

## Frequently Asked Questions

### Graduating Seniors

**1. Do I need to pay my balance before receiving my diploma? Should I check my Eagle account even after I've graduated?**

Yes. Your student account balance must be paid in full in order to receive your diploma. Even if you think the balance is zero, please check your student account for any final charges – housing, chapel, library fines, etc. – that can be posted as late as the end of May. After graduation, you will be able to access your Eagle profile page for about six months, then you will need to contact Student Financial Services for any future account assistance.

**2. Should I update my permanent address?**

Yes. Please update your address on your Eagle profile page. It will be several days before you see the change. Your diploma (if you did not give a specific address to the Registrar's office for your diploma delivery) and the 1098-T tax form will be mailed out to the permanent address on file.

**3. What is Exit Counseling, and do I need to complete it?**

If you received a federal student loan, you are required to complete exit counseling before you graduate, leave school (for any reason), or drop below half-time enrollment. Exit counseling is a mandatory information session that explains your loan repayment responsibilities and when repayment begins. Please complete Exit Counseling at <https://studentaid.gov/>.

**4. How can I find out how much I have borrowed in federal loans?**

You can access your current student loan information through the Federal Student Aid website by logging in with your FSA ID here: <https://studentaid.gov/dashboard/>. On this page, you can also see who your loan servicer is and start making payments.

**5. How do I find out what my repayment plan will be?**

Your federal loan servicer will typically assign you to a standard loan repayment plan. Borrowers will receive their repayment plan information during Exit Counseling. You may have the choice to change plans. Learn more about payment plans here: <https://studentaid.gov/manage-loans/repayment/plans>. (Please note private lenders will have different options than federal lenders.)

**6. When do I need to start repaying my federal loans?**

Your Federal Loans will have a "grace" or a "deferment" period after you graduate, leave school, or drop below half-time enrollment. These "grace" or "deferment" periods where you do not yet need to make repayments will last six months (for loans made under the Direct Loan Program or FFEL Program). Your loan servicer will let you know when your first payment is due.

**7. Can I still receive financial aid if I'm attending graduate school?**

Yes! Graduate students are usually eligible for around \$20,500 in unsubsidized loans per year. You should fill out your FAFSA at [fafsa.gov](https://fafsa.gov) and contact your graduate school's Financial Aid Office. If you are enrolling in a graduate program at Northwest University, please contact [studentfinancialservices@northwestu.edu](mailto:studentfinancialservices@northwestu.edu) to speak with an advisor about your options.

**8. Can my loans be deferred while attending graduate school?**

Loan deferment is a period of time when you may temporarily stop making payments to your federal loans. If you are enrolled in an eligible program and attending at least half-time, your graduate school should place your loans in deferment automatically. If you have further questions regarding eligibility, you should contact your loan servicer directly.

**9. Who is my federal loan servicer?**

Visit <https://studentaid.gov/dashboard/> to view information about all of the federal student loans you have received and to find contact information for the loan servicer for your federal loans.

The following are the current loan servicers for federally held loans made through the William D. Ford Federal Direct Loan (Direct Loan) Program and the Federal Family Education Loan (FFEL) Program.

Servicer Name	Website	Phone
EDFINANCIAL	<a href="https://edfinancial.studentaid.gov/">https://edfinancial.studentaid.gov/</a>	1-855-337-6884
MOHELA	<a href="https://mohela.studentaid.gov/">https://mohela.studentaid.gov/</a>	1-888-866-4352
AIDVANTAGE	<a href="https://aidvantage.studentaid.gov/">https://aidvantage.studentaid.gov/</a>	1-800-722-1300
NELNET	<a href="https://nelnet.studentaid.gov/">https://nelnet.studentaid.gov/</a>	1-888-486-4722
ECSI	<a href="https://efpls.ed.gov/">https://efpls.ed.gov/</a>	1-866-313-3797
CENTRAN RESEARCH, INC. (CRI)	<a href="https://cri.studentaid.gov/">https://cri.studentaid.gov/</a>	1-833-355-4311
DEFAULT RESOLUTION GROUP	<a href="https://myeddebt.ed.gov/">https://myeddebt.ed.gov/</a>	1-800-621-3115