



COVID-19 Financial Aid

Frequently Asked Questions

Is the financial aid office still open?

Yes, remotely from home. Although the campus is closed due to COVID-19 precautions to the public, the Financial Aid team is still available to assist students with questions or concerns. Students can email us at finaid@westernnc.edu.

Since the campus is closed due to COVID-19, will my financial aid still be processed?

Yes. The Financial Aid team is working remotely and administering all normal financial aid processes. If you are a student who is awaiting financial aid, our team is working to either award or disburse your aid. As normal, we encourage students to monitor their [MyFinAid](#) account and student email for updates and messages.

I recently applied for FAFSA, when would I receive a response?

Processing times for students who complete a FAFSA application is 7-10 business days. Students often receive confirmation from the Central Processing Center via email first when their FAFSA is processed. After the information is processed, the information is sent to the school afterwards. Western Technical College typically loads student records on a bi-weekly basis to determine eligibility.

Will financial aid processing be delayed due to COVID-19 impacts?

No. All processes are operating under normal timelines.

Will Satisfactory Academic Progress (SAP) for financial aid change due to COVID-19?

We are uncertain and await additional guidance from the Department of Education. We know, as outlined by the Department of Education, SAP must be measured at the end of the term. On March 5, the Department of Education shared some flexibility to schools due to COVID-19. This guidance allows students negatively impacted by COVID-19 academically to complete appeals under this pandemic. The Financial Aid team will work with each student on a case-by-case basis to minimize any disruption to financial aid eligibility.

As a Federal Work Study student, if the campus is closed due to COVID-19 how will I earn my pay?

Work-study students who remain enrolled and were working in a FWS position prior to the campus closure will continue to be paid for their scheduled hours even though students cannot return to work on-site. This also applies to student-help employees. To be paid, all students must submit their time in Greenshades as normal. If there are questions, students should work with their immediate supervisor.

How do I submit documents for my financial aid?

Students are highly encouraged to submit their documents by uploading them securely on their MyFinAid account. Students can also email documents to finaid@westernnc.edu secure means, such as encryption or Dropbox. Students may submit documents via fax at 608-789-4760 or postal mail. The financial aid team will continue to monitor all documents submitted and process them in the order they are received. Documents submitted via postal mail or fax may be delayed in processing due to COVID-19 impacts.

How often is financial aid applied to students' accounts?

A10. Financial aid disbursements occur weekly and are applied to student's accounts. The best way to expedite the financial aid refund to students account is through [Direct Deposit](#). This process allows the refund to be deposited via Electronic Funds Transfer (EFT) and eliminates the postal mail wait time.

I have an outstanding balance for Spring 2020. Will there be any flexibility due to COVID-19 regarding your collections process?

If you are experiencing financial hardship due to Covid-19 and can't pay your whole bill at once, you may be able to set up a payment plan. Please contact the Cashier's Office at cashiersoffice@westernnc.edu or 608-785-9121 to discuss payment options.

Does COVID-19 impact summer financial aid?

No. The Office of Student Financial Aid continues to process student accounts as in previous years. Summer financial aid uses the 2019-2020 FAFSA to award Direct Loan and/or Pell Grants. Students are encouraged to review their MyFinAid account to view their summer awards. Be sure that the Current Award Year is set to 2019-2020.

Since the campus is closed due to COVID-19, how do I get FAFSA completion assistance?

Although the Financial Aid team is unable to help you in-person, there are resources that are available to students to have questions answered. As you are completing your application online, the FAFSA "tips" section answers most questions. Students can also contact the FAFSA Customer Information Center at 1-800-433-3243 for assistance. Financial aid staff are available to answer questions via email. We encourage students to watch the [How to Fill Out a FAFSA](#) tutorial as an overview.

Is Emergency Funding still available?

Yes. The Emergency Funding program is still operational in determining student eligibility for students – especially those impacted by COVID-19. Students can apply by completing the Student Emergency Funding request form at www.westernnc.edu/student-emergency-funding. Students will receive a response within 1-3 business days

I must complete a Statement of Educational Purpose, how do I complete this when the campus is closed due to COVID-19?

Students who must complete the Statement of Educational Purpose must fill out the student portion of the document and provide a copy of a government issued identification card. Once completed, the documents can be uploaded onto your MyFinAid Account, emailed securely mailed or faxed.

Can I receive more financial aid this semester due to COVID-19?

It depends. Financial aid is offered based on eligibility requirements and available funding. In some cases, student loans may be available for students who did not reach their annual loan limit due to declining or reducing their offer. Students must be enrolled half-time (6 credits) and meet Satisfactory Academic

Progress. We always recommend students contact us about options if you are experiencing a financial hardship.

If I withdraw from all of my classes due to COVID-19, what happens to my financial aid?

Students who withdrew from their Spring courses due to challenges of COVID can apply for an extenuating circumstance withdrawal. We will be providing an 80% refund due to the unprecedented times and because changes brought about by these times were not within the control of the student. A student's financial aid will NOT be affected.

I usually pay with cash. Can I still come to campus to pay my balance?

No. All Western Technical College campuses are closed to students and the public due to COVID-19. Students are encouraged to make online payments by check, credit, or debit card through their [MyWestern](#) account. If you are a student concerned about bank fees, you may submit payment via money order and mail it to the Cashiers Office at 400 7th Street North La Crosse, WI 54601. Mailed payments may see processing delays.

What information is available regarding Federal Direct Student Loans?

From March 13, 2020, through Sept. 30, 2020, the interest rate on all Federal Direct Student Loans is 0%. Federal student loan borrowers are automatically being placed in an administrative forbearance, which allows you to temporarily stop making your monthly loan payment. This suspension of payments will last until Sept. 30, 2020, but you can still make payments if you choose. During the period of 0% interest (March 13, 2020, through Sept. 30, 2020), the full amount of your payments will be applied to principal once all the interest that accrued prior to March 13 is paid.

Please contact us at finaid@westernnc.edu with any further questions you may have.