Disbursement FAQs

How will I know how much my refund will be?

Approximate refunds can be figured by subtracting your direct costs (Tuition/Books/Fees) from the total aid you were awarded and accepted. This information can be found in your GOFAO portal.

Why does the disbursement process happen on the 34th day of class when it happens earlier at other schools?

Each school is different in when they disburse funds to their students. Grantham operates on an 8-week term basis and offers continuous enrollment. Because of this, our system begins requesting financial aid funds on Day 34 of each term. We don't want financial aid to stand in the way of you pursuing an online degree program. Starting the disbursement process on Day 34 allows our offices to process all the necessary paperwork, package funds and review files while you are already actively engaging in coursework. As a business, it is also our responsibility to ensure that these funds are being distributed to students that have shown a serious commitment to higher education.

Why does my GOFAO account say paid on Day 34 if no refund is actually due that day?

Processing Federal Funds is a multi-step process. Once GOFAO shows "Paid" your file is in the first step of the process of disbursement. It can take anywhere from 2 to 7 days before funds are available to the school and applied to your account. Once funds are applied it can take up to 14 days for the refund to be completed. Grantham understands that many of our students rely on these funds to continue their education and we make every effort to have the refund to the student as quickly as possible.

How is the debit card or direct deposit faster than paper checks?

Direct deposit or the prepaid debit card allows Grantham University to skip some of the steps needed to process and mail a check, eliminates the additional days the check is in the mail and the time needed to take the check to the bank or a cash checking facility. It also saves the student from paying additional fees if they cash the check some place other than a bank.

I see that my account is in an internal review. What’s that and how long does it take?

Each and every student’s file undergoes an Internal Review before disbursement. This is to ensure that packaging is done correctly, all forms necessary for disbursement are filed and present and students are still substantively participating in their course(s). Because every student’s file differs, the time to complete a review will vary as well. If you see your file is in
review and have questions, please call the Financial Aid office at (866) 850-2980 or email at finaid@grantham.edu. If you choose to send an email, be sure to send your name, GID #, specific concern and best contact information.

**Why are other people's accounts zeroing out and showing negative credits before mine?**

Due to FERPA regulations we can't answer this question. We can give specifics about the student to the student but federal regulations prohibit us from discussing another students' account. If the student contacts ext 738 between the hours of 8 and 5 central time we will be glad to review their account and answer any questions they may have.

**I want to check the status of my disbursement. Who do I call?**

If your account is "Paid" on GOFAO or you see the funds posted on your account in GLIFE you should contact the Business Office at 1-800-955-2527 ext. 738 or studentaccounts@grantham.edu. If the account does not show "Paid" you should contact the FA Office.

**What are the best contact numbers for each office?**

Financial Aid Office – 1-866-850-2980 or at financialaid@grantham.edu

Business Office – 1-800-955-2527 ext. 738 or at studentaccounts@grantham.edu

TMS Student Help 1-888-425-1138

**NOTE:** If you choose to email, be sure to include your name, GID #, specific concern and preferred contact method.