FAQ for Financial Aid

Why aren’t my Federal loans listed under authorized financial aid on my billing statement?

   Be sure you have accepted your loans on MU online and completed all loans steps. Go to www.studentloans.gov to complete Loan Entrance Counseling and Sign the Master Promissory Note.

Why is the MAP Grant amount different from my award letter?

   You must be enrolled in 15 credit hours to receive the full MAP award each semester. Fewer than 15 credits will receive a pro-rated amount.

What does a negative amount due mean?

   This means you have a financial aid credit and you will receive a refund. You do not owe Millikin University at this time.

When will refunds be available for Traditional students?

   Refunds are processed after the “Last Day to Add a Course” Date of each semester. You will receive an email notification once they have been processed.

When will refunds be available for Graduate or PACE students?

   Refund dates will vary depending on the start of your program or when the necessary requirements have been completed for the loan programs. Please review MU Online for disbursement dates.
Why do I see a large balance due on MyMillikin?

Financial aid does NOT disburse until the first day of class, if all processes have been completed. Be sure you have completed all loan steps and you have completed Federal Verification if selected.

What is Federal Verification?

Federal verification is a process where the government selects 1/3rd of students each year to verify their tax documentation against the response on the FAFSA application. If you have been selected for verification, you must return all requested items outlined on the Verification letter. Federal and State and some Institutional aid will not disburse until verification has been successfully completed.

How does billing for Woods housing work?

You are responsible for payment to the Woods. It will NOT be billed to your Millikin Account. If you receive a refund, we recommend completing a Refund Authorization form to have your refund Direct Deposited. Refund Authorization forms can be obtained at https://www.millikin.edu/financialaid/Pages/FinancialAidForms.aspx. All billing questions regarding the Woods should be directed to the Woods business office.

Why is there no meal plan on my billing statement?

Upper class students will not see meal plans assessed on their Millikin account unless a meal plan contract is completed. Meal plan contracts may be obtained in the Student Financial Service’s office or visit https://www.millikin.edu/ssc/Pages/default.aspx and click on SFS forms. Freshmen who are living on campus have already been assigned meal plan A and cannot make changes.
How do I sign up for the Flexible Payment Option?

When logged into MyMillikin, click on the Account Balance and it should automatically bring up the payment option information. You can choose yes; I would like to enroll. If you have difficulty; you may contact Student Financial Services and we can manually enroll you.

Where do I find a Refund Authorization Form?

Refund Authorization forms can be found on our Financial Aid Forms link on the Financial Aid page.

How do I make someone an Authorized User and Why?

If you are a parent or guardian and would like access to the student’s account you must be set up as an authorized user. Authorized users will receive the billing statement as well as have the ability to make online payments. Your student may make you an authorized user by clicking on “Account Balance” while in myMillikin. Next click the Authorized User tab and provide a valid e-mail address. Please be advised: we may only discuss the account with authorized users or parent(s) of record on the FAFSA.

How do I purchase my books?

You may purchase your books online via myMillikin at our new online book store. If you have a financial aid credit, your credit will be available to purchase books online. If you do not have a financial aid credit, you may purchase books with credit card, debit card or PayPal account.
Continuing Students: Paper Book vouchers are obsolete. If you are eligible for an e-book voucher, you will receive an e-mail from the E-Campus book store when the credit is available. Be watching your Millikin e-mail.

Why is my Federal Work Study not disbursing to my account?

Federal Work Study must be earned by obtaining a job and working scheduled hours. Students who obtain jobs are paid bi-weekly once time sheets are submitted. Please visit www.millikin.edu/bigbluejobs.edu to apply.