

Student Stipend Communication FAQ

Effective Date: 8/7/23

Purpose

To provide students with responses to frequently asked questions regarding stipends and Nelnet, the stipend vendor for the University of Arizona Global Campus (Global Campus/UAGC). Please direct additional concerns to Student Accounts.

1. Who is Nelnet, and why did I receive an email from them?

Nelnet is a third-party group that partnered with the University of Arizona Global Campus to manage stipend disbursements for students with eligible excess Financial Aid funds. On behalf of Global Campus, Nelnet prints and mails paper checks or processes Direct Deposits. New students (Conditional Admission Period) at Global Campus receive a notification to register with Nelnet near the end of their first course.

2. Why does Nelnet issue stipends for Global Campus?

Partnering with Nelnet allows Global Campus to offer efficient stipend processing to eligible students while remaining compliant with Title IV regulations and the Payment Card Industry Data Security Standards.

3. Does the Nelnet partnership with UAGC cost students?

No. The partnership between Global Campus and Nelnet does not cost students anything. However, some financial institutions will charge you fees for using Direct Deposit. Please contact your institution to verify their terms.

4. Am I eligible to receive a stipend?

Maybe. Occasionally, students have excess funds on their student accounts after Global Campus applies their Financial Aid disbursements to tuition and applicable fees, which the University issues as stipends. Students should monitor their account regularly for activity, including stipends, on the Student Ledger Card Summary via the Student Portal.

5. When will I receive my stipend?

Per federal regulations, Global Campus issues stipends within (14) days of funds posting to student accounts when eligible. Students should monitor their account regularly for activity, including issued stipends on the Student Ledger Card Summary via the Student Portal. Students receive their stipends as follows:

- a. Nelnet releases scheduled stipends to students in (2) batches per week.
 - a. Tuesdays and Fridays (holidays may delay the process)
- b. Students receive Direct Deposit stipends within 3-5 business days, depending on their financial institution's processing time.
- c. Stipends issued as checks ship via USPS and may take (14) days to receive.

6. Should I request my stipends via Direct Deposit?

Yes. Direct Deposit is a much faster and safer process for stipend delivery. However, Nelnet cannot deliver stipends to foreign bank accounts (unless the bank uses an official U.S. bank routing and account number).

7. When can I sign up for Direct Deposit?

New students receive an invitation from Nelnet to create an account and sign up for Direct Deposit within (1) business day of posting attendance. Students in the Conditional Admissions Period receive an invitation toward the end of the first course. Follow the invitation link to the Nelnet site via the Student Portal at any time to register or make changes: My Finances -> Stipend Registration.

8. Can my parent register for Direct Deposit?

No. This option is only available to students. Parents receive stipends for excess Federal Parent PLUS Loan funds via paper check.

9. Can I have my stipend Direct Deposited into an international bank account?

Maybe. If your bank account or financial institution is international but has a US-affiliated (9) digit routing number and a valid bank account number, then the Direct Deposit will work. Please note that Nelnet cannot mail paper checks to a foreign address (excluding Canada).

10. Who do I contact if I have issues with my Nelnet account?

Please contact Student Accounts, ext. 20063, for assistance with issues, including account setup.

11. How long does Nelnet have to mail stipend checks?

Generating and mailing stipend checks are a time-consuming process. Per federal regulations:

- a) The University must review and issue stipends within (14) days of receiving disbursements that create excess funds on student accounts.
 - i. Within (3) business days after stipends appear on your Student Ledger Card Summary (excluding holidays), Global Campus sends any eligible stipend information to Nelnet for delivery.
 - b) After Nelnet receives the funds from UAGC, it can take 7-10 days for students to receive their mailed paper checks.
12. How do I know when Nelnet mailed my check?
Students can log into their Nelnet account via the Student Portal to view pertinent information regarding stipends, including check number, mailed date, and status. Additionally, students will receive email communications indicating the status of their stipends.
13. Can I change my stipend delivery method from check to Direct Deposit?
Yes. Students select and update their delivery method by logging into their Nelnet account via the Student Portal.
14. Who do I contact if I have questions about my stipend amount?
Students have 24/7 access to view their accounts via the Student Portal, the fastest way to check for Financial Aid disbursement and stipend transactions. If you have further questions, contact Student Accounts ext. 20063.
15. What do I do when I **don't want my stipends**?
Global Campus has (14) days from when your student account received your Financial Aid disbursements to schedule the release of any eligible excess funds. If you do not want your stipend, you may complete a Funds Cancellation to return the funds to the lender by contacting Student Accounts for assistance.
16. Do I need to notify Nelnet if my contact information changes?
No. Students update their demographic information on the Student Portal or by contacting UAGC Student Records for assistance. Your changes will appear the next time the University transmits stipend funds to Nelnet for you.
17. What if I don't want to provide my account information to Nelnet?
The fastest and most secure stipend delivery method is Direct Deposit. However, if you choose not to provide your banking information to Nelnet, they will issue you a check via USPS.
18. Is my account information safe?
Yes. The Nelnet systems undergo a standard Payment Card Industry (PCI) compliance test to receive PCI compliance certification. For online identity validation, all systems that store personal information require a username and password before granting access.
19. Can I receive my stipend checks at an address other than my primary listed on my account?
Yes. To receive your stipends at a different address, please enter a Billing/Stipend address via the Student Portal reflecting the alternate address.
20. Can I receive my check by overnight mail if I pay for the shipping costs?
No. Unfortunately, UAGC and Nelnet issue stipends in (2) batches per week and cannot process or ship stipends overnight to individual students. Direct Deposit is the quickest stipend delivery method and your best option when you need your stipends promptly.
21. Why does my Student Ledger Card Summary show a future stipend date?
The transaction date on your Ledger Card Summary reflects the date Global Campus notified Nelnet of your stipend. Please allow at least 24 hours for processing.