



NEWS @ THE HUB

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Business Hours & Processing Time

Our offices are open Monday through Friday from 9am to 5pm during the Fall and Spring enrollment periods. During our busy season (July-September), we are experiencing a high call and email volume which can extend our processing time to 3-5 business days from the date the documentation was received in our office or a student was accepted into a program. Business days are Monday through Friday.

We thank you in advance for your patience and encourage students to review their myEastern account for helpful information such as their bill under the Account Activity page, financial aid package, missing documents, degree audit, class schedule, etc. It's also encouraged to check your Eastern email address regularly for important information.

Disbursements & Refunds

The Fall 2026 Enrollment Period disbursement date is November 3, 2026 (this applies to all students in all programs). This is the date that fall financial aid will be applied to your fall bill, assuming you have completed all the necessary steps as outlined on the Financial Aid Checklist of your myEastern account, including [Plaid Identity Verification](#). **Approximately ten business days AFTER November 3, any credit due to you will be issued via a paper check or electronic refund by the Student Accounts Office.** The Student Accounts Office will post the refund date for Fall 2026 as an Alert on the Account Activity page of my.Eastern.edu. We strongly encourage students to sign up for an electronic refund:

Step #1: Log into my.eastern.edu

Step #2: Go to the Students Section

Step #3: Click on Banking Information

Step #4: Click on Add an Account

Step #5: Fill in the information for Reimbursement, Refunds & Payments

Signing up for an electronic refund will help you receive your refund quicker as the funds will be deposited into the bank account of your choosing. If you have already signed up for an electronic refund during a previous semester, you do not need to sign up again. If there has been any change to your bank account information, please follow the steps above to update your myEastern account accordingly. You can also find this information here- [Financial Aid Disbursements and Refund Information](#).

DO NOT COMPLETE ANY GOOGLE FORM THAT ASKS YOU FOR YOUR PASSWORD, SSN, OR BANK INFORMATION- THESE ARE SCAM EMAILS!

Fall Registration

Make sure you are registered for all your Fall courses (Fall, Fall I, & Fall 2) to ensure your bill and aid package are up to date and accurate. Aid packages will be finalized after the add/drop period. Need help with registering or dropping a class? Reach out to your academic advisor.

Tuition & Fees

are posted online at eastern.edu/tuition!

New to EU and not sure what to do?

If you have not started classes yet, your Admissions/Enrollment Counselor can assist you with basic information regarding program expectations, costs, term starts, etc. If you're not sure who they are, reach out to Admissions@eastern.edu if you're a Traditional Undergraduate Student or

GPSAdmissions@eastern.edu for all other students.

Your Academic Advisor is also a great resource— check your EU email for their contact information or email advising @eastern.edu.

PA State Grants

Notifications regarding PA State Grant eligibility are sent to us by PHEAA. If your EU account is showing as incomplete, but GrantUs says complete, please allow us time to receive that updated information from PHEAA. All PA State Grants are currently on hold for all students; during this time, you cannot accept your PA State Grant. We will release the PA State Grant after the Fall 2 add/drop period has ended and PHEAA's academic progress has been checked (this is separate from Eastern's Satisfactory Academic Progress {SAP} process).

FERPA & Parent Proxy

If a student would like our offices to be able to discuss their information with another individual (parent, spouse, etc.), the student must complete the Student Consent Release Form by following these steps:

1. Log into my.Eastern.edu
2. Go to the Students section
3. Click on Student Planning
4. From the top menu bar, click your name
5. Select Student Records Release from the drop-down menu
6. Review the Student Records Release information
7. Add an Authorized Individual, including assigning a PIN
8. Select the information you would like to share
9. Submit

Students can also give parents/spouses/guardians access to log into their myEastern account via Parent Proxy to view their aid package, their bill, etc. Please utilize the [Proxy Access section](#) to set this up.

Your MyEastern Account

If you are trying to make changes or adjustments to your myEastern account, such as changing a loan amount, making a payment, dropping a class, etc. and you are experiencing any difficulties, please reach out to the appropriate office via email from your Eastern email address:

Student Accounts Office- Questions regarding a balance due, payment plans, payment arrangements, refunds, student account hold, making a payment, 529 plans, employer tuition assistance— student.accounts@eastern.edu

Financial Aid Office- Questions regarding Satisfactory Academic Progress (SAP), financial aid packages/awards, aid adjustments, accepting student loans, FastPass Awards, FAFSA— finaid@eastern.edu

Registrar's Office- Questions regarding transcripts, degree audits, major/minor changes, enrollment verification— registrar@eastern.edu

Academic Advisor— Questions regarding your class schedule, registering, dropping or withdrawing from classes, Petition for Exception to Policy (ETP) form— email your Academic Advisor directly