



# THE ADVISOR COVID-19 SPECIAL EDITION

The Official Newsletter of SLCC's Office of Financial Aid

Term: Spring | Special Edition | Date: March 26, 2020

## COVID-19 UPDATE

Greetings SLCC Students, Faculty & Staff,

My, how have things changed since our last newsletter. Like many of you, the Financial Aid team has been working extremely hard to ensure that we establish a new normal the best way possible. We are committed to ensuring that all students are able to receive the financial resources necessary to start or continue their education throughout this unprecedented time.

While we understand that the impact on our institution and our community is rapidly changing by the minute, we have compiled this special edition newsletter to help answer a few questions and concerns that many of you may have. As we continue to develop new processes and procedures, we pledge to do our very best to communicate any changes to you through email communication, social media, and website updates.

We truly appreciate your patience and understanding as we navigate through this process and as always, if you have any questions or concerns, please contact us.

## HAVE A QUESTION?



To chat with a member of the Financial Aid team, please visit the school's website at [www.solacc.edu/financial-aid](http://www.solacc.edu/financial-aid) or simply click the icon above. Staff will be available to chat Monday through Friday from 8:00 a.m. to 5:00 p.m.

## NEED TO SUBMIT DOCUMENTS?

If you have documents to submit to the Office of Financial Aid, you may submit all documentation:

Via email at:  
[financial\\_aid@solacc.edu](mailto:financial_aid@solacc.edu)

OR

Fax to: (337) 521-8992

\*Please note: The Office of Financial Aid requires a handwritten or "wet" signature on documentation received electronically.



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## FAQS FOR FINANCIAL AID & COVID-19

*We understand that many students and parents have questions related to COVID-19 and available financial assistance. We know and understand that you will face challenges in the coming weeks, and we hope to help ease those to the best extent possible. Please see below for answers to some of the frequently asked questions we have heard from our SLCC Community. These questions will be updated, as needed, in the coming days and weeks.*

**Q: All my classes have converted to on-line during the COVID-19 outbreak? Can I use my financial aid for on-line courses?**

**A:** Financial aid eligibility does not change due to the conversion of in-person courses to on-line courses. It is important that you start the classes you are registered for. If at any time during the Spring semester, you decide to stop attending your classes, please notify us right away for further information on how your aid may be affected.

**Q: My verification process has not been completed for the spring and/or summer semester. May I still submit my paperwork for completion?**

**A:** Yes. All our operations, including the awarding process, will continue as usual. Documentation can be submitted to our office via email at [financial\\_aid@solacc.edu](mailto:financial_aid@solacc.edu). If you are unable to submit documentation due to lack of technology, please be sure to contact us at 337-521-9621 and leave a detailed message. Calls will be returned within 24-48 hours. Alternatively, you can chat with a financial aid advisor by visiting <https://www.solacc.edu/financial-aid>. Please be prepared to provide your LoLA ID number when you contact our office.

**Q: If I am unable to complete the semester due to lack of technology or illness due to COVID-19, will I have to return or repay funds I have received for this semester?**

**A:** If a student does not successfully complete a semester in which (s)he received federal funding, including federal loans, the student may have to return a portion of the funds. The amount that must be returned, if any, is determined by the student's last day of attendance or participation in his or her class. This review process is called Return of Title IV. If it is determined that a student owes funds due to withdrawing or unofficially withdrawing (ceased attendance or participation in classes), the student's aid package will be adjusted at the end of the term, and the student will be notified.

If you are planning to officially withdraw from all your Spring 2020 courses, please consult with an academic and financial aid advisor before doing so. Withdrawing from all courses can negatively affect your financial aid.

**Q: I've decided to drop a class that I am scheduled to start later in the semester. How will this change the financial aid I can receive?**

**A:** Pell Grants require proration of grants based on less than 12 credits of attendance. If you attend between 9-11 credits you will receive 75% of your full grant amount, between 6-8 you will receive 50% of your full grant amount, and between 3-5 credits you will receive 25% of your full grant amount. Pell Grant recipients may receive a less than half time grant amount for enrollment at 1 or 2 credits as well.

Student loans—require at least 6 credits of attendance and generally are not adjusted for attendance between 6-12 credits.

## FAQS FOR FINANCIAL AID & COVID-19 (CONTINUED)

**Q:What options are available if I cannot make a student loan payment due to circumstances related to COVID-19?**

**A:**All borrowers with federally held student loans will automatically have their interest rates set to 0% for a period of at least 60 days. In addition, each of these borrowers will have the option to suspend their payments for at least two months to allow them greater flexibility during the national emergency. This will allow borrowers to temporarily stop their payments without worrying about accruing interest.

All federal student loan servicers will grant an administrative forbearance to any borrower with a federally held loan who requests one. The forbearance will be in effect for a period of at least 60 days, beginning on March 13, 2020. To request this forbearance, borrowers should contact their loan servicer online or by phone. The Dept. of Education (DOE) has also authorized an automatic suspension of payments for any borrower more than 31 days delinquent as of March 13, 2020, or who becomes more than 31 days delinquent, essentially giving borrowers a safety net during the national emergency.

