I have some general questions, what is the best way to reach the office?

The office is fully functional but conducting much of our work remotely. The best way to contact the office is through email at finaid@louisville.edu. If you’d like to speak with someone, call 502-852-5511.

All of my classes have converted to on-line. Does this change my financial aid?

The change in instruction delivery method will not affect your financial aid in the current semester. This includes your federal, state, and institutional grants, scholarships, and loans.

I’m considering changing my enrollment. Would this impact my financial aid?

The last day to withdraw from the university has passed, so late withdrawal requests will need to be routed through your particular unit. It is possible (although unlikely at this point in the semester) this decision could result in a required adjustment to your current aid. Keep in mind this decision could impact your future financial aid eligibility. Also, to avoid paying back any federal and/or state grants, we recommend you don’t just stop participating in your courses. Our staff will check your records to verify you participated academically in all of your courses.

I’m considering changing my class to Pass/Fail. Does this count for financial aid?

Changing your course enrollment(s) to pass/fail will not impact financial aid this semester. It is possible it could impact future terms (through things like Satisfactory Academic Progress—https://louisville.edu/financialaid/satisfactory-academic-progress).

Since all of my classes have converted to on-line, I’m worried about my academic performance for Satisfactory Academic Progress and/or scholarship renewal. What should I do?

We recommend you simply do your best. If, at the end of the semester, you’ve been held for Satisfactory Academic Progress or you haven’t met the renewal requirements for a scholarship, we have appeal processes in place.

I need to deliver documents to you, should I mail them?

Mail is an option to submit documents, or you can utilize our fax number at 502-852-0182. Because email is not always secure, do not submit verification forms nor corresponding items, tax information, or other documents that include Social Security Numbers via email. You can still submit materials in-person at the Houchens Building. You’ll find instructions on the front door of the building on how to leave documents with a staff member.

I am moving out of Campus Housing. Will my aid be adjusted?

For spring 2020 semester, we will not adjust your financial aid.

Will I receive a credit for housing and dining for the rest of the semester?

Yes. The current plan calls for most students to receive a type of credit in the Fall 2020 semester. We are currently in conversations with University Housing and Campus Dining on how to process credits for moving out of campus housing.
Will the disruption have an effect on my current federal aid (VA benefits, Pell Grants, student loans, etc.)?

As long as you continue enrollment in courses applicable toward your degree completion, Federal Pell Grants, Federal SEOG, Federal TEACH Grants, and Federal Direct Loans should not be impacted by this disruption. Additional information on Federal Work-Study is below. We are looking out for additional VA guidance.

I was planning to earn wages as a Federal Work-Study employee, will I still receive pay?

All Federal Work-Study program participants have been contacted by the Student Financial Aid Office regarding what to expect. If you haven’t been contacted and think you should have been, please email our office at finaid@louisville.edu.

What happens if my Study Abroad plan was disrupted?

The Student Financial Aid Office and university representatives for study abroad programs are working closely based on daily updates. Once we receive notification of changes, we are adjusting students’ financial aid packages and sending notifications. As each financial aid package and student is different, the impacts to financial aid will vary.

I have extra expenses or have lost income. Can I receive additional financial aid?

Many students have access to direct loans or other types of loans that can still be offered this semester. Please contact our office to inquire about your loan options.

Actions known as ‘Professional Judgements’ (documenting a change to your status from the FAFSA you filed and/or to account for additional costs incurred) can be evaluated to determine if such an action would be beneficial to you. Please contact our office to inquire about next steps.

If you receive support from the university, directly or indirectly, please do notify the Student Financial Aid Office. We are required to account for student support in all forms.

Is financial aid for summer or for next year being processed yet?

All functions of the Student Financial Aid Office will remain intact.

For information on summer financial aid and how to complete the Early Request for Summer Federal Aid, please visit [Insert Link].

Regarding financial aid processing for the 2020-2021 aid year, incoming, new and transfer students will continue to receive financial aid information. Continuing students can expect to receive financial aid information in late May.

I am a low-income student. I heard that steps were being taken and that the Student Financial Aid Office will relax certain requirements related to financial aid, is that accurate?

Please rely on the Student Financial Aid Office for information about financial aid. Please monitor email correspondence received from our office and check our website (https://louisville.edu/financialaid/) for updated information as it becomes available. We will use all flexibility in our efforts to help you and all students.
**Are loans interest free now?**

At a press conference, President Trump announced he would be pausing the interest on federal loans to support borrowers. All loans owned by the U.S. Department of Education (ED) will have interest waived. This includes Direct Loans, as well as Federal Perkins Loans and Federal Family Education Loan (FFEL) Program loans held by the ED. ED will automatically adjust your account federal loans owned by ED so that interest doesn’t accrue. The account adjustment will be effective March 13, 2020.

If you have concerns regarding making a payment or staying in good standing with your federal loans, visit [https://studentaid.gov/announcements-events/coronavirus](https://studentaid.gov/announcements-events/coronavirus) for additional information.

If you have federal loan(s) not owned by ED and/or private educational (alternative) student loan(s), please contact your loan servicer(s) directly if you have any concerns regarding making a payment and/or staying in good standing with your loan(s).