

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 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 late June of 2020.

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) 2018 federal tax return and 2018 W-2s. If you did not file taxes, please gather your 2018 W-2s if you were employed in 2018.

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 2020-2021 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 and will have to download required forms from **Financial Aid Self-service**. Your required forms will usually be visible on Self-service before you receive the letter. You can also print required forms/documents from **Financial Aid’s Downloadable Forms**.

How do I submit documents to Financial Aid?

You can submit required documents:

By mail to:

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

By email to: finaid@lc.edu

Emailed documents **must be** password protected with your 7-digit LC ID number. If you are unsure of your LC ID, you can refer to your user profile on your Self-service page. Also, please include the student’s First and Last names in the subject line of the email.

By fax to: 618-468-2210

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 11, 2020.

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.

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?

The Bookstore is working on officially re-opening in some capacity when the College re-opens its student service areas in July/August. Please check your LC emails and the LC Website for updates. *This FAQ will be updated when more information is available.*

When will I get my refund check?

Refund checks are scheduled to be mailed 6 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 income changes.