Dear Student/Parent,

In an effort to answer common questions students may have during this time as we navigate through the coronavirus pandemic, the Financial Aid Office has listed detailed answers to Frequently Asked Questions (FAQs). The Financial Aid Office is working diligently to process your financial aid awards. If your question is not answered below, please don’t hesitate to contact the Financial Aid Office at (618) 468-2223.

How will I know if Lewis & Clark has received my FAFSA?

If you listed Lewis & Clark Community College on your FAFSA, the College will receive your FAFSA.

**New students:** Make sure you are you registered and contact the Enrollment Center at (618) 468-2222 if you are not sure whether your Social Security number (SSN) is on file. If your SSN is not on file, your FAFSA will not link to the College’s system.

How can I check my Financial Aid Status?

Log on to your Financial Aid Self Service account using your Lewis & Clark username and password.

The Financial Aid office will begin processing financial aid awards in June of 2021.

Frequently visit your Financial Aid Self-service account for status updates.

When will I find out if I am chosen for Verification or if I have to submit additional documentation?

A Student Acknowledgment Report (SAR) was emailed to you 3-5 days after your FAFSA application was processed by Federal Student Aid. Your SAR will initially inform you if you are selected for verification. If you are selected for verification, begin to gather and copy your and your parent’s (dependent students) 2019 federal tax return and 2019 W-2s. If you did not file taxes, please gather your 2019 W-2s if you were employed in 2019.

Once Lewis & Clark retrieves your FAFSA, and it has been reviewed by your Financial Aid Advisor, you will receive a letter indicating what required or verification documents are needed and will be able to access those documents through Financial Aid Self-service.

Frequently visit your FA Self-service account for status updates.
How will I access required documents?

Once 2021-2022 Financial Aid processing is underway, if additional information is needed you will receive a letter "listing" required documents. You will also be able to access forms from Financial Aid Self-service. Your required forms will usually be visible on Self-service before you receive the letter. You can also find links for required forms/documents on Financial Aid’s Forms & Info link on our website.

How do I submit documents to Financial Aid?

Students can now submit required financial aid forms electronically through DocuSign® (effective for Fall 2021). Once you have submitted your document, it will automatically be sent to the Financial Aid Office for review.

You can also submit required documents:

In person:
  Bringing them in to The Financial Aid (FA) office located in Baldwin 2450 on the Godfrey Campus.
  - The FA office is currently open for summer hours through July 31. Summer hours are Monday - Thursday, 8:00 a.m. to 4:30 p.m. and Friday 8:00 a.m. to noon.
  - Beginning August 1, we will return to normal business hours, Monday - Friday 8:00 a.m. to 4:30 p.m.

By mail:
  Lewis & Clark Community College
  Financial Aid, BA 2450
  5800 Godfrey Road
  Godfrey, IL 62035

Contactless Drop-off:
  Drop them off at the brown drop box located at the North Entrance of the Godfrey Campus near the Campus Safety office.

What do I do if I receive a bill, but my financial aid has not been awarded?

Do not panic! If your financial aid has not been awarded by the time tuition bills are mailed in July or by the time tuition is due in August, your account will be put on hold/deferred until your financial aid has been processed and you have accepted your award(s). Tuition is due August 10, 2021.

Can I start my classes if my financial aid is not processed yet?

Yes, begin attending your classes while your financial aid award(s) is pending. Make sure you are in communication with your Financial Aid Advisor.
What if I have accepted financial aid, but I still see a tuition amount due on my Self-Service account?

Although you may see outstanding tuition charges on your Self-Service account, as long as you have accepted your financial aid, turned in necessary documents, and have more financial aid pending than your total charges, you are ok to begin classes. The Financial Aid Office will automatically transmit your pending financial aid once the semester begins. You are ok to begin attending classes.

How do I set up an appointment with an advisor?

You can schedule an appointment with your Financial Aid (FA) Advisor directly from the Financial Aid Homepage. Click the “Book an Appointment” link under your FA Advisor’s name. You can also contact the FA Office Receptionist at (618) 468-2223 to schedule an appointment.

Who do I contact if I cannot access my Financial Aid Self Service on Blackboard?

If you are having trouble accessing your Self Service account, please contact the LC Help Desk at (618) 468-4357 or helpdesk@lc.edu.

Scholarships Questions?

The College will begin loading scholarships in June and July. Please register for classes if you haven’t already done so. If you have specific scholarship questions, please contact the LC Foundation at (618) 468-2011 or the Financial Aid Office at (618) 468-5310.

How do I get my books?

Students can begin purchasing textbooks two weeks before the start of the semester. If you are purchasing books in person, you will need a copy of your schedule and photo ID. If you are purchasing books online, you will need your 7-digit LC ID number. Please visit the campus bookstore’s website for more information.

When will I get my refund check?
Refund checks are scheduled to be mailed six weeks after the semester begins. Failure to attend or participate in your classes will delay your financial aid refund.

**What if my income has significantly changed due to COVID-19?**

Please schedule an appointment with your Financial Aid Advisor to discuss your 2020/2021 income changes.