**Student Financial Aid COVID-19 FAQ’s**

1. **How could changing my spring 2020 courses affect my financial aid eligibility with the date to change them to credit/no credit being extended to May 15?**
   In most cases, changing from graded to credit/no credit should not have an impact on your financial aid eligibility as long as you are passing the course. However, we encourage you to contact our office to review your account before you make the decision.

2. **Do you anticipate any delays in financial aid offering or disbursements due to the impacts of COVID-19?**
   The Student Financial Aid Office is fully operational during reduced campus operations due to COVID-19. We encourage you to submit any and all documents as soon as you receive the request so that we can get them reviewed. We anticipate normal processing delays based on increased document volumes during the summer months. Please continue to check GoWMU and your WMU email for regular updates.

**Submitting Documents**

3. **I don’t have a printer, how can I submit my summer financial aid application?**
   Summer financial aid applications can be submitted with electronic signatures if they are emailed from your WMU email address. Please note, electronic signatures will not be accepted for forms emailed from personal email addresses, they must be submitted via the students WMU email address. Federal Parent PLUS Loan applications require a handwritten wet signature.

4. **I need to submit my Statement of Identity and Educational Purpose but the University is closed. I am also unable to have it notarized. How can I submit it?**
   You may submit a photocopy of the form and your government-issued photo ID and either upload them through the online student forms portal, email to finaid-info@wmich.edu, or submit them via mail.
   **Mailing Address:**
   Student Financial Aid
   Western Michigan University
   1903 W. Michigan Avenue
   Kalamazoo, MI 49008-5337

**Additional Financial Assistance**

5. **Since I completed my FAFSA, my family’s financial situation has changed due to COVID-19. Do I need to update my FAFSA? Can I receive additional financial aid?**
   There is an appeal process for student’s whose family circumstances differ from what is reported on the FAFSA. For families who are affected financially due to COVID-19, we will begin reviewing appeals in June. Please call Bronco Express at (269) 387-6000 to schedule an appointment with a Financial Service Specialist to discuss your change in circumstances. Please note, Proxy Access must be granted for anyone other than the student who has an appointment.

6. **Western Michigan was offered funding from the CARES Act to assist students, how can students apply for these funds? When can they apply? When will the funds be made available to students?**
   Utilization of the funding from the CARES Act has not yet been determined but is under review. We recommend staying up-to-date with WMU’s COVID-19 procedures [https://wmich.edu/covid-19](https://wmich.edu/covid-19) and FAQs [https://wmich.edu/covid-19/faq](https://wmich.edu/covid-19/faq), along with the WMU Financial Aid website [https://wmich.edu/finaid](https://wmich.edu/finaid) for updates regarding this.
7. **What if the student and/or parents have lost income after filling out the FAFSA?**
   Students and parents can contact our office via email finaid-info@wmich.edu or call (269) 387-6000 to determine together the next steps you must take.

8. **What financial assistance is there for me if I lost my job due to COVID-19?**
   For students who have lost their job due to COVID-19 - if you need immediate emergency assistance you can apply for support through the Student Emergency Relief Fund (SERF) through the Invisible Needs Project. This is emergency assistance that we are able to provide to students immediately based on their needs. Apply at [https://wmich.edu/invisibleneed/serv](https://wmich.edu/invisibleneed/serv) and note that students must be enrolled half-time in order to receive emergency funds through SERF.

9. **Due to COVID-19, I have been unable to work due to the shut-down. Will WMU offer financial assistance to attend summer I and II classes?**
   Students that are enrolled in summer I or II classes must apply for the summer financial aid request funds through the Summer Financial Aid Request form at [https://wmich.edu/finaid/resources/forms](https://wmich.edu/finaid/resources/forms). Any families facing loss of employment due to COVID-19, these requests will be considered in June. Please review our website, email or call our office for additional information. If students are in need of emergency financial support we strongly encourage them to apply for the Student Emergency Relief Fund (SERF) Invisible Needs Project. Apply at [https://wmich.edu/invisibleneed/serv](https://wmich.edu/invisibleneed/serv).

10. **I had a balance for the spring 2020 semester before COVID-19, now my financial situation is even worse due to not being able to work and my parents unable to work. Will WMU offer financial assistance so I can continue taking classes at WMU?**
    WMU Student Financial Aid Office understands the tremendous impact that COVID-19 will have on our students. Any students and/or parents who have been impacted financially through reduction of employment: layoff, furlough, reduced work hours, will be able to have those details reviewed in June for us to decide the approximate financial impact. In June, we will be able to assess and advise of the best next steps necessary for students and their families to take for us to determine if additional information is needed for us to reconsider your financial aid eligibility.