

Student Business Office

Q: What Does the Student Business Office address?

A: The Student Business Office covers the financial side of your education. This includes: the payout of Financial Aid and release of excess funds; Scholarships; Grants; Payments; Refunds; and 1098-T's.

Q: Who do I contact for general questions?

A: You can contact the Business Office, Monday through Friday from 8:30 AM to 5 PM, PST.

We can be reached by email and phone.

Email: Student.Accounts@sofia.edu

Phone: (888) 820-1484 # 10905

Q: When is Tuition Due?

A: Tuition payments are due by the first day of classes each quarter. Please look at the [Academic Calendar](#) for when this is due each quarter.

Q: How can I make a payment?

A: You can make an e-check (recommended method) or credit card* payment via the [Student Portal](#), send a WIRE/ACH payment or send a check.

***Note:** A non-refundable 3% fee for each credit card transaction will be added to the total transaction amount as of November 20th, 2023.*

- Portal Directions [here](#).
- Wire/ACH Payment Details [here](#).
- Check: Payable to SOFIA UNIVERSITY,

ATTN: Student Business Office

1069 E. Meadow Circle,

Palo Alto, CA 94303

Q: Why is my payment not going through?

A: Check your browser, Internet explorer will not work, if Chrome is having an issue, use Mozilla Firefox.

If your browser is loading but the payment is being declined, check with your bank. Debit cards have daily limits and transaction limits, and you may be exceeding your cards' limits.

Student Business Office

Q: Are payment plans available? Is there an additional charge?

A: Yes, to get more information about payment plans email Student.Accounts@sofia.edu

There is a \$35 charge each quarter for a payment plan, and students will need to re-enroll each term.

Q: When Will my FA be posted to my student account?

A: Financial Aid is posted to the student account, in the week following, the disbursement to the school. This is typically the week following the add drop deadline (Week 3). Follow-up with the Student Business Office for specific dates.

Q: Why is my FA not reflected on my Statement of Account?

A: Did you complete a FAFSA for this Academic year? If not, complete a [FASFA](#) online.

- Note: There are separate applications for the Grad Plus and Subsidized and Unsubsidized loans.
- **Did you complete all your TO DO items or additional paperwork for loan(s)?**
- Depending on when you submitted and completed your FASFA, your loans may not have been disbursed to the school. Contact Financial.Aid@sofia.edu for confirmation.
- Are you meeting Satisfactory Academic Progress (SAP)? Your Financial Aid will be affected if you are not meeting SAP guidelines.

Q: How & When do I receive my excess Financial Aid money?

Excess Funds: When your financial aid funds for the quarter exceed your tuition and fees for the same quarter, you are eligible for a release of the excess monies.

A: Excess Financial Aid funds can be released to you via check or ACH.

The Business Office strives to release funds as soon as possible after the Disbursement date. If you have direct deposit, you can expect to receive funds approximately three weeks after the first day of class. If you are receiving a check, there is an additional 5 to 10 days due to bank processing time and USPS delivery schedule.

Student Business Office

Q: [ACH Form](#)

A: For quick return of excess funds please fill out and send the form (linked above) to Student.Accounts@sofia.edu. The business office will keep this on file for any excess funds each quarter. If there are banking changes or address changes, please submit a new ACH form to the Student Business Office.

Q: What if I cannot pay my remaining balance during the quarter?

A: Past due balances will prevent registration for future terms and the release of a diploma. Students need to contact the Student Business Office to discuss their status.

Q: My Account has a Financial Hold, why and what does that mean?

A: A financial hold is placed on a student's account when there is no payment processed by the quarter due date. A financial hold will prevent your access to registration and your diploma. If any charge remains unpaid past the current term the student account will have a financial hold.

Additional Steps to help remove Financial Holds:

- If you have been Awarded Financial Aid (including loans, Grants or Scholarships) and it has not yet been posted to your account, contact the Financial Aid Office for more information.
- Process the Balance on your student account.

Q: What is a 1098-T Form? When and where can I access my 1098-T?

A: A 1098-T form is the Tuition Statement form Sofia sends to each student for their tax return filing purposes. 1098-T's are available by January 31st each year. The instructions are linked [here](#).

Enter the Site ID: **11536**

User Name: **Student ID**

Password: **Last 4 digits of your SSN**

Student Business Office

Financial Aid Definitions

Academic Year: The AY, is Summer through Spring. Each Spring you will need to submit a new FASFA for loans in the next AY.

Applied: You have submitted a FASFA online.

Award Letter: You have been sent an email confirmation of loan award, to the email you used to submit your FASFA.

Passive Acceptance: You will be awarded what is specified on your award letter, no further action is required.

Disbursement: Your student loan funds are available for the school to draw down and apply to your **student account**.

Excess Funds: Any loan/scholarship/grant funds that exceed your cost of attendance each quarter. This includes cost of courses and any fees associated with attendance each quarter.