



Financial Aid/COVID-19 Frequently Asked Questions (FAQ)

Website: <https://www.grossmont.edu/fa>

Email: Grossmont.FA.Outreach@gcccd.edu (general questions and document submission only)

Q-1: Where can I check the status of my financial aid?

A-1: Your secure Financial Aid Status information will be available and updated periodically, as usual, via WebAdvisor. If you are not sure how to access your Financial Aid information online, [visit our instructions page](#).

Q-2: What if I need to speak with a representative from the office?

A-2: Financial Aid Office staff are currently only available by e-mail. We are working on creating the structure and processes for students to be able to conference call, chat or meet via Zoom. For now, and for specific questions that cannot be answered by reviewing your information in your online Financial Aid Status pages, please [visit our Contact Us page](#) to learn where specific questions can be e-mailed.

Q-3: What if I have a quick question?

A-3: Please feel free to email us at Grossmont.FA.Outreach@gcccd.edu. We will respond as quickly as possible, usually within 24 to 48 hours.

Q-4: Will I still get paid?

A-4: Yes! The Financial Aid staff are still working to process financial aid files and payments. All students that remain enrolled, who are attending classes and who meet the eligibility requirements will be paid as usual.

Q-5: Has the schedule for financial aid payments changed?

A-5: Not at this time. If there are any changes, they will be reflected in your secure online Financial Aid status pages via WebAdvisor.

Q-6: Can Federal Work Study (FWS) students still be paid?

A-6: Yes! The U.S. Department of Education (ED) has allowed FWS students to be paid for scheduled hours that were previously approved by their supervisor, which they cannot work due to the campus closure.



Financial Aid Office

Q-7: Will I lose financial aid eligibility if I drop a class?

A-7: Currently, all Financial Aid policies regarding enrollment, attendance and Satisfactory Academic Progress (SAP) remain in effect and unchanged. There may be changes that result if the federal stimulus bill, currently being considered by the U.S. Congress, is passed and signed, but we do not know at this time. As of right now...“W” and “EW” annotations on a student’s academic transcript may still lead to federal financial aid and Cal Grant disqualification as a result of lack of progress, according to financial aid SAP standards. If that happens, please rest assured that the Financial Aid office staff will be as understanding and lenient as possible on future appeals for reinstatement where lack of academic success was the result of COVID-19 related circumstances.