COVID-19 Financial Aid
Frequently Asked Questions

1. Is the financial aid office still open?
Yes, remotely. Although the campus is closed due to COVID-19 precautions to the public, the Financial Aid team is still available to assist students with questions or concerns. Students can email us using their NWTC email at finaid@nwtc.edu, communicate through Live Chat, or call us at 920-498-5544 for assistance as normal.

2. Since the campus is closed due to COVID-19, will my financial aid still be processed?
Yes. The Financial Aid team is working remotely and administering all normal financial aid processes. If you are a student who is awaiting financial aid, our team is working to either award or disburse your aid. As normal, we encourage students to monitor their my.NWTC account for updates and messages.

3. I recently applied for FAFSA, when would I receive a response?
Processing times for students who complete a FAFSA application is 7-14 days. Students often receive confirmation from Federal Student Aid via email first when their FAFSA is processed. After the information is processed, the information is sent to the school afterwards. NWTC brings in new FAFSA’s on a weekly basis to be processed.

4. Will financial aid processing be delayed due to COVID-19 impacts?
No. All processes are operating under normal timelines. If documents are mailed to NWTC, there could be a delay with processing.

5. Will Satisfactory Academic Progress (SAP) for financial aid change due to COVID-19?
We are uncertain and await additional guidance from the Department of Education. We know, as outlined by the Department of Education, SAP must be measured at the end of the term. On March 5, the Department of Education shared some flexibility to schools due to COVID-19. This guidance allows students negatively impacted by COVID-19 academically to complete appeals under this pandemic. The Financial Aid team will work with each student on a case-by-case basis to minimize any disruption to financial aid eligibility.

6. What happens if I’m on an Academic Plan and unable to complete the current or future semesters due to COVID-19 related reasons?
Students may submit a revised academic plan appeal for consideration. Students must first speak with their Academic Advisor to create a new Academic Plan. Documentation may be required.

7. As a Federal Work Study student, if the campus is closed due to COVID-19 how will I earn my pay?
Due to the impact of COVID-19 and instruction now offered in a flexible learning format only, students who remain enrolled and were working in a work-study position prior to the campus closure will be paid for the duration of the term as normal. Students who are able to perform their responsibilities remotely can still work. However, students whose jobs cannot be performed remotely will be paid
for their scheduled hours until the end of the term. To be paid, all students must submit their time each week. If there are questions, students should work with their supervisor.

8. **How do I submit documents for my financial aid?**
   Documents should be uploaded through our secure document upload process and should not be sent through email. Current students can upload their document based on the specific year they are submitting documents:

   For 2019-20 Documents, use [FA Upload Documents](#).
   For 2020-21 Documents, use [FA Upload Documents](#).

   The Financial Aid team will continue to monitor all documents submitted and process them in the order they are received. Documents submitted via postal mail or fax may be delayed in processing due to COVID-19 impacts.

9. **I lost my job due to COVID-19 and now want to enroll in classes. Can I receive financial aid for this semester?**
   Yes. Students who complete all necessary steps for being admitted to NWTC, complete the FAFSA application, and enroll in an eligible financial aid program can receive financial aid. Financial aid eligibility is determined based on meeting all Department of Education criteria.

10. **Will appeal deadlines be extended due to COVID-19?**
    At this point, we do not foresee a disruption in our appeal process as it is electronic. However, the Financial Aid team will allow flexibility as described in Q5 for students affected by COVID-19.

11. **How often is financial aid applied to student accounts?**
    Financial aid disbursements occur weekly and are applied to student’s accounts. Excess financial aid funds will be sent to [BankMobile](#) to process a refund.

12. **I have an outstanding balance for Spring 2020. Will there be any flexibility due to COVID-19 regarding your collections process?**
    We are aware that students may have had unpaid tuition and fees for Spring 2020. Due to the impact of COVID-19, the institution has decided to delay the sending of accounts to our collection agency and late fees are temporarily suspended. For additional assistance regarding your balance, please email [studentfinance@nwtc.edu](mailto:studentfinance@nwtc.edu) or call 920-498-5444.

13. **Does COVID-19 impact summer financial aid?**
    No. The Financial Aid team continues to process student accounts as in previous years. [Summer financial aid](#) is based on remaining Direct Loan and Pell Grant eligibility. Processing of summer aid will be in early May. Financial aid offers will only be provided to students enrolled in summer classes.

14. **Are Pell Grants impacted due to COVID-19 and the extended spring break?**
    It depends. All Pell grant students are awarded based on enrollment. If there is a change to enrollment, it may result in a reduction of the Pell Grant.

    *For example: John is enrolled in 12 credits for the term. He drops his three-credit 8-week course on March 28 that starts on March 30 reducing his enrollment to nine credits. Because John failed to...*
attend his course that was considered in his Pell grant award, it must be reduced and returned to the Department of Education as unearned funding. John would owe a balance to the institution in the amount of the Pell Grant that was reduced.

We recommend that students contact the Financial Aid Office before dropping courses to understand the impact. Contact financial aid at 920-498-5544 or emailing us at finaid@nwtc.edu.

15. Since the campus is closed due to COVID-19, how do I get FAFSA completion assistance?  
Financial Aid Advisors are available to assist students virtually through phone or web appointments through WebEx. Please contact us at 920-498-5544 or email us at finaid@nwtc.edu.

16. I must complete a Statement of Educational Purpose, how do I complete this when the campus is closed due to COVID-19?  
The Department of Education has provided guidance that students may submit a copy of their documentation electronically. Documents can be scanned and submitted to the Financial Aid Office through our secure document upload:

For 2019-20 Documents, use FA Upload Documents.  
For 2020-21 Documents, use FA Upload Documents.

17. Can I receive more financial aid this semester due to COVID-19?  
It depends. Financial aid is offered based on eligibility requirements and available funding. In some cases, student loans may be available for students who did not reach their annual loan limit due to declining or reducing their offer. Students must be enrolled half-time (6 credits) and meet Satisfactory Academic Progress. We always recommend students contact us about options if you are experiencing a financial hardship.

There may be additional funding for students who experienced a financial hardship due to COVID-19. NWTC is waiting for more guidance from the Department of Education regarding additional emergency funds.

18. If I withdraw from all of my classes due to COVID-19, what happens to my financial aid?  
Recent guidance from the Department of Education waives the implications for students who are impacted by COVID-19 and decide to withdraw from their classes. NWTC will still be required to monitor withdrawals but students will not be required to return any financial aid for withdrawing from all their classes due to COVID-19 concerns. Dropping a class prior to the class starting could result in a Pell Grant recalculation and a possible balance owed to NWTC.

19. I usually pay with cash. Can I still come to campus to pay my balance?  
No. All NWTC locations are closed to students and the public due to COVID-19. Students are encouraged to make online payments by check, credit, or debit card through their my.NWTC account. If you are a student concerned about bank fees, you may submit payment via money order and mail it to us. Mailed payments may see processing delays.