FAQ on Award Policies and Deadlines

Important Links and Information:

Banner Access Form
Banner “PROD” (Production)
Banner Workflow for Graduate Awards
Tutorial on Banner Workflow for Graduate Awards

CCAS Finance Office Guide to Frequently Used University Forms

Information on Hiring GAs and Stipend Submission
SMA (Stipend Management Application)
GW Portal (Includes link to login to Faculty Hire Process for GA/GRA)
Instructions for submitting a CIS (Change in Status) form
Information on Stipend Payment Dates and Calendars

Information about the Graduate Teaching Assistant Program (GTAP)

Points of Contact:

- **School Fellowship Coordinator**: Katherine Conaty, kconaty@gwu.edu, 202-994-8118
- **CCAS Finance Office (payment processes, hiring)**: ccasfa@gwu.edu, 202-994-6210
- **Office of Graduate Student Assistantships and Fellowships** (Central): gradfell@gwu.edu, 202-994-6822
- **Student Health Insurance Coordinator** (Colonial Health Center): ship@gwu.edu, 202-994-5300 (option 5)
- **CCAS Office of Research**: 202-994-6210
- **Office of the Vice President for Research**: askovpr@gwu.edu, 202.994.6255

Award Types:

Types of Awards

**Fellowship**
A fellowship consists of a tuition award and/or stipend, typically merit-based, but sometimes offered as a recruitment incentive. Fellowships, by definition, do not require the student to provide services to GW.

**Tuition Award**
A tuition award applies only to the tuition bill and posts directly to the student’s account. Tuition awards are not taxable income to the student. Unless there is a compelling reason to combine a stipend with a tuition award covering less than full tuition, OGS strongly recommends making
awards in the form of tuition, due to the tax advantages for students. Students may not combine tuition awards with employee tuition benefits, per University policy.

**Stipend**
A stipend is a living allowance, paid to students to support their study. Stipends do not require any work other than the student’s own academic work. Stipends are taxable income to the student and are reported to the IRS. However, stipends are not *earned* income, so GW does not withhold income tax from stipend payments. On the schedule required by law, students must pay income tax on stipends received in the preceding tax year. Stipend payments are issued on a monthly basis at the beginning of the month.

**Graduate Assistantship (GA)**
A Graduate Assistantship is a salaried position that requires the student to provide services to GW. This is taxable, earned income to the student, subject to federal, state, and FICA withholding, as with any paid employment. The University defines a GA as a position requiring student, classroom, or laboratory contact. Students working in a capacity that requires no student contact (such as administrative work or grading only) should be hired as hourly workers on a wage account.

**Graduate Research Assistantship (GRA)**
A Graduate Research Assistantship is a salaried position involving research work in connection with a project that produces “generalizable knowledge.” This is taxable income, subject to federal, state, and FICA tax withholding, as with any paid employment.

**Graduate Assistant Salaries 2017-18**

As of January 13, 2017, CCAS GAs are paid the following rates*:

- Up to 10 hrs per week = $1,750 per semester ($3,500 per year, excluding summer)
- 10-15 hours per week = $2,100 per semester ($4,200 per year, excluding summer)
- 15-20 hours per week = $3,500 per semester ($7,000 per year, excluding summer)

A student may not work more than 20 hours per week in all University positions, combined. A 10-hour GA, for example, may hold a second GW position that requires 10 hours or fewer per week. By contrast, a 20-hour GA or GRA may not hold any other salaried position at GW.

*the rates listed here may increase at July 1, 2018.

**Background Checks**

Background checks are required for all first-time GAs and GRAs. Details on the background check are sent by University Human Resources. Students who do not complete the background check may not serve as GAs or GRAs.
PhD Packages

Most PhD students receive full funding packages, either from CCAS or from the Office of Graduate Student Assistantships and Fellowships (OGSAF). A full Graduate Assistantship and University Fellowship (GAUF) consists of the following for the academic year:

- Up to 18 credits of tuition (fewer if a student has reached or is reaching the 72 credits required for the PhD)
- Stipend of $16,000 (more in some programs)
- Salary of $7,000

Packages are usually renewable for 5 years, altogether, subject to satisfactory academic performance and satisfactory performance of assigned duties. All full packages require full-time study during the academic year.

