2015-16 MONEY MATTERS
FREQUENTLY ASKED QUESTIONS

UCEAP ACCOUNT

Can I view my EAP account online?
You can access MyEAP through https://myeap.eap.ucop.edu/apply. Your user ID and password will be the same you used to apply toUCEAP. Once you have logged in, you can view your account activity by selecting “Financial Info”. If you have difficulty logging in or cannot remember your ID and/or password, please contact the MyEAP helpdesk at MyEAPHelpdesk@eap.ucop.edu.

Do I need to fill out the Third Party Financial Information Authorization/Restriction Form? What is this for?
Due to the Family Educational Rights and Privacy Act (FERPA) UCEAP cannot discuss your financial information with anyone except you, unless you give us permission to do so by filling out this form. Most students list their parents/guardians since they will be helping with UCEAP financial matters, such as making payments or financial aid applied to MyEAP accounts. You can give authorization to anyone. Login to MyEAP and select “Third Party Authorizations”. For complete details, see the Instructions.

BUDGET

Where can I view the costs of my program?
The Program Budgets are available on the Program Calendars & Budgets of the UCEAP website. Once you select your Country, Year, and Program, you will find a link on the “Money Matters” tab of each program page. Please review the worksheet carefully to calculate your total estimated program cost. Pre-Departure Third Party Cancellation fees are also noted on the worksheet if applicable. More information on the Program Budget is on our Cost Page.

Which budget do I use for my Summer program?
If you are participating in a Summer program, the Program Budget and Payment Schedule can be found under the coming academic year. For example, Summer 2015 will be found in the 2015-16 academic year information. If your parents will be paying on your behalf, please make sure they are familiar with the proper Program Budget and Payment Schedule for your program.

Do I have to pay for my housing and/or meals while abroad?
If the housing and meals cost are included in Section 1 of the Program Budget, then the cost is collected through UCEAP and will be reflected on your MyEAP student account. If the housing and meals costs are included in the Estimated Personal Expenses portion of the Program Budget (Section 2), then you are responsible to pay for your housing and/or meals directly to the provider. Please refer to the housing section of your country specific guide for housing specifics.

PAYMENTS

How can I make my payments and when are they due?
Payment may be made through your MyEAP account by check, money order, cashier’s check, e-check, or credit card (Visa, Master Card, American Express, or Discover). Please see the How To Make a Payment to UCEAP for details. Due dates are located on the second page of the Program Budget, located on the Money Matters tab of the pre-departure checklist.

How can I give my parents or a Third Party access to view or make payments on my account?
You can sign up your parent or any Third party for online access to your financial account or for financial information release only. If you do not fill out the release form, due to Federal Regulations (FERPA), we cannot release financial information or grant online access to anyone other than the student. To grant access, login to MyEAP and select “Third Party Authorizations”. For complete details, see the Instructions.

Why is there a $0 balance when I go to make my first payment?
EAP fees are applied to your MyEAP account after the first payment is due. You can and are still required to make the first payment of $950 even though the fees will be billed at a later date. Your payment will appear immediately on your account as a credit and go towards the fees once they are applied.
I’m a financial aid recipient. Do I need to make the first payment of $950?
No, you do not need to make the first payment of $950; this will be deferred to the second payment due date. You do not need to notify us that you will receive financial aid. When we receive your financial aid from your campus, we will apply the aid to your MyEAP account. If your total aid does not cover the program cost paid to UCEAP (section 1 of the Program Budget), you will be sent a courtesy billing notice prior to the final payment due date. If your aid is more than the program cost paid to UCEAP, you will receive a disbursement. If you receive financial aid, please review the Financial Aid section below.

What if I did not receive a billing notice?
You are required to make payments according to the due dates on the Payment Schedule, which are located on the second page of the Program Budget or on your Extended Payment Plan.

How do I know if I am a financial aid recipient?
Financial aid can come in the form of grants, scholarship, work-study, or loans. If you receive any of these types of aid, you are a financial aid recipient.

