



IMPORTANT UPDATE

Higher Education Emergency Relief Funds Grant Notice FAQ's

1. Do I have to fill out a 2019-20 FAFSA?

Answer: Yes. Even if you are not using any Federal Financial Aid from the 2019-20 award year, you must have a 2019-20 FAFSA to determine eligibility for Federal Financial Aid.

2. How much money will I get?

Answer: As of the date of this notice, (May 5, 2020) South College has not yet received the Emergency Relief Funds from the Department of Education. We are working to determine the total number of students who are eligible and giving students the opportunity to submit a 2019-20 FAFSA if they have not yet done so. Due to this, the final amount has not yet been determined as there is a limited amount of funds and we do not yet have a final number of students who qualify.

3. When will I get my check in the mail?

Answer: South College is working to get funds in and disbursed to students as quickly as possible. We do not have a definite date for checks being mailed. However, we are making every effort to get checks in the mail to students by May 15.

4. Am I eligible if I am in default on my Federal Student Loans?

Answer: No. Based on the CARES Act guidance from the Department of Education, you must be currently eligible for Federal Financial Aid in order to be eligible for this grant funding.

5. If I am a dependent student, will the grant money go to me or to my parent?

Answer: These funds are provided by the Department of Education to go directly to students who have incurred expenses related to the disruption of campus operations due to the coronavirus. Even if you receive PLUS

loan money for the 2019-20 award year, the check will go to the student, not the parent.

6. How do I change my address in the student portal?

Answer:

-Go to <https://portal.south.edu> and Log in using the same username and password that you use in Canvas.

- Select My Profile in the left menu

- Select My Information

- Select Addresses and at the bottom right of the billing address box select Request Change.

- A box will pop up for you to enter your new address information in.

Enter your corrected address information and then click Submit.

*Please make sure that your browser allows for pop-ups in order to complete these steps.

7. How do I confirm that I need this grant?

Answer: You only need to be enrolled currently, have submitted a 2019-2020 FAFSA with the South College school code (004938), and currently be in good standing (not in default, not be academically dismissed). You also need to make sure that your mailing address is current in the student portal. You do not need to do anything else.

8. How will I receive my grant if I am eligible?

Answer: Checks will be mailed to your current mailing address on file.

9. If I receive a check, do I have to pay it back?

Answer: No. This is grant money provided to schools for students who qualify.

10. If I have had a loss in income, what do I need to do?

Answer: Go to <https://enroll.south.edu> and log in. Once logged in, click the help button. Choose the Financial Planning question option. In the box that populates, explain your loss of income and what documents you have to provide for verification of the loss of income. Click to submit. A Financial Aid Representative will review your situation and reach out to you for further documentation.