

ELECTRONIC REFUNDS FAQs

Where do I go to enter my banking information so I can receive all of my refunds electronically?

Please visit: my.granite.edu and log into your WebROCK account. If you would like to see a Step By Step Tutorial, please click [HERE](#).

What information do I need to provide so I can receive my refund electronically?

Once you've logged into WebROCK my.granite.edu you will need to provide your bank's routing number and your account number. You will also need to indicate if it is a savings or checking account. Click [HERE](#) for an example.

How do I request my refund?

Refunds for credit balances will be processed by the Student Accounts Office after the add/drop period when either (a) your financial aid for the term has paid your tuition and fee balance and your account is displaying a credit balance or (b) all payments to your account have been posted and a credit balance is displayed.

Do I have to enter my banking information each term?

You will only need to enter your banking information once. If your banking information changes, simply log into WebROCK and update your account with the new information.

What do I do if my banking information changes?

Simply log into WebROCK and click on 'Student Accounts'/'Refund and Direct Deposit Information' and update your old banking information with your new banking information. Your account will be updated immediately with the new information.

What do I do if I no longer wish to receive my refund electronically?

Please contact the Student Accounts Office (Student.Accounts@granite.edu or 603.513.1330). We will require you to complete an Opt Out form.

If I choose not to receive my refund electronically will I still receive a paper check?

Yes. If you don't wish to receive your refund electronically, a paper check will be issued to you at the address we have on file in our database. Refund checks are mailed from Durham, NH, every Tuesday. If your refund is coded to your account on a Monday, the refund will not mail out until the next week.

When should I expect my refund to be processed?

For financial aid recipients, financial aid awards will begin to pay to accounts in the 3rd week of the term and refunds will begin to be processed during the 4th week of the term. After that time, student accounts will be reviewed for payments on a weekly basis and credits/refunds will be released if applicable. Late start coursework and/or contract learning courses may affect when financial aid posts to accounts and therefore when refunds are processed due to different published drop dates.

If you are expecting payments to your account from other sources (i.e. Veterans, Military or employer benefits, Americorps, other outside scholarships) which will cause a credit/refund, the refund will not be processed until all outside payments are received. Payments in a 'pending' status have not yet been received by the college therefore a refund will not be processed.

Once your account is reviewed for a refund, the Student Accounts Office will create a refund transaction on your account that is viewable in WebROCK.

When will I see my refund deposited into my bank account?

<u>Refunds posted to your account:</u>	<u>Funds should leave GSC:</u>	<u>Should arrive at your bank:</u>
Monday or Tuesday	Thursday	Friday
Wednesday, Thursday or Friday	Tuesday	Wednesday

Note: The refund schedule may change during weeks which contain GSC closures or holidays.

What happens if you try to send my refund electronically and the bank rejects it?

If after the second attempt the electronic transfer of funds rejects, we will contact you and request that you update your banking information in WebROCK. If we are unable to reach you, a check will be issued to the address we have on file for you in our database.

Can I have my refund split between electronic direct deposit and paper check?

No. All funds will either be sent by electronic funds transfer or paper check. It cannot be split.

Can I have more than one bank account number on file at Granite State College?

No, only one checking or one savings account number can be kept on file for you at GSC. Any changes that are made by you to the banking information in WebROCK will overwrite the previous information that was entered.

I am currently employed at GSC as a college workstudy student and already receive my paycheck as an electronic deposit. Do I still need to enter my banking information in WebROCK?

Yes. The banking information will need to be entered into WebROCK in order for you to receive your student refund electronically.

Where can I find the WebROCK privacy and security information statement?

Please click to review the [WebROCK privacy and information security statement](#).