

# POST HARVEY FINANCIAL AID Q&A



## What are financial aid's office hours?

The Financial Aid Office has extended registration hours the week of September 5.

- Wednesday, Sept 6 – Thursday Sept 7 • **9 am – 8 pm**
- Friday, Sept 8 • **8 am – 5 pm**
- Saturday, Sept 9 • **9 am – 1 pm**

On September 11, financial aid will return to its original schedule listed [here](#).

## How will Hurricane Harvey delay affect disbursement and refund schedule?

Financial aid developed an early disbursement plan for those who have **all first start (regular term) classes**. We are allowing early release of financial aid **grants and scholarships** prior to the completion of faculty roster confirmation. However, we need confirmation from your professor/instructor that you are here and attending your classes for the Fall 2017 semester.

You will have to provide proof you attended classes by filling out Early Release of Grant Aid Request Form. [Click here](#) for next steps and details.

## What if I don't have my financial aid award yet? Will my classes be dropped?

If your paperwork was submitted **before August 25**, we're processing the backlog caused by Hurricane Harvey delay as quickly as possible. For updates, please visit a campus financial aid office near you. Our team is well-staffed and available to make sure your classes are held and aid is processed. The Call Center is open, but more staff will be on campus to help you get things handled/processed.

If your aid is not processed before first day of class and you don't have payment plan, **classes will be cancelled morning of 9/10**.

## What if my financial aid does not cover everything and I need extension on payment plan?

### Payment Plan Extensions

- 9/5 deadline moved to 9/19
- 10/5 deadline moved to 10/23
- Note - students who selected auto pay will have to remove auto pay to take advantage of the extended dates.

The business/cashier office confirmed that the extended deadlines will reflect on your account by **September 8th**. Please know that **no classes will be dropped based on non-payment by September 5th**. The extensions will be honored.

If you don't have payment plan, payments are due by Saturday 9/9 before midnight. **Classes will be cancelled morning of 9/10**.

### **My SAP appeal isn't approved yet and I want to enroll. What should I do?**

If your paperwork was **submitted before August 25**, we're processing the backlog caused by Hurricane Harvey delay as quickly as possible. For updates, please visit a campus financial aid office near you.

If your appeal is not processed before first day of class and we advise that you set up payment plan with the business office. Without a payment plan, **classes will be cancelled morning of 9/10**.

### **What if my books were destroyed during Hurricane Harvey?**

We hate to hear about the loss you incurred because of the Hurricane Harvey. We understand that this is a pressing issue and have created a way to request help with replacement of books. Please fill out this form by [clicking here](#).

### **What if my loans aren't available for bookstore.**

Please visit a financial aid office near you to understand all your options for purchasing books. Our campus team is well-staffed and available to help.

### **Will I be charged if I drop classes?**

There is not a charge for dropping classes before first day of class.

### **I have work study, when can I start work?**

You can start working after you receive an offer letter and required paperwork.

Those who have not starting working, can get a jump start on connecting with employers at Work Study Job Fairs ([click to view schedule](#)).

**\*\*During the week of September 5<sup>th</sup>, work-study students already in system can work up to 40 hours.**