Departments are welcome to move students off CCAS packages and on to other forms of aid such as endowments or grants. Please let OGS know if you intend on doing this for any of your students. If a student moves off of a CCAS package and onto another University funding source (such as a grant or OGSAF package), this counts toward the total funding commitment made to the student at the time of admission. Funding for advanced students (in year 6 and beyond) is subject to review of satisfactory academic progress. A progress report may be required to use a CCAS package for an advanced student.

Some University packages, such as the Presidential Merit Fellowship, can be slightly different in that students receive a greater stipend or just tuition and stipend (no GA assignment). Note that students on a package without a salary component (Fellows) are not eligible for the reduced health insurance rate or the health insurance payment provided by OGSAF. This is a University policy, not a CCAS policy.

PhD package allocations to programs are reviewed on an annual basis. Programs should not assume that their level of funding will remain the same from year to year. A memo detailing the number of packages available will be sent to Chairs and DGS’s in December.

If you have a PhD applicant whom you are not recommending for a full package, but who qualifies for admission, consider recommending her or him for a renewable tuition award of $15,000 or less. Such awards do not ordinarily count against a program's package allocation. OGS will carefully review such recommendations, with no presumption of approval. OGS will never approve such an award after the applicant has accepted admission.

CCAS DEAN’S DISSERTATION COMPLETION FELLOWSHIP
The Dean’s Dissertation Completion Fellowship includes a stipend equivalent to the normal GA salary and stipend in the respective department for one or two semesters (typically $11,250 per semester), as well as an award of required candidacy tuition for the period of the fellowship. Three fellowships are available annually. Fellows may be expected to participate in a number of activities organized by Office of Graduate Studies. These activities include: presenting a chapter of one’s dissertation at a public forum and convening two brown-bag lunch sessions to discuss the research of other graduate students in the College. Application deadlines will be announced by CCAS.

**CCAS DEAN’S GRADUATE INSTRUCTORSHIP**

All applicants for the Dean's Graduate Instructorship must be PhD students in CCAS in residence for the academic year during which they teach. All applicants must be in candidacy (ABD). Fellows teach a one-semester course and receive the normal GA salary and stipend in their respective departments (typically $11,250). In addition, the fellowship covers required tuition for the semester. Fellows whose tuition is covered by external funds during the teaching semester will be offered a research fund of $500. Application deadlines will be announced by CCAS.

**Masters and PsyD Funding**

OGS creates a funding plan every year for every master’s program (excluding TSPPPA) and the PsyD. We take into account equity across programs, the nature of the various academic disciplines, enrollment goals, supply and demand, instructional needs, and so forth. Every program receives a memo from the associate dean in December explaining its funding plan for the coming academic year. Because funding levels are reviewed on an annual basis, programs should not assume their funding level will remain the same from year to year.

A student with a renewable award who remains in good standing will ordinarily be offered a renewal for their second year. However, the only students who will receive CCAS funding for a second year are those whose initial awards specified renewability. Students who were unfunded in the first year and funded students whose awards did not specify renewability cannot receive second-year funding from CCAS. Nor will CCAS offer awards to newly admitted applicants who have already accepted admission. Programs are welcome to offer second-year awards, and awards to committed applicants, from R-funds, endowments, or other departmental sources, without these restrictions.

If a program anticipates that it may wish to offer second-year CCAS funding to students who were unfunded in the first year, or whose first-year awards did not specify renewability, the DGS must contact the associate dean for approval as early as possible. Under no circumstances should the student be promised an award.
Non-Tailoring Programs (Dean's Awards)

CCAS master’s programs are classified as either tailoring or non-tailoring. In most master’s programs – the non-tailoring programs -- the largest source of funding takes the form of Dean's Awards. These are tuition awards, typically non-renewable. OGS makes the ultimate determination as to which admittees receive Dean's Awards. These decisions are based on the following:

- Your recommendation for an award at the time of admission
- Academic merit
- Diversity of program and college

OGS determines the amounts for Dean's Awards. They are typically $10,000 or more for the academic year for on-campus programs and $7,500 for off-campus programs. Dean's Awards normally require full-time enrollment (9 credits), however OGS will typically pro-rate an award if a student wishes to study part-time. Students must request a pro-rated award for part-time study, otherwise the award will be cancelled if the student registers for fewer than 9 credits. This applies even to programs in which students always take fewer than 9 credits in at least one semester (e.g., programs requiring fewer than 36 credits).

