Office of Administrative Services
FREQUENTLY ASKED QUESTIONS

What is Office of Administrative Services?

The Office of Administrative Services is in the Mabee Administration Building and houses the functions of financial aid and student accounts. You will be greeted at the front desk and asked how we can assist you. You will then be guided to the individual who can address your need. The staff is cross-trained in the functions of financial aid and student accounts and any one of them can address a majority of the issues you may have.

I have work study on my award letter. What do I need to do?

Possible federal / institutional work study is awarded to you but is not guaranteed. It is your responsibility to find a job. Work study payroll is processed bi-monthly. Your work study check can be automatically applied to your student account, by completing a direct deposit form. Otherwise, you will need to come by the Office of Administrative Services and sign over your check each payday. You can use the Handshake app (https://app.joinhandshake.com/login) and your Ozarks email to look for current open work study positions.

I have federal loans on my statement. What do I need to do?

I want to take advantage of loans.

Federal direct subsidized/unsubsidized loans require you to complete a promissory note and entrance loan counseling, both of which are done at studentloans.gov. **You must also accept all loans in Self Service.**

I do not want to take advantage of loans.

You can decline the loans on your statement and be responsible for paying the difference of that aid. You will need to ADD that amount back in to your overall total due. **You must decline your loans in Self Service. If you have questions, please contact the Office of Administrative Services at 479.979.1201 or oas@ozaks.edu.**

What is FERPA?

The Family Education Right to Privacy Act requires that institutions of Higher Education protect the privacy of you, the student. FERPA prevents University of the Ozarks from discussing any educational or financial information with anyone other than you, the student, unless you give us permission. If you wish for parents or other individuals to be able to speak to University officials about your account balance or academic record, you must include their names on the FERPA portion of the registration checklist. This declaration can be made online once at the beginning of enrollment, but any changes after the original declaration must be done in writing with the Office of Administrative Services.

How do I update my address or e-mail on record?

You may update your address and email any time during the semester in the student portal in Self Service. Ozarks email is the official means in which the Office of Administrative Services will contact you regarding your academic record, billing and financial aid. Be sure to check your Ozarks e-mail often. You may contact OAS with questions.

FAFSA

Filing the Free Application for Federal Student Aid (FAFSA) each year helps us provide you with your financial aid package. Use the Ozarks Federal School Code: 001094.

I have been selected for FAFSA Verification. What do I need to do?

About 30% of all FAFSA filers are selected for the verification process. The Department of Education requires schools to collect documentation to check the accuracy of the FAFSA information. Your tax and income information is a primary set of data we must review. Contact us oas@ozarks.edu and we can help!

Where are billing statements sent?

Billing statements will be mailed and emailed by the 15th day of each month. (Exclusion: international students who have international addresses will receive all statements by email only.) Billing statement can be viewed through the student Self-Service.

What is Previous Balance?

The Previous Balance listed on your billing statement is the unpaid total balance from previous semesters.

What is the semester balance?

The semester balance is calculated by taking the charges total and subtracting the scholarships and grants total (if applicable), loans total (if applicable), and other payments total (if applicable).

What is the total balance?

The total balance is the sum of the previous balance (if applicable) and the semester balance

When is my payment due?

Student account balances must be paid in full, or student must be on a payment plan prior to the start of the semester.

What if I can't pay the total balance at once?

We have payment plans that range from 4-6 months. To take full advantage of our longest payment plan option, your first payment is due by July for the FALL semester and by January for the SPRING semester.

What are the available payment methods?

The University accepts cash, checks, e-check, money order, bank wire transfers, debit/credit cards (American Express, Discover, MasterCard and VISA). International payments can also be made via TransferMate. Make online payments, pay in person in the Office of Administrative Services or by mail to: Office of Administrative Services, 415 N College Ave, Clarksville, AR 72830.