Welcome to Hawk Central
Welcome

The mission of Hawk Central is to provide superior customer service to the SJU community on behalf of the offices of the Registrar and Student Financial Services. We are committed to providing the tools and guidance needed for those seeking assistance in the management of academic records, financial aid and student account inquiries. With the combination of these areas in one physical location, we are able to provide efficient, timely and convenient service. Hawk Central strives to remove obstacles, allowing students to focus on their transformational education experience.
Online resources

Sju.edu/srfs

The Student Records and Financial Services website is an online resource for registrar, financial aid and billing information. Key features include The Express Lane with links to important resources and pertinent dates and reminders.

Nest.sju.edu

*The Nest* is an online integrated student information system available 24 hours a day, seven days a week. Information Technology Services provided a unique username and password that allows students to register for classes, plan future terms, request transcripts, view grades, registration appointment times, financial aid and billing account information. Quick links to frequently used areas are listed on the Nest homepage. If help is needed with a student password, call IT at 610-660-2920 or email them at tech-help@sju.edu.

* Students can reset their password on the Nest login Page.
Family Educational Rights and Privacy Act (FERPA)

This federal law protects the privacy of all student records at SJU. Once enrolled in a class, no one may access student records without the student’s permission, except:

- The Student
- University personnel who require the information for legitimate educational purposes
- When the university is required by law or contractual obligation to do so

Student must grant access to others in order for discussion of their academic, financial aid and billing information through the Nest.

To learn more about FERPA check out the Registrar’s page on the SRFS website at www.sju.edu/srfs.

SJU email

SJU email is the secure email system used by SJU students, faculty and staff. It serves as an official means of communication for the university community. SJU email accounts are automatically created for SJU applicants.

- An email containing the username and temporary password was sent to the student’s personal email account after application to the university.
- The password can be reset on The Nest log in page
- The SJU email address will always stay the same.
- Students are responsible for checking their SJU account on a regular basis
- Students can contact the IT helpdesk for assistance at 610-660-2920 or techhelp@sju.edu
Financial Aid Next Steps

Missing Information Notifications

Missing information notifications are emailed to a student’s SJU account when Hawk Central requests additional information or documentation. Required documentation can also be viewed on the Nest’s Tuition & Aid page. Required documents should be submitted within 30 days of the date of the letter.

Financial Aid Award Packages

Financial Aid award packages can be viewed on the Tuition & Aid Page of the Nest. Students will receive an email notification when their Financial aid award package is ready to be reviewed. They must choose to accept in full, partial or decline in the Nest.

If students want to consider using Federal Financial aid they must complete the FAFSA each year. Students must review terms and conditions each year when reviewing

Accepting Financial Aid

Scholarships and grants are automatically accepted for students. Students may accept or decline offered loans. If offered, students may decline or accept Federal Workstudy in the Nest. Acceptance does not guarantee employment. Student must apply for Federal work-study jobs via Career Services.
After a student accepts a loan they must complete the following steps for the loan to disburse into the student’s tuition account.

**Federal Subsidized and Federal Unsubsidized Loans**

1. **Complete the electronic Master Promissory Note (eMPN):** Beginning in June, students who have accepted the Federal Stafford and/or Unsubsidized Stafford Loans will receive notice via SJU email to complete the eMPN at studentloans.gov. Students are required to electronically sign the eMPN using their FSA ID (replaces Federal Student Aid PIN).

2. **Complete Entrance Counseling:** First time borrowers are also required to complete entrance counseling before loans will pay to the student’s tuition account. Entrance counseling gives further instruction and information about borrowing Federal Direct Loans. Complete entrance counseling at studentloans.gov.

3. **Funds disburse to tuition account:** After Hawk Central receives notification that the eMPN and entrance counseling are complete, the loan will be credited to the student’s tuition account after the official add/drop date of the semester. Student’s will receive an email notification once...
Optional Federal Direct Parent Plus Loan

The OPTIONAL Parent-Student Loan cannot be accepted in The Nest. To apply for a Parent Plus Loan, follow these steps:

 Applying for the Parent PLUS Loan

1. The parent borrower must complete and submit a Parent Plus Loan application on studentloans.gov (2015/2016)
2. The parent may request the Maximum loan amount or a lesser loan amount. Please note that when applying for this loan that there is a 4.292 percent loan origination fee. The fee will automatically be deducted before each semester's disbursement.
3. Once the parent has received notice of a positive credit decision, a letter will follow prompting the parent borrower to complete the electronic Master Promissory Note (eMPN) at studentloans.gov. The parent borrower must sign the eMPN using their own FSA ID (Replaces Federal Student Aid PIN).