Tailoring Programs

A small minority of CCAS master's programs - tailoring programs - are expected to exercise more control over their funding process. Tailoring programs design award packages comprising tuition awards and/or stipends and/or GA salaries, in various permutations. Tailoring programs may offer renewable awards, although renewals are deducted from the following year’s allocation.

Tailoring programs must use their budget prudently to reach enrollment targets. A tailoring program that spends in excess of its funding allocation without exceeding its enrollment target may have the excess deducted from the following year’s allocation.

Other Awards - Strategic Global Graduate Funding Initiative (GI)

The Strategic Global Graduate Funding Initiative (GI) award is designed to attract students from the following countries: Bangladesh, Brazil, Colombia, Ghana, India, Indonesia, Mexico, Nigeria, Pakistan, Turkey, and Viet Nam. Students may receive up to $20,000 per year (tuition only). Awards are renewable for one additional year. These awards are limited to master's degree programs classified as “on-campus" and those in the Corcoran School of the Arts and Design.

GI awards are jointly funded by OGSAF and CCAS. OGSAF has final decision on all GI awards. OGS anticipates that every eligible student will receive an award, but admissions decisions must be returned to us by March 1. These awards are only available to students starting in the Fall semester.
Eligibility for this award will be indicated on the application PDF in TargetX.

**Other Awards - Minority-Serving Institution (MSI) Award**

CCAS has partnered with select HBCUs (Historically Black Colleges and Universities) and HSIs (Hispanic Serving Institutions) to offer tuition awards valued at approximately 40% of tuition. These awards are renewable. Current partner institutions and eligibility requirements are found in Appendix 2.

Eligibility for this award will be indicated on the application PDF in TargetX.

**Other Awards - Grad2Grad**

Current GW undergraduates who matriculate in GW graduate programs may be eligible for the Grad2Grad program. Eligible students receive the following:

- Application fee waiver
- GRE waiver (for most CCAS programs)
- 10% tuition reduction

Eligibility for this award will be indicated on the application PDF in TargetX. More information on the Grad2Grad program can be found here.

**Funding for Graduate Certificate Students**

The only CCAS awards available to Graduate Certificate students are the MSI award and the Grad2Grad tuition discount (see above). Programs may use endowments or R-funds (if available and approved by the Finance Office) to fund certificate students.

**Special Awards - Endowments and other Funding from OGSAF**

The Office of Graduate Student Assistantships and Fellowships (OGSAF) provides special awards to graduate students across GW. These include competitive awards such as the Provost’s Diversity Fellowships and Presidential Merit Awards. OGSAF typically sends a memo to CCAS in January detailing all special awards being given to CCAS. Some are designated for certain Departments or duties. Departments nominate students for these awards for approval by CCAS and OGSAF.

In addition, OGSAF administers many competitive awards for which students must apply themselves, such as the Foreign Language Area Study awards (FLAS) and Career Development awards. Details on those application processes are available on the OGSAF website. OGSAF informs CCAS of awardees.
OGSAF also manages endowments used for graduate funding. Department Chairs will receive a memo about available endowment funds for the upcoming fiscal year, usually in January. Departments nominate students for these awards for approval by CCAS and OGSAF.

**Departmental Questions - Admissions Side**

**Q: How long will it take for my award offer to be processed?**
A: CCAS is usually able to process awards within a few business days. If an award also requires OGSAF approval, it will likely be a few days longer. Award workflows with errors such as incorrect dates or incomplete information must be returned to the initiator for adjustments and will substantially delay processing.

**Q: I want to tell an admitted applicant that we are giving them an award in advance of the award letter.**
A: Please tell the applicant that they have been “recommended for an award” and feel free to give them the details.

**Q: Can the award I just sent be processed today?**
A: CCAS processes well over 2,000 award offers annually. We are almost never able to accommodate requests for same-day expedited processing, which is unfair to departments that have already submitted awards ahead of yours. Note that CCAS does not receive the award recommendation in Banner Workflow until it has been approved by the Chair/Program Director. In order to be fair to all departments, awards will be processed in the order in which they are submitted. Priority is always given to awards for applicants (part of the admissions offer) over awards/renewals for current students.

