

STUDENT FINANCE FAQ'S

1. **When is the Tuition Payment Deadline?** Please refer to Important Dates.
<https://www.delta.edu/AdmissionsEnrollment/RegistrationDeadlines/ImportantDates.aspx>
2. **If I add a class from the wait list, when is my payment due?** If you add the class before the payment deadline date, the Payment Deadline is the due date. If you add the class after the payment deadline date, payment is due within 24 hours of registering for the class.
3. **When will textbooks available in the Bookstore?** Please refer to Important Dates.
<https://www.delta.edu/AdmissionsEnrollment/RegistrationDeadlines/ImportantDates.aspx>
4. **What is the last date to charge books in the Bookstore with my financial aid?**
Please refer to Important Dates.
<https://www.delta.edu/AdmissionsEnrollment/RegistrationDeadlines/ImportantDates.aspx>
5. **How do I get a Bookstore Authorization to use my financial aid to purchase books?** Bring in a printed copy of your registration statement that was e-mailed to you to the Student Finance Office to get it stamped for charging books in the Bookstore. Take your stamped copy with your photo ID to the bookstore to charge your books.
6. **I have tried to register online, and I get a message that says I have an AR restriction, what does that mean?** It means you may have an unpaid balance relating to tuition, an NSF check, library or parking ticket fines, etc. Contact the Finance Office at finance@delta.edu or (989) 686-9391 or the Cashier's Office at (989) 686-9394.
7. **If I've written an NSF check to the College, will I be able to pay by check in the future?** Once the College has received two or more NSF checks from the same individual, a flag is placed on the system to not accept payment by check. Future acceptable payment methods would be cash or credit/debit card.
8. **When are Balance Checks available?** Please refer to Important Dates.
<https://www.delta.edu/AdmissionsEnrollment/RegistrationDeadlines/ImportantDates.aspx> If Balance Checks are not picked up they will remain in the Cashiers Office until the beginning of the next semester. You will need to present a picture ID when picking up your balance check. Please note that in accordance with the provisions of the Family Educational Rights and Privacy Act, information specific to individual student balance checks cannot be given over the phone.

- 9. If a sponsor is paying for my classes, when will I get my Balance Check?** Third party sponsored student balances must be paid prior to releasing any checks. The balance check amount will be reduced by any balance owed. Once your sponsor has paid, the Finance office will reimburse you for any balance left in your account.
- 10. I dropped my classes and paid by credit card. Will the refund be credited to my credit card?** Please refer to our refund procedures.
<https://www.delta.edu/FundingYourEducation/ChecksAndRefunds.aspx>
- 11. How will I know when my Guaranteed Student Loan check will be available?**
The student will first receive a letter from their lender stating when they are sending the check to Delta College. Once the Financial Aid Office has processed the check and the student has been in class for 30 days, the student will receive a letter from the Financial Aid Office stating when their check will be available in the Finance Office. Please note that in accordance with the provisions of the Family Educational Rights and Privacy Act, information specific to individual student loan checks cannot be given over the phone.
- 12. Where do I pick up my Guaranteed Student Loan Check?** Guaranteed Student Loan checks are picked up at the Finance Office (B-114). Students need to present a picture ID to pick up their Loan Check.
- 13. Why is my Guaranteed Student Loan check less than the amount that I was told had been approved by the bank?** Your bank deducts a 3 percent processing fee before they send the check to Delta College.

If you have a question that hasn't been answered here, please e-mail the Finance Office directly at finance@delta.edu or call (989) 686-9391.