



C U Y A M A C A
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FINANCIAL AID & SCHOLARSHIPS

Frequently Asked Questions (FAQ) During COVID-19 Closure

1. **Is the Financial Aid Office still providing services while the campus is closed?**
 - a. Yes! Click here for information on our [Financial Aid Services](#).
2. **I am still enrolled in classes. Will my financial aid still be disbursed?**
 - a. Yes! Your aid will be disbursed as scheduled. Check your financial aid status on WebAdvisor.
3. **I am receiving financial aid this semester. What happens to my aid this semester if I withdraw from all of my classes?**
 - a. If you withdraw from all your classes, your financial aid will be cancelled and no further aid will be disbursed.
4. **If I withdraw from my classes due to COVID-19, will it affect my SAP for future eligibility?**
 - a. **No.** If you withdraw, you must indicate you are withdrawing due to COVID-19 (you will be asked this when you go through the withdrawal process online) so you can get assigned an “EW” grade (Excused Withdrawal). “EW” grades for this semester will not count against your SAP (Satisfactory Academic Progress).
 - b. If your reason for withdrawing is not due to COVID-19, you will receive a “W” grade. The “W” grade does affect your SAP and the regular [SAP policy](#) applies to you.
 - c. If you decide to withdraw from all your classes due to COVID-19 and are trying to not have any grades on your transcript for this Spring 2020 semester, this means you “never attended” which would require you to repay some or all of the financial aid you received for the semester. We strongly recommend you receive an “EW” grade so you do not have to repay any aid back.
 - d. If you withdraw from one or more classes but are still enrolled in:
 - i. 6 or more units: You will receive your remaining aid as scheduled.
 - ii. Less than 6 units:
 1. If you have a Pell Grant, your Pell Grant will be disbursed as scheduled.
 2. If you have other aid like SEOG, Direct Loan, or Cal Grant, any remaining amount to be disbursed may be cancelled.
5. **I have applied for financial aid, but I have not submitted all of my documents. How can I submit my documents?**
 - a. You can email your documents to us by following our process on [emailing documents to financial aid](#).



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6. How do I contact the financial aid office if I have questions?

- a. You can call and leave a voice message at (619) 660-4201.
- b. You can email your questions to cuyamaca.financialaid@gccd.edu.
- c. If you have a specific question about your file, please contact your [financial aid advisor](#).

NOTES:

- i. Please make sure to leave your full name and student ID number (and phone number if you want your call returned) when you leave a voice message or email us.
- ii. DO NOT provide us your Social Security Number or birthdate.
- iii. During this time, there may be delays in responding back to you. Thank you for your patience.

7. I am enrolled at Cuyamaca and Grossmont, how do I get financial aid for all of my classes?

- a. Meet with a counselor to complete a Spring Consortium agreement. All counseling services are online now and the counselor can help fill out the consortium agreement with you. After completing the agreement, the counselor will submit it to us for you. The deadline to submit the agreement is June 1.

8. I have been asked to provide “proof of where I live” because all of my classes are online. Now that all of the classes are online, do I still need to do something?

- a. Yes. All the classes you enrolled in initially were online courses only. To submit your “[proof of where I live](#)” document, please follow the instructions on [emailing documents to financial aid](#).

9. Can I still apply for financial aid?

- a. Yes! Click [here](#) to apply.

10. I have a Federal Work Study (FWS) award, will I still get paid while the campus is closed?

- a. If you were hired and working in a FWS position before March 20th, then you can still be paid based on your scheduled hours previously approved by your supervisor and up to your total FWS award amount. Please contact your supervisor about entering your work hours in Workday.
- b. If you were not hired for a FWS position by March 20th or your position ended by March 20th, then you will not receive any FWS payments.

11. Can I still apply for the Cuyamaca College Scholarships for Fall 2020?

- a. Yes! The deadline to submit your scholarship application is now June 5, 2020. Visit the [Cuyamaca Scholarship Webpage](#) to apply.