

COVID-19 (Coronavirus) & Your Financial Aid - FAQs

In the interest of public safety due, Jefferson State Community College has modified many of its on-campus courses to online. JSCC The Financial Aid Office is operating remotely and has limited on campus staff under normal office hours. Please see the information below for answers to common questions regarding changes made due to COVID-19.

Q1 - If my on-campus classes were switched to online, does this affect my financial aid payments?

A1 - No. Regardless of if a course is taught on-campus or online, the FA you were awarded does not change provided you maintain the same number of credit hours.

Q2 - I still have a pending aid disbursement on my portal? Will I still get those funds?

A2 - Yes. Disbursements will continue to pay to your account. If a disbursement creates a credit balance, you will receive a refund check. They are being mailed weekly to students who are due one.

Q3 - I'm having a tough time in some of my classes and might need to withdraw. Does this hurt my financial aid?

A3 - If you decide to withdraw from one or more of your classes, your financial aid may be impacted. If you withdraw from ALL of your classes, a portion of your financial aid could be returned to the Department of Education, which could create a balance you would owe to JSCC for tuition and fees. Withdrawing from classes may also impact future eligibility, as all financial aid recipients must meet Satisfactory Academic Progress (SAP) to continue receiving aid.

Please visit <https://www.jeffersonstate.edu/financial-aid/financial-aid-standards-of-academic-progress> for more information regarding SAP standards and requirements.

Q4 - If I am not meeting Satisfactory Academic Progress (SAP), what can I do to be able to get financial aid again?

A4 - If you fail to meet SAP standards at the end of the semester, you may submit an appeal if you feel you have extenuating circumstances that caused you to not meet the SAP requirements. The Appeal Form can be found on Dynamic Forms through your myJSCC account. Further information regarding appeals can be found at <https://www.jeffersonstate.edu/financial-aid/financial-aid-appeals-process> or you may also email finaid@jeffersonstate.edu with any questions regarding the appeals process.

Q5 - I have applied for financial aid online with FAFSA, but I haven't heard anything back. How do I know what to do next or if I am approved for financial aid?

A5 - Once you complete your FAFSA, it can take 3-5 business days for the FAFSA to be sent to the college. It will then be reviewed and processed by our financial aid team. If further information is needed, you will receive an email to your JSCC email. If you have not heard from financial aid in 7-14 business days after submitting your FAFSA, please reach out to the financial aid department at finaid@jeffersonstate.edu.

Q6 - I received an email that I have missing requirements. How do I submit my documents to the office?

A6 - Any documents requested by the Financial Aid Office will be found on your myJSCC portal and you will also receive an email on your JSCC account. You will be able to electronically sign and submit any required documents using Dynamic Forms. To submit additional requested documents, such as Tax Transcripts, you must upload those in a PDF format and attach it to the Dynamic Form in question.

Q7 - I am a Work Study student. What happens if I or a family member is sick with COVID or the campus is closed due to COVID? will I still get paid for my scheduled hours?

A7 - If you are unable to work because of COVID-19 related disruptions, such as a school closure or student quarantines, please contact Natalya Clark at ndclark@jeffersonstate.edu to discuss your options.

JSCC's Financial Aid Office is committed to providing you the best service possible during these difficult times. Please email any questions you have to finaid@jeffersonstate.edu, or email your FA Advisor directly, and we will address your concerns ASAP.