Some borrowers may want to continue making payments, like those seeking Public Service Loan Forgiveness (PSLF) or those enrolled in a repayment plan with a manageable monthly payment. For borrowers continuing to make payments, the full amount of their payment will be applied to the principal amount of their loan once all interest accrued prior to the President's March 13 announcement is paid. The DOE will work closely with Congress to ensure all student borrowers, including those in income driven repayment plans, receive needed support during this emergency.

Any borrower who has experienced a change in income can contact their loan servicer to discuss lowering their monthly payment.

**Q:If I receive an incomplete in a course this semester, how will this affect Satisfactory Academic Progress (SAP)?**

**A:** "I" (incomplete) grades could have an adverse effect on the student's ability to maintain satisfactory academic progress. An "I" grade will be considered "attempted," but will not be considered to have been "completed." It is the student's responsibility to inform the Financial Aid Office if an "I" grade changes during a semester. If the change of the grade will affect the student's financial aid eligibility, the Financial Aid Office will perform a recalculation of aid eligibility during the payment period. Otherwise, the change of grade will not be factored into the cumulative pace rate until the next SAP evaluation.

**Q:I have documents to submit to The Office of Financial Aid that require my signature, can I provide an electronic signature?**

**A:**No, The Office of Financial Aid requires a handwritten or "wet" signature on documentation received electronically.

**Q:I am in the Cosmetology Program; how will I be able to earn clock hours for financial aid payments?**

**A:**Cosmetology courses will be delivered remotely. Students can earn clock hours via WebEx and hands-on practice at home. Clock hours are reported monthly, and financial aid payments will be awarded after the completion of clock hours:

- 0 clock hours (start of program) – 1st Clock hour payment
- 450 clock hours – 2nd Clock hour payment
- 900 clock hours – 3rd Clock hour payment
- 1200 clock hours – 4th Clock hour payment

## SELF-SERVICE BANNER 9 UPDATE

### To Check the Status of your Financial Aid:

- ▶ Log in to LoLA ([my.lctcs.edu](http://my.lctcs.edu)) within 5-7 business days of applying for financial aid
  1. Click on "Student"
  2. Click on "South Louisiana Community College" under "Financial Aid Links"
  3. Verify "Home" tab is selected
  4. Confirm the applicable aid year (ex: 19-20, 20-21)
    - a. To change aid year, locate "Award Year:" in the upper, right corner.
    - b. Select drop-down arrow to select desired aid year...
  
- ▶ To View Outstanding Requirements:
  5. Use steps 1-4 above
  6. Scroll down to "Student Requirements"
    - a. Unsatisfied Requirements – click drop-down arrow for further instructions and/or click on hyperlink (requirement) to access and/or print the requested document.
    - b. Satisfied Requirements –requirements for item(s) has been successfully completed.
  7. After submitting required documents, please allow a 2-4 week waiting period for the information to be fully processed.
  
- ▶ To View Award (Grants and loans):
  8. Use steps 1-4 above
  9. Click "Award Offer" tab
  10. Confirm the applicable aid year
  11. Scroll down to view Awards located below "Options to Pay Net Cost"

# ARE YOU PREPARED FOR THE SUMMER 2020 SEMESTER?

## SUMMER PELL!

Graduate sooner? Yes, please!  
Achieve your academic goals  
with additional Pell funds for  
Summer 2020!

Visit:  
[solacc.edu/YearRoundPell](http://solacc.edu/YearRoundPell)  
to learn more!



## IMPORTANT REMINDER!

**There's still plenty of time to complete your  
2019-2020 FAFSA**

**for the Summer 2020 Semester**

*\*Not sure how to apply for Financial Aid?*

*Follow these 7 Easy Steps*

# THE 2020-2021 FAFSA IS NOW AVAILABLE

Apply for Financial Aid at:

[www.fafsa.ed.gov](http://www.fafsa.ed.gov)

SLCC's School Code: 039563



## Changes on the 2020–21 FAFSA®Form

The 2020–21 FAFSA changes include the following:

- To promote a fully integrated user experience, [fafsa.gov](http://fafsa.gov) has been synchronized with the myFAFSA component of the myStudentAid mobile app, allowing applicants and parents to seamlessly transition from one application source to the other.
- On the myStudentAid mobile app, students and parents may begin, complete, and submit a new or renewal FAFSA form for both the 2020–21 and 2019–20 FAFSA processing cycles.
- Due to the elimination of IRS Forms 1040 A and 1040 EZ, Schedule 1 questions were added to determine students' eligibility for the Automatic Zero of an Expected Family Contribution and the Simplified Needs Test.
- Students can access and view their *Student Aid Report* on the myStudentAid mobile app.