To apply for an Alternative loan select a lender of your choice. SJU does not endorse or suggest any specific lender. Credit based educational loan in the students name with a credit

Verification

When the federal processor selects a student’s 2015–16 financial aid application for verification, the accuracy of the FAFSA information must be confirmed before financial aid can be disbursed (paid) to the student bursar account.

There are three ways students are notified when the FAFSA has been selected for verification:

1. Review the comment section of the Student Aid Report (SAR) received from the federal processor once the FAFSA has been processed.
2. An electronic Missing Information Letter will be sent to the student’s email account.
Verification (cont.)

3. The request for documents will appear on the student's Tuition & Aid page of The Nest.

Documentation required for verification

The following federally required information must be submitted to the Hawk Central. The requested documents are also listed on the emails sent to the student.

1. Verification Worksheet (available on the Forms tab of the SRFS Website (sju.edu/srfs)

2. Verification of student and parent income. If eligible, the easiest and quickest way to verify FAFSA income for student and parents is to use the 2015–16 FAFSA Link to IRS retrieval tool once the 2014 Federal Tax Returns are filed and available on the IRS website. Do not make changes to transferred IRS data.

Applicants not eligible to use the FAFSA IRS Data Retrieval tool must submit signed copies of their 2014 Federal IRS Tax Return Transcript. Please do not send copies of your actual tax returns.

Reporting Additional Scholarships

Additional outside or private scholarships not listed on the student’s award package must be reported. Please have the checks sent directly to Hawk Central. Scholarships will be split evenly between fall and spring semester unless otherwise noted by the donor. Please note: If the student’s financial need has already been met with other financial aid, that aid may be affected when outside scholarships are added.

Please send Scholarship Checks, copy of the award letter to:
Saint Joseph’s University
5600 City Ave.
Attn: Hawk Central-Barbelin 121
Philadelphia, A 19131
**Please be sure to note student name and ID on all documents.
Disbursement of Financial Aid

Aid will disburse (pay) directly to the student’s Tuition account no earlier than last day to drop classes for the semester. If aid has not disbursed, please review the possible reasons listed below or contact Hawk Central. Reasons that could delay disbursement of financial aid:

1. Have all required documents been received and processed (e.g., final high school transcripts or verification documentation, including the use of the FAFSA IRS Data Retrieval tool or signed 2014 Federal IRS Tax Return Transcripts)?

2. Did the student accept all financial aid in The Nest?

3. Did the parent complete the Parent PLUS Application and submit at studentloans.gov for the 2015–16 Academic Year)?

4. Did the student complete Federal Direct Loan Entrance Counseling at studentloans.gov?

5. Did the student and/or Parent PLUS Loan borrower complete the electronic Master Promissory Note at studentloans.gov?

6. Is the student registered at least half-time* on The Nest (six or more credits)? Full-time enrollment of 12 or more course credits required for SJU grants and scholarships.

7. Are there Financial aid requirements items listed on The Nest?

8. Is the student expecting Federal Work Study to be reflected as payment on the bill? Employment awards will not appear as a resource toward paying the bill. A biweekly paycheck is received, or direct deposit is made into the student’s bank account based on hours worked and rate of pay. Enrolling in Direct Deposit is strongly recommended. Please follow the Direct Deposit procedures on page 13.
Registration Next Steps

New students will register for fall classes in June at Orientation. Colleges and advising centers will provide information about classes required freshman year and how to register for classes. Students can also refer to the Student Registration guide in Blackboard.

Billing Next Steps

Electronic Billing: Initial Student Invoice

SJU sends an email communication to student’s SJU email account when bills are available on The Nest. Initial electronic bills are expected to be available no later than July 15, 2015. It is important to have all of the financial aid steps completed (aid accepted/declined, promissory notes signed, entrance counseling completed, etc) to ensure that the ebill accurately reflects what you owe the University. The eBill will reflect “anticipated aid” and expected charges as of July 15, 2015. The ebill due date is August 10, 2015.

