications?

**Answer:** Your SIU email address NOT your personal email address.

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**Question:** How do I claim my awards (pell grant/loan)?

**Answer:** To claim your awards, Click the “My Finances” tab then the “Financial Aid Status” tab. Then click the “Award” tab. See images below. Make sure you do steps 6 & 7 on the below email steps. See email below.

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**Question:** Will I receive a check for my pell grant/loan?

**Answer:** Your awards are broken down by semester. You will receive a check for the balance of your pell grant/loan after the school has been paid in full for the classes for THAT semester.

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**Question:** Am I eligible for a book voucher?

**Answer:** Students should come to SIUC with sufficient funds to buy books, supplies and any other items necessary to begin the semester, even if the student is expecting financial aid or plans to work on campus. Check(s) for credit balances on the students' University accounts are not always available as soon as students arrive on campus. SIUC does not issue book vouchers.

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**Question:** Who do I contact with Financial Aid questions that aren't answered here?

**Answer:** Dee Rotolo @ [drotolo@siu.edu](mailto:drotolo@siu.edu)

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### SEE BELOW FOR DETAILED STEPS TO FIND YOUR INFORMATION

#### **Sample of email sent to students when they are processed for financial aid. Emails are typically sent to their SIU email address.**

Dear Student:

Your 2009-10 SIUC Electronic Financial Aid Award Letter is available on SalukiNet. This is either an original Award Letter based on your FAFSA information or a revised Award Letter due to your revision request or a change in your eligibility. To view your Financial Aid Award Letter you need to follow these steps:

1. Access SalukiNet at <http://salukinet.siu.edu>;
2. Logon using your Network ID and Password under the Students, Faculty, and Staff box;
3. Click "My Records", then click on "View My SIUC Student Records";
4. Click "Financial Aid", and then click on "Award";
5. Click "Award for Aid Year" and select the appropriate aid year from the dropdown menu and click "Submit";
6. Click on the "Resources/Additional Information" tab, read and answer the two Federal Title IV questions and click "Submit" (if you have already answered these questions for the award year you can skip this step);
7. Click on the "Terms and Conditions" tab, read the terms and conditions and click "Accept" (if you have already read and accepted the terms and conditions for the award year you can skip this step);
8. Click on the "Accept Award Offer" tab and Accept or Decline any offered awards then click "Submit Decision".
9. If you are accepting a Federal Direct Subsidized or Unsubsidized Loan and are a first time borrower you must have a Direct Loan Master Promissory Note (MPN) on file and complete entrance loan counseling. The Direct Loan MPN web site is <https://dlenote.ed.gov/empr/index.jsp> and the entrance loan counseling web site is <http://www.siu.edu/~fao/loans/entcouns.htm>. You will need to use your Department of Education PIN for the MPN.

Additional information about the financial aid award process is provided on the Financial Aid Office web site at [www.siu.edu/~fao](http://www.siu.edu/~fao). If you have any questions, you may contact the Financial Aid Office by email at [fao@siu.edu](mailto:fao@siu.edu), by telephone at 618/453-4334, or in person at Woody Hall, B-Wing Third Floor

1. Login in to SalukiNet @ <https://salukinet.siu.edu/cp/home/displaylogin>
2. Click on the "MY FINANCES TAB" located at the top and middle of the screen
3. Click the following link: FOR FALL 2009 AND AFTER
4. Click on either of the Financial Aid links

The screenshot shows the SalukiNet interface. At the top, navigation tabs include 'Welcome', 'MyTab', 'MyRecords', 'MyFinances' (circled in red), 'MyCampus', and 'MyCareer'. Below this, the 'Bursar's Office' section features a 'Saluki Cash Card' and 'BILLING INFORMATION'. The 'Financial Aid' section displays 'My Financial Aid Records:' with two links: 'For Fall 2009 and after' (circled in red) and 'For Summer 2009 and before'. A 'Woody Hall' image is also present. On the right, a 'Main Menu' lists 'Personal Information', 'Student', and 'Financial Aid' (circled in red), with sub-links for each.

5. Click on the Financial Aid Status link to see your current status.
6. Click on the Eligibility link to see if we need further information.
7. Click on the Award link to see your awards and claim them.

This screenshot shows the 'Financial Aid' section of the website. The 'Financial Aid' tab in the top navigation is circled in red. Below the 'Search' bar, there are links for 'RETURN TO MENU', 'SITE MAP', 'HELP', and 'EXIT'. The 'Financial Aid' heading is followed by three circled links: 'Financial Aid Status' (with a sub-link 'View award status, holds, academic progress, cost of attendance, financial aid awards, and messages.'), 'Eligibility' (with a sub-link 'Review Financial Aid Holds (which may prevent payment of awards) and document requirements; Display academic progress history.'), and 'Award' (with a sub-link 'View account summary; Review awards; Accept award offers; Display award payment schedule; View loan applications; Review withdrawal information.'). Below these are links for 'E-Mail University Financial Aid Office', 'General Financial Aid', and 'Financial Aid Application and Information Links'.