

Frequently Asked Student Questions:

What if my campus has closed due to coronavirus? Will I be able to finish the term and keep my federal student aid?

Yes. UAHT has moved all instruction online for the remainder of the Spring 2020 semester. The college will work to make sure all students have every opportunity to finish the semester successfully.

If my campus is closed or only offering online instruction, will I still get paid for the hours I am unable to work for my Federal Work-Study job?

If you're unable to work your scheduled hours because of coronavirus-related disruptions, UAHT may pay you for any hours you were previously scheduled to work.

My mom can't go to her job because of coronavirus, and she doesn't get paid if she doesn't work. This means my financial need has increased. Can I get more financial aid?

Please contact the financial aid office at 870-722-8265 or edessa.walton@uaht.edu. We have flexibility to work with students to ensure the students are able to stay in school.

Someone in my family has coronavirus, so our whole family has self-quarantined, and I can't attend classes. How can I keep up in school, so I don't fail classes and lose my financial aid?

We encourage you to contact our financial aid office as well as your academic advisor for additional guidance about your financial aid situation. They can tell you your options for continuing in your program of study. Additionally, if you need to take a leave of absence as a result of the coronavirus outbreak, you should speak with our financial aid office.

If my school moves classes online, am I going to get less financial aid?

UAHT has moved classes to an online format, and you must continue to participate in the course work and follow instructions provided by your instructor to remain eligible for financial aid.

I am receiving the Arkansas Academic Challenge Scholarship, how will a credit (CR) or non-credit (NC) on my transcript affect my eligibility to receive the scholarship next semester?

Choosing CR or NC will not negatively affect your eligibility. The Arkansas Department of Higher Education has waived the following eligibility conditions for active students: enrollment status/required hours and required minimum grade point average (GPA) related to COVID-19. For additional questions or concerns regarding your scholarship, please contact Edessa Walton at 870-72-8265 or edessa.walton@uaht.edu.

For more information please visit:

https://static.ark.org/eeuploads/adhe/DHE_Suspended_Provisions_03302020.pdf

How will choosing CR or NC as a course grade on my transcript affect my Pell Grant?

If a student chooses a course grade of CR or NC, it will not negatively affect Satisfactory Academic Progress (SAP). A student will remain eligible for Title IV aid if they continue participating in courses for the remainder of the Spring 2020 semester. For questions regarding Pell grants or other Federal Title IV aid, please contact Edessa Walton at 870-722-8265 or email edessa.walton@uaht.edu.

Please know that you must continue participating in your courses online for the remainder of the Spring 2020 semester. If you are facing any hardships that may hinder your success with online classes, please reach out to your instructor(s) as soon as possible. They are eager to help. Withdrawing or failing to participate in your courses may cause you to lose eligibility for financial aid or negatively impact your eligibility for future terms due to the Satisfactory Academic Progress policy.

I filed an appeal/am on a Degree Plan for the Spring 2020 semester. Will choosing CR or NC affect my continued eligibility for the Pell Grant?

No. Choosing CR or NC will have no negative impact on your continued eligibility for future Title IV aid.

How do I contact my school’s financial aid office if the school is closed?

The UAHT financial aid office is closed along with our campus; however, you may continue to call to speak with an advisor or contact us by email.

Edessa Walton	870-722-8265 edessa.walton@uaht.edu	Satisfactory Academic Progress, ADHE state scholarships and grants, Federal Work Study, high school students receiving/applying for Pell
Kyla Walker	870-722-8266 kyla.walker@uaht.edu	Veterans Affairs, questions regarding the verification process
Kimberly Cole	870-722-8264 kimberly.cole@uaht.edu	Student documentation and forms, FAFSA help, general questions or concerns

Federal Student Aid Guidelines:

Satisfactory Academic Progress (SAP)

An institution's SAP appeal policy (34 CFR § 668.34(a)(9)) must, among other things, describe the basis on which a student may file an appeal: the death of a relative, an injury or illness of the student, or other special circumstances. Circumstances related to an outbreak of COVID-19, including, but not limited to, the illness of a student or family member, compliance with a quarantine period, or the general disruption resulting from such an outbreak may form the basis of a student's SAP appeal even if not specifically articulated in the institution's SAP policy.

Professional Judgement

Financial aid administrators (FAA) have statutory authority to use professional judgement to make adjustments on a case-by-case basis to the cost of attendance or to the data elements used in calculating the EFC to reflect a student's special circumstances. The use of professional judgement where students and/or their families have been affected by COVID-19 is permitted, such as in the case where an employer closes for a period of time as a result of COVID-19. In making professional judgement determinations, FAAs must obtain documentation and retain it in each student's file. This documentation must substantiate the reason for any adjustment. Institutions are reminded that, regardless of how broadly an event may affect its student population, professional judgement determinations must be made and documented on a case-by-case basis.

Pell Grant Protections

If a student drops out due to COVID-19, that term will not count against their lifetime eligibility for Pell Grants. If a student drops out because of COVID-19, the grades attributable to the drop-out will not jeopardize a student's compliance with federal academic requirements for continued receipt Pell Grants. Students will not have to return Pell Grants if they drop out due to the Coronavirus. These Pell Grants will not count toward students' overall cap on the use of those Pell Grants.