

When will I receive my refund?

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Refunds are processed by CSU-Global and released to BankMobile (formally HigherOne) within 14 days of the financial aid disbursement to your CSU-Global account. While CSU-Global strives to have these processed as quickly as possible, we can never guarantee a processing time sooner than 14 days.

Undergraduate students must be enrolled in (6) credit hours in a trimester to receive a financial aid disbursement. If you are an undergraduate student taking 1-3 credit hours per term, you will not receive a disbursement (or refund/stipend) until the second term of the trimester. If you enroll in two 3-credit hour courses per term you will receive a loan disbursement each term.

Graduate students must be enrolled in (3) credit hours in a trimester to receive a financial aid disbursement.

You must be actively participating in weeks 1 and 2 of your current class before any financial aid can be disbursed to your CSU-Global account.

Be sure to contact your financial aid advisor with any further questions or [click here](#) for further information about BankMobile and the refund process.

Related articles:

[What can I use my financial aid refund for?](#)

[How will I get my BankMobile card?](#)

[Setting up a BankMobile account](#)
