

NEWS FROM THE OFFICE OF STUDENT FINANCIAL AID:

We are excited to share that the Financial Aid Office has recently transitioned to a new financial aid management system, i.e., **Student Financial Planning (SFP)**. This changes the way we process, communicate, and manage all aspects of financial aid---making it easier and more transparent for you.

Also, we would like you to have a positive experience when communicating with the financial aid office. Please review the information below to enhance your experience:

- **Estimated response time:** During the months of June through August, the Financial Aid Office experiences significantly higher volumes of telephone calls and email messages. **Please allow a minimum of 48 hours for a response to your calls and/or emails.**
- **There is a difference between the Financial Aid Office and the Student Business Services Unit:** The Financial Aid Office generates awards and disburses funds onto your student account.

The Student Business Services office generates bills, posts charges and issues refunds. home.hamptonu.edu/sbs/viewing-your-bill-and-account-activity.

- **Contact The Financial Office directly:** [Contact US](#)

If you have questions or need help navigating the new system (SFP), contact our office directly. We are here to help you with every step of the way. We appreciate your patience and cooperation and are confident these changes will enhance your financial aid experience.

Warm regards,

Martin Miles

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Director of Financial Aid and Scholarships