

## **Express Center Student Reference Resource**

To protect the health of all members of our CSM community, the Express Center is implementing physical distancing practices and as a result no more than two students may be in the Express Center at a time. Outlined below are the many Express Center services can be accessed remotely, and as always, we are available to assist you via phone and email. If you would like to talk with someone face-to-face, but don't want to come in, the financial aid staff can meet with you through Zoom. We hope you find these options to be convenient, allowing you to access the Express Center from wherever you are.

### **Financial Aid**

Please call (402)399-2362 or email [fnaid@csm.edu](mailto:fnaid@csm.edu):

- General questions about your financial aid
- Assistance with [NetPartner](#) or studentaid.gov
- Find out if you are eligible for additional federal student loan
- Schedule an appointment with a financial aid counselor through Zoom or in person

**To accept your financial aid:**

- Go to [NetPartner](#) and select Accept / Decline Aid from the Menu
- Be sure to review the Required Documents & Messages page as well. Required Documents can be uploaded on the site.

**To submit your financial aid documents:**

- Financial aid documents may be securely uploaded on [NetPartner](#) and are received in our office in real time. This may include federal tax forms, if requested.
- Documents may also be faxed to (402)399-2480. If you will receive an outside scholarship, please fax a copy of the notification to us.
- Documents can be sent through the mail to the attention of the Express Center.

**To find a Federal Work-Study position and complete your documents:**

- If you are eligible for Federal Work-Study, you can find a position by viewing the open positions on the [Federal Work-Study site on MyCSM](#).
- Documents are available on the Required Documents & Messages page of [NetPartner](#).

**To find information on your financial aid refund:**

- Go to [NetPartner](#) and select Financial Aid Information from the menu. The Schedule of Disbursements is located there.

**To find out about outside scholarships:**

- All outside scholarship notifications are posted on the [Outside Scholarship site on MyCSM](#).

## Student Accounts

Please call (402)399-2429 or email [expresscenter2@csm.edu](mailto:expresscenter2@csm.edu):

- General questions about your student account
- Difficulties in completing your Semester Financial Arrangements
- Difficulties in making scheduled payments
- Make a payment on your student account that is not part of your regular payment plan
- Schedule an appointment with a student accounts representative through Zoom or in person

**To complete your Semester Financial Arrangements:**

- Semester Financial Arrangements are completed online at [www.csm.edu/sfa](http://www.csm.edu/sfa).

**To set up a payment plan:**

- Payment plans are set up through Semester Financial Arrangements at [www.csm.edu/sfa](http://www.csm.edu/sfa).

**To find your student account balance:**

- Go to [Self Service](#), select the Finances tab, and then select Balance. Choose the Period and click Change.

**To make a payment using cash:**

- In light of the pandemic, cash is being accepted in the Express Center on a very limited basis. Please schedule an appointment with the Express Center staff to make a cash payment on your student account balance.
- You may bring a money order or a cashier's check into the Express Center as well.

## Parents' Questions on Financial Aid and Student Accounts

In order for your parents to get help with questions they might have about your financial aid or student account balance, you must first complete a release of information for them so we can provide the information requested. The release of information can be completed online and is found on [MyCSM](#). After the release form has been received, your parent may do any of the following:

- Call Financial Aid at (402)399-2362 or the Express Center at (402)399-2429.
- Email Financial Aid at [finaid@csm.edu](mailto:finaid@csm.edu) or the Express Center at [expresscenter2@csm.edu](mailto:expresscenter2@csm.edu).
- Schedule a Zoom meeting or online chat by calling or emailing Financial Aid or the Express Center.

## Books

**To use your financial aid to pay for books in the Campus Store:**

- Request that funds from your financial aid credit be placed on your Campus Card when you complete your Semester Financial Arrangements at [www.csm.edu/sfa](http://www.csm.edu/sfa).
- If you have already completed your Semester Financial Arrangements, call the Express Center at (402)399-2429 to request financial aid funds on your Campus Card.

**If you cannot afford your textbooks options may be available, please:**

- Call Financial Aid at (402)399-2362.
- Email Financial Aid at [finaid@csm.edu](mailto:finaid@csm.edu)
- Schedule a Zoom meeting by calling or emailing financial aid.

## **Campus Card**

### **To load money on your Campus Card for printing or purchases at Christina's Place or the Campus Store:**

- Use the machine in Hixon Lied Commons to add cash to your Campus Card.
- Call the Express Center at (402)399-2429 to add funds with your credit card over the phone. The funds will be available on your Campus Card right away.

### **To replace your Campus Card if it is lost:**

- Stop into the Information Center located at the main entrance to Walsh Hall.
- To pay for the replacement, call the Express Center at (402)399-2429 to pay with your credit card over the phone.

## **Payroll**

### **To get your payroll check:**

- Set up Direct Deposit to your personal bank account online at [ADP](#).
- If you are unable to setup direct deposit, payroll checks will be sent through the mail and are not available for pickup on campus.

### **To complete your required payroll forms:**

- New workstudy students must fill out and present payroll documents to the CSM HR Office, Walsh Hall Room 286, along with two forms of identification. You will need to print and complete your documents prior to your visit. [Click here for the payroll documents](#).
- Students are encouraged to turn in their completed payroll documents to the CSM HR Office between 2:00PM - 4:00PM Monday-Friday.