I’m a Nonresident student on my home campus; do I still have to pay Nonresident Supplemental Tuition while participating on EAP?
Yes. Because you are attending a UC program, EAP collects Nonresident Supplemental Tuition on behalf of the UC, and returns the fees to your home UC Campus. Please refer to the link on the Money Matters tab for Nonresident Supplemental Tuition fees, payment installment amounts and due dates.

Can the deadline for my final payment be extended?
The final payment has a firm due date. If you would like to arrange an alternative payment schedule for the final balance, please see the details about the UCEAP Extended Payment Plan (EPP) in the Money Matters section of the UC Guide to Study Abroad, and contact your UCEAP Accountant at studentfinance@eap.ucop.edu. There is a non-refundable administrative fee of $25.00, which will be assessed to your MyEAP student account upon enrollment in the EPP.

On my home UC Campus I can request a Deferred Payment Plan (DPP). Does EAP offer a similar option?
Yes, we offer an Extended Payment Plan (EPP). If you’d like to set up an EPP, please review the UC Guide to Study Abroad Money Matters section for details, and contact your UCEAP Accountant at studentfinance@eap.ucop.edu. There is a non-refundable administrative fee of $25.00, which will be assessed to your MyEAP student account upon enrollment in the EPP.

FINANCIAL AID
How will my financial aid be applied to my MyEAP student account?
Financial Aid can come in the form of grants, scholarship, work-study, or loans. All financial aid is packaged at your home UC campus’ financial aid office (FAO). Once you have accepted your awards, the FAO will notify UCEAP of your award package. The aid is applied towards the EAP program fees. If the aid exceeds your EAP program fees, you will receive a disbursement based on your program’s disbursement date on the Financial Aid Disbursement Schedule. Please review your MyEAP account to determine if your aid has been applied. If there is not enough aid to cover the cost, the remaining amount is your responsibility. A courtesy email will be sent alerting you of a balance due, to the email address you entered in your MyEAP contact information, prior to the due date.

Any questions about financial aid packaging or re-packaging (revisions, reductions), should be directed to your EAP-specific Financial Aid Advisor at your home campus Financial Aid Office. To make sure you get the help you need, be sure to speak with an advisor familiar with EAP. UCEAP cannot make changes or revisions to your financial aid.

What if I don’t get packaged in time for the first payment deadline?
As a financial aid student, the first payment is deferred to the second/final payment due date. The late payment fee will be assessed and late fee notice will be sent. The first late fee will be reversed off upon receipt of your financial aid.

What if my financial aid package is not sufficient for me to afford to go on EAP, and the pre-departure withdrawal deadline has passed?
Once the pre-departure withdrawal deadline has passed, you have one week from being packaged for financial aid to withdraw, if you meet the requirements as noted on the Policy for UCEAP Withdrawal Penalty. Third party/Program Specific withdrawal fees will apply regardless of whether you meet the requirements for UCEAP Withdrawal Penalty Waiver.
Why don’t I see all my financial aid in MyEAP? Why doesn’t my financial aid in MyEAP match what is on my UC campus student account?
You might not see all your financial aid because we have not received notification of it from your home campus’ FAO or the aid is sent directly to you. Notification of aid sometimes trickles in from your campus, so it might not show up all at the same time. Please confirm with the FAO or through your UC student account that you have accepted the aid in question and who it will be sent to in the case of a Federal Direct Parent PLUS loan or Outside Agency Scholarship/Grant. MyEAP is a separate account from your UC home campus account. They are not linked, so aid which shows on your UC student account might not have been reported to UCEAP yet.

I have a California Veteran’s Fee waiver, will it apply to EAP and how does it waive my fees?
Veteran fee waivers apply to the following fees: UC student services, Tuition, Pre-ILP and ILP Instructional, and UCEAP Participation fee. All other fees will remain your responsibility. Submit a copy of the confirmation of benefits award letter for the current academic year to UCEAP Student Finance. A separate letter is required for each academic year that you participate on EAP.