**Q: I need to make changes to an award that was already accepted or make a different offer to a student who already got an award.**
A: Please submit a revised workflow (it should constitute the new, complete and updated award) and put a note in the comments that this should be a “supersedes” offer.

**Q: An applicant has already accepted an award but is now requesting consideration for a larger award. Can this be done?**
A: CCAS will not make additional awards of CCAS funds to committed applicants who. Programs may make such awards from departmental funds.

**Q: May we ask an applicant to reply to an award offer earlier than April 15th?**
A: No. GW has agreed to the April 15th resolution passed by the Council of Graduate Schools. If an award is made later than 1 April, the reply deadline will be two weeks from the time of the offer. You may encourage, but not require, an applicant to reply earlier (this applies to offers of admission as well as award offers). We encourage departments to be in close contact with their
admitted applicants. Current CCAS graduate students are given two weeks to reply, regardless of the date of the award offer.

Q: It’s April 16th and we didn’t hear back from a student, can we re-offer the award?
A: Yes. Please note that it will likely take CCAS 1-2 business days to void all offers that were not accepted by the deadline.

Q: April 15th has come and gone/Two week reply window is over but I want to give this applicant more time. Can I do so?
A: Yes. Please contact Katherine to extend the reply deadline. Keep in mind that this is tying up an award you might be able to use on another applicant. Generally CCAS does not recommend extending beyond 1 additional week.

Q: It’s April 16th/past midnight on the 15th but my applicant still wants to accept! Can they?
A: Awards in the system do not automatically expire. They need to be voided by CCAS manually. So, the award did not turn into a pumpkin at midnight. If you have not received a void notice, the award is still open.

Q: When are Fall award nominations (including renewals) due?
A: July 1

Q: When are Spring award nominations (including renewals) due?
A: November 1

Q: I know the deadline for award nominations has passed. May I still submit a tuition or stipend award?
A: Maybe. Please contact Katherine with details and information about why the award is coming late. In many cases, the student should expect late payment. OGS reserves the right to reject tuition awards made after the start of term (after bills are due) as it causes administrative issues with billing, late fees, and financial aid. In such a case, we recommend that you make the award for a future term.

Q: I know that the deadline for award nominations has passed and I want to submit a new GA award. Is that okay?
A: If the student needs the GTAP and the nomination deadline has passed, the answer is no.

If the student has been a GA before and has gone through the GTAP program, we should be able to accommodate if the semester has not started. If it has, the student should be told by the Department they may not be paid on time.

If you have an emergency (such as an appointed GA who dropped out unexpectedly for a medical emergency) please contact Katherine or Dean Brand.
Q: May we just waive the GTAP?
A: No. It is not within CCAS’s authority to waive the GTAP, as this is a University requirement.

OGSAF may, in rare cases, provide a waiver for a student with substantial instructional experience (for example, someone who has been employed as a professional instructor in the past). If you believe you have a student that meets this case, please forward the student’s CV to Katherine and Geri Rypkema.

Q: Can we waive the GTAP because the student will not really be teaching?
A: This sounds like a case where someone should likely be hired on a wage position rather than as a GA. GA positions are for students who will have direct contact with other students. Please contact Katherine to clarify duties.

Q: What are appropriate duties for a GA?
A: Responsibilities vary among departments, but may include lecturing, leading discussion sections, supervising instructorial laboratories, assisting lead instructors, grading written work, meeting students during office hours, assisting with writing grants and some research or administrative assistance related to the students’ academic programs, as examples. A GA must not work more than 20 hours in any given week. She may not, for example, work 25 hours one week and 15 hours the next.

Q: The student I want to nominate for a GA-ship is a non-native English speaker. Are they eligible for a GA-ship?
A: The University requires a minimum TOEFL of 100 (IELTS overall of 7.0 with no individual score below 6.0) in order to be considered for a GA position. GRAs and Fellows are not required to have a TOEFL higher than the minimum for their respective program, but note that awards do not cover EAP (English for Academic Purposes) coursework. Students who were waived from providing test scores for the English language requirement in the application are eligible. Current GW students who have successfully completed EAP (English for Academic Purposes) in a prior term are also eligible.

