UNIVERSITY OF SOUTH ALABAMA
GRADUATE SCHOOL

Graduate Assistant FAQs/Troubleshooting

Why haven't I received my Graduate Assistant Appointment Letter?

- Graduate Assistant appointment forms **must** be submitted before your letter can be issued. Please reach out to your department to make sure your paperwork has been submitted. If it has, the department should reach out to the appropriate office to check on the status of the letter.

Why do I have a tuition balance on my account?

- You may not be registered for enough hours. Per the Graduate Assistant Policy, students are required to be registered for **six hours minimum**. If you need to take less than six hours, your supervisor must email an exception request to Dr. Harold Pardue, Dean of the Graduate School.

- You may be looking at a **fee balance** on your account. Graduate Assistantships **only** cover course **credit hour charges**.

- You may not be looking in the right location on PAWS. **Follow these steps to check for your assistantship funding on your account.**

    - ***Log in to PAWS***
    - ***Click on "Student Services and Financial Aid"***
    - ***Click on "Student Records"***
    - ***Click on "Student Account Access"***
    - ***Click on "View Activity"***
    - ***Your award will be listed as anticipated aid***