Disbursements

When will I receive my financial aid funds?
For UCEAP disbursement dates, please see the Financial Aid Disbursement Schedule. Please note: these dates only apply if we have received notification of your financial aid from your home campus prior to the disbursement date. If we have not received notification of your financial aid from your UC campus, your disbursement will arrive later. Review your MyEAP account to determine if all aid has been applied. If not, please contact your home campus financial aid office.

Can I receive my financial aid as a direct deposit? How do I set this up?
Yes, you can set up a direct deposit to receive your financial aid disbursements. You must do this prior to the disbursement request date. Please see the UCEAP eRefund instructions for further details.

What is my 5 character electronic signature for eRefund?
The 5 character is your individual electronic signature and is not previously assigned or issued to you. You will need to create and save the 5 characters for future use.

I looked at my home campus account and see that I was disbursed financial aid for EAP. When will I get the funds?
Please review your MyEAP account for all fees, financial aid, and disbursement for your EAP term(s). If your home campus account shows the funds were disbursed to UCEAP, UCEAP may not have received them at that time. After reviewing your MyEAP account, you can contact your UCEAP Finance Accountant with specific questions.

I signed up for eRefund and my MyEAP account shows that my disbursement was sent as eRefund, but I have not received it.
If your disbursement was sent by eRefund (direct deposit), your MyEAP account will state that the disbursement is an eCheck. eRefunds should be reflected in your bank account within 3 – 5 business days from the date stated in MyEAP. If it has been 5 business days and it is still not reflected in your bank account, please contact your UCEAP Finance Accountant for further assistance.

I signed up for eRefund and my MyEAP account states my disbursement was sent as a Paper Check. Why didn’t I receive a direct deposit?
If you were signed up for eRefund before the disbursement request date and it was sent as a paper check, there was an issue with the eRefund account and the disbursement was sent to your Financial Address as entered in MyEAP. If you signed up for eRefund after the disbursement request date, then it was not possible to send the disbursement as direct deposit, but any future disbursements will be sent by direct deposit.

MyEAP states that my disbursement was sent as a Paper Check, but I haven’t received it.
Paper Checks are issued by UCSB (our Accounts Payable) and will be in an envelope from UCSB. Paper checks take approximately ten business days from the date in MyEAP to arrive at your U.S. financial address. If it has been 10 business days and you still have not received it, please contact your UCEAP Finance Accountant for further assistance.

I signed up for eRefund when I was a participant in a previous UCEAP Program. Do I need to sign up again or will the eRefund enrollment transfer automatically?
UCEAP eRefund will stay in effect for all EAP programs until you un-enroll, as long as the bank account remains valid.
Program Transfer between EAP Programs

Will I be charged anything if I change my program before it begins?
This depends on the date you transfer your application. For more information, please review the UCEAP Program Transfer Fees in the Additional Fees and Penalties document.

Withdraw from UCEAP

What will I be charged if I decide to withdraw before the pre-departure withdrawal date?
You will be assessed any Third Party/Program Specific Fees as noted on the Program Budget, as well as any non-recoverable costs. The pre-departure withdrawal deadline is noted in the Participant portal on the Travel Requirements tab.

What will I be charged if I decide to withdraw after the pre-departure withdrawal date but before my program starts?
You will be assessed the UCEAP Withdrawal fee in the amount of $500.00, as well any Third Party/Program Specific Fees as noted on the Program Budget, and any non-recoverable costs. The pre-departure withdrawal deadline is noted in the Participant portal on the Travel Requirements tab. If you receive financial aid, your financial aid will be revised, and you will need to repay any financial aid that was disbursed to you by UCEAP prior to withdrawal.

What will I be charged if I decide to withdraw after my program starts?
Please refer to the Withdrawal from UCEAP chapter in the UC Guide to Study Abroad. If you receive financial aid, your financial aid may be revised, and you will need to repay excess financial aid that was disbursed to you by UCEAP prior to withdrawal. Consider a withdrawal carefully, withdrawal charges may be substantial.

What will I be charged if I am administratively withdrawn?
All withdrawal fees apply as noted in the Withdrawal from UCEAP chapter in the UC Guide to Study Abroad and Student Agreement.