Q: A new GA from outside the US is being asked to undergo and oral English proficiency screening requirement, but they have a very high TOEFL/their English is fine/they won't be here on the day of the screening. Can we waive it?
A: No, this is mandatory or all non-native English speakers, regardless of TOEFL score. OGSAF will set up the screening, usually a few days before the start of term or during the first week of classes. Awardees who do not pass the language screening will be required to attend accent modification sessions in the Speech and Hearing Clinic for the semester and for that semester will not be allowed interaction with students in a GA capacity.

Q: A new GA is no longer available on the day of the GTAP. May he or she attend a makeup?
A: No. Completing GTAP is a mandatory part of a GA appointment, which students indicated they understood and accepted when they accepted the award. The University expects them to treat GTAP as part of their GA job.

If students encounter visa processing delays, cancelled/delayed travel (due to circumstances beyond their control) or have a medical or personal emergency, they should contact gtap@gwu.edu.

Q: Will the awardee be eligible for the Student Health Insurance Payment?

A: GW will grant GAs and GRAs who receive full packages (for master’s students: at least $16,000 in stipend/salary combination or salary only; for doctoral students: at least $20,000 in stipend/salary combination or salary only) a special payment to be used toward the cost of GW student health insurance for each academic semester enrolled. Students will receive email notification when that payment is made by 15 November in the fall and 15 March in the spring. *Note that students who are Fellows (stipend and tuition only award for the full year) are not eligible.* This is a University policy rather than a CCAS policy.

Questions From Departments:

Q: How do I get Banner Access?
A: If you are a new user, you must get access to Banner PROD ("Production") in order to get a Banner username and password for Banner Workflow. To request access, submit a copy of the Banner System Access request form to the CCAS Banner liaison, Emprisia Lee (emprisia@gwu.edu). The Banner “profile” needed for awards recommendations is *PWSDRST.* Depending on your role, it may be appropriate for you to have other access as well. For forms and more information: https://it.gwu.edu/banner-administrative-system-faculty-staff

Q: How do I get Banner Workflow Access?
A: Submit a ticket to DIT with your Banner user name. You should be requesting access to the "Banner Graduate Awards Workflow." Let DIT know if you are an initiator (starting awards) or an approver (Chair or Program Head).

Q: I need help resetting my Banner Password.
A: The Banner password must be reset in Banner Production if it has expired. If you are still within the window where you can change your password at login, this can be done using the Banner form GUAPSWD. If you need assistance, contact DIT at 4-GWIT or ithelp@gwu.edu.

Q: I am making an award from a departmental fund and I got a notice that I need to prepare an award letter. What do I do next?
A: There is a step-by-step tutorial available at: https://www2.gwu.edu/~set/GA_Automation/story.html

This tutorial works in recent versions of Internet Explorer and Firefox, but not in Chrome.

Q: I would like to make an award to an undergraduate student. How do I do that?
A: The CCAS Graduate Office does not handle awards for undergraduates. Please contact the CCAS Finance Office (ccasfa@gwu.edu) for more information.

Q: What are the GA salary pay bands?
A: As of January 2018, the pay bands are as follows:
   • $1,800/semester (average workload up to 10 hrs/week)
   • $2,100/semester (average workload more than 10 but fewer than 15 hrs/week)
   • $3,500/semester (average workload 15-20 hrs/week)

These bands are expected to increase in 2018.

Q: I would like to hire someone as a GA or make an award to someone who is no longer a GW student.
A: The CCAS Graduate Office does not handle Instructional Assistant (non-student) hires or awards for alumni. Please contact the CCAS Finance Office (ccasfa@gwu.edu) for more information.

Q: Does the award cover late fees? Can we request that late fees be waived?
A: No, awards do not cover late fees, including those incurred for late nomination/acceptance of an award. CCAS will not request removal of late fees for cases where a department made a late funding nomination. Departments should plan to pay such fees from departmental funds.

Q: We would like to make a late stipend award to a student. When will it pay out?
A: Please consult the Information on Stipend Payment Dates and Calendars for a payment schedule for the current month. Late submission of awards, late acceptance by a student, or late submission of stipends in SMA will lead to late payment. All steps must be completed by (generally) about 10 business days before the start of term in order for a stipend to pay on time. CCAS cannot guarantee immediate approval of last-minute submissions, so please budget time accordingly. **Note that the stipend processing deadlines for January are usually significantly earlier due to the holidays in December.**

Q: We need to cancel an award. What is the process?
A: Please contact your school fellowship coordinator ASAP. Depending upon the format of the award, additional paperwork may be required.