Payment Options

**Online** Payment options: The Nest, Tuition & Aid Page or at sju.afford.com.

**Check:** Please include the student’s Full Name and SJU ID on the payment and mail to:

Saint Joseph’s University  
5600 City Ave.  
Attn: Hawk Central-Barbelin 121  
Philadelphia, PA 19131

**Cash:** In office only

Electronic payment (**e-check**). This is a direct debit from a checking or savings account via a secure Internet link.

**Credit/debit card** payment via secure Internet link. Accepting MC, Visa, American Express or Discover Card.

A convenience fee applies to credit/debit card payments.
Holds on student’s accounts:

Students that do not have their bill paid in full by the Payment Due date will have a transcript and Diploma hold placed on their account. Accounts are subject to a late fee if accounts are not paid in full and may be unable to register for the next semester. Students enrolled in the TMS Payment plan or using employer deferral are exempt from this fee.

TMS PAYMENT PLAN

SJU offers a payment plan option through Tuition Management Systems (TMS). This plan enables the student and family to budget the semester tuition, room and board, and student fees not paid by financial aid funds in monthly equal installments (3, 4 or 5 payments/semester). This payment plan is not a loan, there are no interest or finance charges. The enrollment fee is $35.00 per semester.

TMS administers the payment plan. Enrollment can be done online at www.sju.afford.com, by mail or by phone (1-800-722-4867). The TMS enrollment package is mailed to the student’s home address in June.

Please note that because the Payment plan is administered by a third party, monthly payments will be made directly to TMS, not to the university. Those on the monthly payment plan will continue to receive ebills from the university. Please review the bill each month to ensure installments will sufficiently cover the amount due. Please also review after the last installment is made to confirm a Zero balance.

1098-T

1098-T’s are available to all students by January 31 of each year on the Tuition & Aid page of the Nest. The student’s may print their 1098-T 24/7. Student’s 1098-T’s are reflective of all billable expenses for the calendar year.
To Do Checklist

• Now
  • Assign bill payer access via The Nest: ensure billing information is sent to payers
  • Sign up for Direct Deposit via the Nest
  • If using Federal Financial Aid
    • Complete MPN and Entrance Counseling

• At Orientation
  • Register for Classes (Must be registered for at least 12 course credits to be considered a full-time student)

• By July 15, 2015
  • Monitor SJU email for notification of ebill
  • View ebill in The Nest

• July 20-24th: Select housing
  • Contact Residence life with questions 610-660-1060

• August 10, 2015
  • Fall Payment due in full if not using Payment Plan

• August 24, 2015: First day of Fall classes

• September 1, 2015
  • Last day to Add/Drop for fall term
  • Contact Hawk Central by this date for any issues related to registration holds

• September 10, 2015
  • Last day to sign up for Payment Plan. Missed installments need to be paid directly to SJU
- October
  - 19th Intersession registration
    - Holds must be removed before registering
- October 26
  - 26th Spring Registration begins
    - Holds must be removed before registering
- End of November/Early December: Spring bills available on The Nest.
- November
  - Sign up for Spring Payment Plan
- January 11, 2016
  - Spring Payment due in full if not using Payment Plan
- January 14th: First day of Spring classes
- January 15th: Last day to sign up for Payment Plan. Missed installments need to be paid directly to SJU.
- January 25, 2015: Last day to Add/Drop classes
- January 31, 2016
  - 1098-T's available for print on the Nest
- January-April: Complete the 2016-2017 FAFSA to meet the May 1st deadline to be considered for State Grants
- February 18, 2016
  - Register for Summer Classes
- April 4, 2016
  - Register for Fall classes
  - Contact Hawk Central by this date for any issues related to registration holds
Contact information:
Hawk Central
Phone: 610-660-2000
Fax: 610-660-1019
Email: hawkcentral@sju.edu

Office Hours:
Monday 9:00-5:00
Tuesday 9:00-5:00
Wednesday 10:00-5:00
Thursday 9:00-5:00
Friday 9:00-5:00

Mailing Address:
Saint Joseph’s University
attn: Hawk Central Barbelin 121
5600 City Avenue
Philadelphia, PA 19131-1395

Online Resources:
Knowledge Base
• Online support center
  • FAQ’s
Can be found on our website:
www.sju.edu/srfs