

Loan Disbursement/Refund FAQ

The following is a list of questions students frequently ask regarding the Loan Disbursement/Refund process. If you have a question that is not addressed here, you may contact brucker@nbts.edu.

How can I see my disbursement amounts?

- To view your Gross Disbursement, you can refer to your signed Award Offer Letter
- To view your Net Disbursement, contact the Bursar's Office at 732-247-5241, ext. 302

What is the difference between Gross and Net Disbursement?

- The Gross disbursement is the amount you actually borrowed. The Net disbursement is the amount that is credited to your NBTS student billing account. Federal loans are subject to processing fees which are deducted by the federal government prior to disbursement.

What if I do not want this loan disbursement?

- You may cancel or reduce your federal loan disbursement(s) by submitting a written request to this office within 14 calendar days from the date of this notice.
- You can respond to this email. Your request can be emailed to brucker@nbts.edu. Please be sure to include your name and/or SSN/ student ID.
- Canceling your federal loan disbursement may result in a balance on your student account because you may still owe NBTS the tuition cost for your current courses.

How do I determine the amount of my refund?

- If a credit balance remains after tuition and fees or other charges (i.e. parking permit, health insurance, etc.), you will see a financial aid refund listed on your account. If you have questions about your student bill, please email the Bursar's Office at 732-247-5241, ext. 302.

When do I get my refund?

- If you are eligible for a refund, NBTS will release your financial aid refund within 14 calendar days from the date the credit on your account occurred. If eligible, you will receive those funds by check. If eligible, you will receive an email from the Bursar's Office once your refund has been released to you.

What happens to my federal loan funds if I cannot stay enrolled at NBTS?

- NBTS wants to make you aware that as a result of U.S. Department of Education policy, if you withdraw, drop, or do not otherwise complete all of the courses that you are scheduled to attend in the term, disbursed funds may be returned to the federal government and you will owe a balance to NBTS.
- If you are unable to remain continuously enrolled it's important that you contact the Financial Aid Office at 732-247-5241, ext. 311 or by email, brucker@nbts.edu, as soon as you know to understand the specifics about your situation.

How am I notified if my student loans are going to be returned?

- You will receive an email in your NBTS email account

Where can I learn more about my overall federal student loan balance?

- The U.S. Department of Education has created the [Financial Awareness Counseling Tool \(FACT\)](#) to provide you with tools and information to help you understand your student loan debt and to assist you in managing your finances. It is not required for you to use this tool, but we highly recommend FACT as a helpful resource.