Q: We have not heard from an applicant and would like to void the offer. What is the process?
A: After April 15 (for awards made on or prior to April 1) or after the two-week reply window has passed, please contact the school fellowship coordinator if you would like to void offers. Offers do not automatically expire. However, the school fellowship coordinator will periodically check in with you about closing expired offers.

Q: The nomination deadline has passed and we would like to make a late award. Is that possible?
A: Maybe. CCAS does not have the flexibility to make late appointments to the GTAP course unless there is an emergency. For stipend and tuition awards, keep in mind that students will not be paid on time after certain Payroll, Accounts Payable, and Student Accounts deadlines have passed. CCAS does not control these payment deadlines. Awards do not cover late fees and, unless there are exceptional circumstances, tuition awards will not be approved for semesters that are currently underway. If a semester has already begun, consider making an award for a future term.

Q: How do we make an award from a Department fund (R fund or C fund)?
A: Submit the request in Banner Workflow and list in the comments the exact source of the funding. If approved by the Office of Graduate Studies and the Finance Office, the award workflow will be returned to the award initiator for preparation of the letter. CCAS will post any tuition awards. Regular stipend payment processes or hiring processes must be followed for stipend or salary awards. Contact the CCAS Finance Office if you have questions.

Questions from Applicants & Students

Q: I have a question about my FAFSA or student loans. Who can I talk to?
A: Any questions regarding student loans or the FAFSA must be directed to Student Financial Assistance. You can visit them in Colonial Central (located on the lower floor of the Marvin Center), call them at 202-994-6620, or email at finaid@gwu.edu. Due to the high number of calls, we recommend either visiting Colonial Central or e-mailing.

Q: I am interested in being a Graduate Assistant. What is the process for becoming one?
A: Academic departments select Graduate Assistants (GAs). These positions are limited and not available in all departments. Interested candidates should indicate their interest in a GA position on their admission application, if applicable. Students can also contact their program’s DGS for more information about being a GA in a future term. (add WiD program contact)

Q: I do not currently have an award, but I would like one. What are my options?
A: If you are a doctoral student, please consult with your Director of Graduate Studies. Many funding decisions are made by the Department. Current students can find details on competitive scholarship opportunities at GW through the Office of Graduate Student Assistantships and Fellowships: https://www2.gwu.edu/~fellows/
CCAS will distribute information about any other available opportunities that arise to the CCAS Graduate Student Listserv.

Q: I am an international student/applicant planning to be on a visa. Am I eligible to be a GA or GRA?
A: The University requires a minimum TOEFL of 100 (IELTS overall of 7.0 with no individual score below 6.0) in order to be considered for a GA position. GRAs and Fellows are not required to have a TOEFL higher than the minimum for their program, but note that awards do not cover EAP (English for Academic Purposes) coursework. Students who were waived out of providing test scores for the English language requirement in the application are eligible. Current GW students who have successfully completed EAP (English for Academic Purposes) in a prior term are also eligible. If you are offered a GA or GRA award and you are in the US on a visa, you must be on an appropriate visa (F-1) to accept the award. If you are not on an F-1 visa, please contact your visa sponsor, as GW will request written permission from your sponsor to serve. This may not be possible depending upon your visa type.

Q: My award says I should be registered full-time. May I register part-time?
A: Usually, no. Please contact the staff member listed as the point of contact in your award letter to see whether it is possible to adjust the terms of the award. Salary-only GAs are not required to be full-time students by the College.

Q: How do I set up a Direct Deposit?
A: If you are a GA or GRA, you can find a direct deposit setup option in GWeb. For more instructions, see: https://payroll.gwu.edu/direct-deposit. If you are a fellow (no salary) please visit the Faculty & Staff Service Center (currently in Rice Hall) to fill out the appropriate paperwork.

Q: Where do I pick up my salary check?
A: Your salary check will be available from the Department/Program that is employing you as a GA. If you are being funded from a grant, please check with the Principal Investigator (PI) for your project. If you are not sure who this is, please reach out to the contact in your award letter. We strongly recommend you set up a direct deposit for your own convenience.

