



Frequently Asked Questions – Applying for Financial Aid via Banner

[Q.1.] When can I begin applying online for financial aid?

Financial aid applications will be available online, effective Monday, 11th June 2018 at 9:00 a.m. via the UB self-service portal.

[Q.2.] Will I be able to receive assistance if I do not have access to a computer or access to the internet?

Yes. One computer workstation will be made available in room 305 in the Office of Financial Aid & Scholarships, 3rd Floor, West Wing, Portia Smith Building for those with difficulty accessing the online portal or those requiring additional assistance. In addition, students can use any UB computer lab as well as wireless access while on campus.

[Q.3.] What are Aid Periods and Aid Years?

The Aid Period refers to the Academic semester i.e. Fall, Spring, Summer I, Summer II. The Aid Year is equivalent to an Academic Year. Example, the 2018-2019 Academic Year would now be referenced as 1819 (the 2019-2020 Academic Year as 1920 and so on). The 1819 Aid year would consist of Fall 2018, Spring 2019, Summer I 2019, and Summer II 2019.

[Q.4.] Which application should I complete?

| APPLICATION | WHO SHOULD SUBMIT IT? |
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| General Application for Financial Aid | New students and students who have never completed a financial aid application. |
| Application for Renewal of Financial Aid Award | Persons who have submitted completed financial aid applications in the past or who have received financial aid previously. |
| Application for Art-Based Scholarship | Art majors who would like to be considered for any merit-based art scholarships for which they are eligible. |
| Application for Merit-Based Scholarship | Any student who would like to be considered for a merit-based scholarship, having met the required eligibility for the award for which they are applying. |
| Application for Work Study | Any student who would like to apply for a competitive, paid position on campus. The maximum weekly time is 20 hours. For additional information, see relevant policy . |

[Q.5.] Which documents am I required to submit with my application?

At the end of each application is a section indicating required documents. Additionally, once you have submitted the application, you can view more information on the status of your documents by clicking

“View My Student Aid” under “Student Awards and Financial Aid” and then clicking “Additional Requirements” next to the application you have submitted.

[Q.6.] What do I do after I submit an application?

Once you have ensured the application is complete, and you have met all eligibility requirements for the award for which you have applied (eg. sufficient credits and GPA), a financial aid officer will notify you by e-mail of the status of your award. In some cases, you will be given an “offer” and will be required to accept or decline the offer. You must accept the award before it can be disbursed. You will be notified of the appropriate steps via your UB email address.

[Q.7.] What is an “offer”?

In some instances, students will receive an offer for an award that must be accepted before it can be disbursed. To view your offers, click “View My Student Aid” under “Student Awards and Financial Aid” and refer to the “Institutional Awards” section for a list of all offers and awards.

[Q.8.] From where can I get my financial aid letter?

Your financial aid letter will be e-mailed to you. Please regularly check your UB email.

[Q.9.] Do I have to go to the Business Office to have my award applied to my account?

No. For persons who had received offers, once you have accepted the award, it will be applied to your account within a few business days.

[Q.10.] After my award has been applied to my account, am I finished?

You will be responsible for settling any outstanding balance on your account before the stated deadlines with the Business Office regardless of whether or not the financial aid has been applied to your account. Financial Aid is NOT considered a student payment on your account and failure to make any payments may result in de-registration of classes and/or possible late fees.

[Q.11.] What do I do if I already have a private award?

You do not have to complete any of the online applications to claim your private award. Simply provide the Financial Aid & Scholarships Office with your bill and transcript once you have completed pre-registration, ensuring that you have the sufficient amount of credits as required by your award. Once you have met eligibility for your award, it will be processed.