[Learn more about the mobile-friendly \[fafsa.gov\]\(http://fafsa.gov\) website and the myStudentAid app.](#)

### **Just a Reminder:**

#### **What You Need to Complete Your Free Application for Federal Student Aid (FAFSA)**

- Your Social Security number
- Your driver's license number, if you have one
- Your W-2 Forms
- Your federal income tax return for **2018** tax year
- Your current bank statements and records of stocks, bonds, and other investments
- Your records of other untaxed income received, such as Social Security, Temporary Assistant to Needy Families (TANF), welfare or veterans benefits
- Your business or farm records, if applicable
- Your alien registration number, if you are not a U.S. citizen
- If you are a dependent student, you will also need your parent(s) social security number(s) and your parent(s) income and financial records (as listed above)

# STUDENT EMPLOYMENT

*If you have any questions please contact us via*

StudentEmployment@solacc.edu



## SLCC Student Employment & COVID-19



Amid all precautions being taken to prevent the spread of the Coronavirus, student employees will no longer be able to work during this time. All student employees' supervisors have been required to complete a form indicating their student employees' work schedules. Under the Federal law, while student employees are unable to continue working, our institution may be allowed to make FWS payments. This information is vital in allowing student employees the opportunity to continue receiving pay during this time.

Student employees are **required** to maintain their federal student aid eligibility which includes being enrolled in at least 6 credit hours. If any students fall below 6 credit hours, they are to report these changes to the financial aid office immediately.

On March 5, 2020, the Office of Postsecondary Education released a statement regarding interruptions of student-related activities related to the Coronavirus. In this message, they address making Federal Work Study payments for disaster-affected students via <https://ifap.ed.gov/electronic-announcements/030520Guidance4interruptionsrelated2CoronavirusCOVID19>.



### Until Further Notice:

- Temporary hold on all new hires for Spring 2020
- Not Accepting Summer 2020 applications

# Top VA Q&A

**Q. What steps must I follow to certify my courses with VA?**

**A.**

- Schedule Classes
- Complete "Request to Certify" form (RTC)
- Submit "Concise Student Schedule", RTC, and "Certificate of Eligibility" (COE) to [studentsuccess@solacc.edu](mailto:studentsuccess@solacc.edu).
  - *Only new students must submit their COE form.*
- Submit "Change in Enrollment" form with updated schedule Any time a schedule change or program change occurs

**Q. Where do I go to retrieve SLCC's VA forms? How do I submit my documents such as my Request to Certify form, Change in Enrollment, etc.?**

**A.** To view our forms and other VA material, you may visit our website at <https://www.solacc.edu/financial-aid/veteran-affairs>. Due to COVID-19, all documents must be scanned or photo captured AND submitted electronically via [studentsuccess@solacc.edu](mailto:studentsuccess@solacc.edu).

**Q. Will my Post 9/11 benefits be affected, in terms of enrollment, since my courses changed to online instruction due to COVID-19?**

**A.** On March 21, 2020, Bill S.3503 was signed into law. S.3503 gives VA the authority to continue GI Bill payments uninterrupted in the event of a national emergency. The new law allows VA to pay education benefits although instructional methods changed from resident training to online training. Post 9/11 GI Bill students who pursue resident courses converted to an online modality solely due to COVID-19 will continue to receive the Monthly Housing Allowance (MHA) rate for resident training. The law only authorizes this special authority from March 1, 2020 to December 21, 2020.

- *Note: Enrollment changes NOT related to COVID-19 may affect payments.*

**Q. If I qualify for National Guard Tuition Exemption, how do I submit my ID to Student Accounts?**

**A.** Students who qualify for National Guard Tuition Exemption may email [studentaccounts@solacc.edu](mailto:studentaccounts@solacc.edu). You **MUST** include your full name, student ID number, and last 4 digits of your social security number. Be sure to include "National Guard Tuition Exemption Request" in the subject line of the email. The National Guard list for Summer 2020 will be provided mid/late April.

**Q. Will there be an impact on tuition and fee payments for Post 9/11 GI Bill recipients when only the modality changes within a term due to COVID-19?**

**A.** Tuition and fees reporting and VA's rules for benefit payment requirements will not change due to COVID-19 national emergency; however, all circumstances not related to COVID-19 do not apply to the COVID-19 exception.

**Q. My program training was suspended due to COVID-19. Will this be reported to VA?**

**A.** Students will receive an "incomplete" in the course(s) at the end of the semester. However, students will continue to receive their allowance through the end of the course(s) date.

- *Note: Students will not receive an allowance after the end date of the semester for grades reported as an incomplete.*
- *Note: This only applies to students who are currently enrolled and affected by the mandates implemented due to COVID-19.*

**Q. What happens if I become ill due to COVID-19 and cannot continue training under the instruction of SLCC?**

**A.** Based on SLCC's attendance policy, your last date of attendance would be reported. In these situations, the law does **NOT** allow VA to continue payments beyond the last date of attendance.

**Q. How are VA Work Study students affected amid the COVID-19 national emergency?**

**A.** According to recent VA guidance, VA **CANNOT** pay students for hours that have **NOT** received approval.

## Resources

VA Crisis Hotline:

- (Website) <https://www.veteranscrisisline.net/>
- (Phone) 800-273-8225; press 1
- (Text) 838255

Student Hotline: 888-442-4551

Facebook: [https://www.facebook.com/gibillEducation/posts/10156900604201615?\\_tn=-R](https://www.facebook.com/gibillEducation/posts/10156900604201615?_tn=-R)

\*\*\*All guidance reported is current as of 3/25/2020 but is subject to change.\*\*\*