Q: When do I receive my salary check?
A: Salaries are paid on the last business day of the month -- a salary is payment for services completed. The employment dates for your GA or GRA appointment will be in your award letter.

Q: I did not receive my salary. Whom do I contact for help?
A: As an initial matter, please check with your Department/Program Chair or Admin to make sure all of your hiring paperwork went through. If you did not receive a check as expected, please contact the CCAS Finance Office at ccasfa@gwu.edu for a CCAS award, or OGSAF for an award from their office (gradfell@gwu.edu). A point of contact will be listed in your award letter.
Q: Where do I pick up my stipend check?
A: Your stipend check will be available from the office that made your award. If this is CCAS, you can pick up your check from Smith 118 (Graduate Studies Office). For awards from the Office of Graduate Student Assistantships and Fellowships, pick up the check from their office directly. If you are being funded from a grant, please check with the Principal Investigator (PI) for your project. If you are not sure who this is, please reach out to the contact in your award letter. We strongly recommend you set up a direct deposit for your own convenience.

Q: When will my stipend check be available?
A: Stipends are paid on the first business day of the month. Please consult your award letter for specifics on the duration of your award. If your award has been made late or you have accepted it late, payment will be delayed. Usually there are supplemental stipend payment runs 2-3 times per month.

Q: I did not receive my stipend. Whom do I contact for help?
A: As an initial matter, please check with your Department/Program Chair or Admin to make sure all of the stipend was submitted in the proper payment systems. If you did not receive a check as expected, please contact the CCAS Finance Office at casfa@gwu.edu for a CCAS award, or OGSAF for an award from their office (gradfell@gwu.edu). A point of contact will be listed in your award letter.

Q: When will my tuition award post to my account?
A: Once you have registered for a given term, the tuition award should post to your student account overnight. Note that you must meet the registration requirements for the award in order for the fellowship to apply. If the award requires full-time registration, it will not post until you have registered for a full-time schedule.

If you are receiving an award after you have already been billed for a given term, please allow 8-10 business days from the time you accept for the award to be posted.

Q: My tuition award is not on my account. Who should I contact for help?
A: Please contact the staff or faculty member listed in your award letter as a point of contact for assistance.

Q: I have questions about the Student Health Insurance plan. Whom do I contact for help?
A: Please see the Colonial Health Center’s website for the most up to date information about the plan available and current rates: https://healthcenter.gwu.edu/student-health-insurance
For questions, please contact the Student Health Insurance Program at ship@gwu.edu

Q: My letter noted that I am eligible for a Student Health Insurance Related Payment. When will I receive the payment and whom do I contact with questions?
A: The Student Health Insurance payment amount and timeline are noted in your award letter. Note that only students with a GA or GRA position for at least one semester of the academic year are eligible for the payment. You must also be enrolled in GW's student health insurance plan to receive the payment. The payment will post to your student account after the start of term as a credit. Usually this is done by November 15 for Fall and March 15 for Spring at the latest. You should pay the balance of your bill before the start of classes. For questions about the Health Insurance Related Payment, please contact the Office of Graduate Student Assistantships and Fellowships (gradfell@gwu.edu).

Q: How do I request a refund for the Health Insurance Related Payment or another credit on my bill?
A: For instructions, please see the website for the Office of Student Accounts: https://studentaccounts.gwu.edu/refunds. You may also leave the credit on your bill to be applied toward a future term.

Q: I am a GA or GRA. May I take another job on campus?
A: Almost always, the answer is no. This is because students may not conglomerate positions that would otherwise equal full-time employment when none of those positions has been created to provide full-time benefits. Please contact the fellowship coordinator listed in your award letter if you have questions. Note that exceptions to this policy are not possible. As an additional matter, students on F-1 student visas are not permitted to work more than 20 hours per week. Students may work in another position outside of the academic year (summer months) if the term of the GA or GRA appointment is only the academic year.

Q: I am a GW employee using employee tuition benefits. Am I also eligible for an award?
A: No, employees may not combine employee benefits with merit awards.

Q: Why do I have balance on my account for University fees even though I have an award?
A: Student awards, even “full packages” for doctoral students, do not cover fees. Please review the terms and conditions linked in your award letter for details.