



COVID-19: A Guide for Seeking Assistance from your College

The COVID-19 global pandemic has resulted in widespread sickness and job loss. If you or your family are facing challenges due to the pandemic, your intended or current college may be able to help you in more ways than one. Here is some guidance on who to call and what to say if you need assistance, depending on what your needs are right now.

Getting started:

- Make sure you know and/or have written down your social security number and your college ID number
- Look at the college's website to find the correct phone number for the office or department you need to call
- The college may be experiencing high call volume at this time—if you need to leave a message, be sure to leave your name, student ID number, phone number, and a brief explanation of why you are calling

If your financial situation has changed due to COVID-19, call the Financial Aid Office to:

Appeal your financial aid offer

What to say: Hello, my name is _____. Due to the COVID-19 pandemic, my financial situation has changed. May I have information about how to appeal my financial aid offer?

Apply for emergency aid

What to say: Hello, my name is _____. I am facing an unexpected loss of income (or unexpected expenses) due to the global COVID-19 pandemic. May I have information on how to apply for emergency aid?

Request a payout of my federal work-study money

What to say: Hello, my name is _____. I have heard that I might be able to continue getting paid my federal work study award, even though campus is now closed and I am no longer working my work-study job. Can I have more information on how to continue getting paid?



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For assistance with issues related to enrollment, call the Admissions Office to:

Waive or postpone the tuition deposit

What to say: Hello, my name is _____. I am unable to make the tuition deposit by the deadline. Is there any way to get an extension on the deposit deadline, or waive the fee?

Defer enrollment

What to say: Hello, my name is _____. I am an accepted student, and I had plans to enroll there in the fall semester. Due to the COVID-19 pandemic, I will not be able to enroll this coming year—may I have information on how to defer my enrollment?

For assistance with other issues:

Withdraw from classes this semester

Who to call: The Office of the Registrar

What to say: Hello, my name is _____. I am not able to complete this semester, because of difficulties I am experiencing related to the COVID-19 pandemic. What is the process for withdrawing?

Change housing status for next year

Who to call: The Financial Aid Office* (*depending the college, you may be required to notify or consult with other offices or departments as well*)

What to say: Hello, my name is _____. I'm calling because I need to change my housing status for next year.

- Before you hang up: Thanks so much for your help. Are there any other steps I need to take or other departments I should call for the housing status change?