

## Financial Aid FAQ – Focusing on COVID-19

Q1. Is the financial aid office still open? How do I contact financial aid?

A1. Although all office staff are working remotely, we are open and available to assist our students. You may contact us via the following methods:

Phone: 615-353-3250

Email: [financial.aid@nsc.edu](mailto:financial.aid@nsc.edu)

Text: 615-492-6222

Make a request for a phone appointment: <https://calendly.com/nsc-financial-aid/financial-aid-appointments?month=2020-04>

Q2. Since all my classes have gone online, will my financial aid be reduced?

A2. No. Just moving the classes to online would not cause any current financial aid awards to be reduced. You are still required to continue participating in your coursework and follow your instructors' instructions.

Q3. I have been awarded Federal Work-Study (FWS) funds. Since campus work is all being done remotely and I cannot come in to work, will I lose out on the rest of my award?

A3. We have already reached out to all FWS supervisors to find out the scheduled work hours and will pay students based on their scheduled hours until such time as the semester ends, or we return back to campus.

Q4. What will happen if I do not have the resources I need, as far as internet and/or a computer to do my classes online?

A4. Please reach out to your instructor if you are having issues with this, as we may be able to connect you with some resources to assist you.

Q5. If I have withdrawn from all my spring classes, what will happen with my aid?

A5. This will have to be reviewed on a case-by-case basis, as it will depend on what all aid you had been awarded. Please email us at [financial.aid@nsc.edu](mailto:financial.aid@nsc.edu) to allow us to review your specific circumstances.

Q6. I have decided to attend less than full time during the COVID-19 outbreak. How does attending part time change my financial aid?

A6. Various programs have different rules. Therefore it is important to contact our office for the impact to your specific aid package prior to making any changes.

Q7. I have the Lottery scholarship and will be reaching a benchmark semester at the end of spring. I am worried that my spring grades will make my GPA too low. Is there anything I can do?

A7. First of all, we would suggest you work with your instructor and maybe even seek tutoring if you are concerned about your spring grades. After grades come out, we will determine your eligibility. There

have been flexible grading options offered by the state and the Tennessee Board of Regents for use during the COVID-19 crisis, specific to the calculation of the Hope Lottery GPA. NSCC will be reviewing students to determine the calculation method within guidance that will best serve our students for the Spring 2020. Once grades are posted and the calculations done, students will be notified about their continued Hope scholarship status.

Q8. I have the TN Promise scholarship and wanted to take summer classes. However, I was unable to get my community service done by April 1<sup>st</sup>. What will happen?

A8. The Tennessee Student Assistance Corporation, the organization that oversees the TN Promise program, has notified us that they have waived the April 1<sup>st</sup> community service deadline for summer classes. At this time, if you are otherwise eligible, we may award you for summer as long as you are enrolled in at least 12 credit hours.

Q9. I heard that schools will have extra money to help students due to the CARES Act. How can I get some of that money?

A9. Although schools should be receiving some stimulus funds based on the CARES Act, we are still waiting to hear how much we will receive and how we may utilize the funds. Please stay tuned for more information.

Q10. If I am a student who received Veterans Benefits, who do I contact for questions on the impact of COVID-19 on my benefits?

A10. The Records office handles all of the Veterans Affairs processing. Please click [here](#) to find out more. If you have additional questions after reviewing their FAQ, please contact them at [vetcom@nsc.edu](mailto:vetcom@nsc.edu).

Q11. Not all of my aid was applied because I had a second session class. This class has now begun. How long will it take to receive my other aid?

A11. After second session classes began, our office has been running reports daily to find and update students with engagement updates. You may check with us at [financial.aid@nsc.edu](mailto:financial.aid@nsc.edu) to see if your updates have been done. Once aid is adjusted accordingly, any excess will be sent to you within 14 days, same as usual.

Q12. I have verification documents for summer and/or next fall to submit to the office. If the office is closed, how will I submit those?

A12. We are still processing documents. Although you cannot bring documents into the office, you may still mail them to 120 White Bridge Rd, Nashville TN 37209, or fax them to 615-353-3202. Please be sure that your name and A# are written on every page of documents that you submit. Also be sure that you do not email documents or forms containing Personally Identifiable Information (PII), such as Social Security Number, or Date of Birth, as email is not a secure manner of submitting these.

Q13. Where can I find information from the Department of Education regarding loan repayment?

A13. Contact your loan servicer for updates on what you qualify for with regards to the CARES Act passage (such as potential 0% interest and temporary halting of payments). This only covers loans held by the Department of Education. If you are unsure of your servicer, please go to <https://studentaid.gov/> and look up your servicer.