



Processing & Response Timelines

The Office of Student Financial Aid & Scholarships team is working hard to review documents received and respond to inquiries in a timely manner. We hope the timelines below are useful in your planning. Your financial aid status and document status information can also be checked in your [electronic student forms](#) account or in [JagWire](#).

We appreciate your continued patience. Please reach out to us if you are experiencing a longer than usual processing or response time.

<p>Online Inquiries / Emails</p>	<p>Please allow 1-2 business days for a response. In peak times (payment deadlines/drop deadlines/refunds) allow 3 business days.</p>
<p>Emergency Aid Requests</p>	<p>Please allow 5-7 business days for processing.</p>
<p>Verification Documents</p>	<p>Please allow 5-7 business days for processing from the date the most current document was submitted.</p>
<p>SAP Appeals</p>	<p>Please allow 5-7 business days for processing from the date the most current document was submitted.</p>
<p>Special Circumstance Appeals (PJ's)</p>	<p>Please allow 5-7 business days for processing from the date the most current document was submitted.</p>



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Direct Loans	Please allow 7-10 business days to review from the date loan(s) were accepted and ensure EC/MPN was completed.
Direct PLUS Loans (Parent & Graduate)	Please allow 7-10 business days to review from the date loan(s) were accepted and ensure EC/MPN was completed.
Alternative Loans	Please allow 7-10 business days from the point the student applied for the loan.
MPN/Entrance Counseling/Exit Counseling	Please allow 3-5 business days to receive files.
Texas Grant Awarding	*Summer 2022: Up-to-date, no additional funding available. *Fall 2022: Another round will be reviewed 1 st week of July (redistribution).
FAFSA	Please allow 3-5 business days to receive files.
eTASFA	Please allow 3-5 business days to receive files.
TASFA Documents	Please allow 7-10 business days for processing from the date the most current document was submitted.



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TASFA Awarding	<p>*Summer 2022: Up-to-date, no additional funding available.</p> <p>*Fall 2022: Same as Texas Grant; Another round will be reviewed 1st week of July (redistribution).</p>
SAEP Scholarship	<p>Reviewed after census date of each semester (must confirm 12 hours of enrollment).</p>
Achiever Promise	<p>Funds do not release until final last-dollar calculations are made after census date of each semester.</p>
TheDream.US Scholarship	<p>Funds sent to the university 30-45 days after census date each semester (Dream scholars are not at risk of being dropped for non-payment).</p>