



2021 MAFAP and St. Louis Graduates Professional Development Institute for High School Counselors & Access Advisers

FINANCIAL AID ROUNDTABLE

DATE: APRIL 2, 2021



Agenda

All workshops are free to counselors and access advisers thanks to support from Norman J. Stupp Foundation, Commerce Bank trustee

10:00 AM **Welcome & Housekeeping** - Melissa Findley, Executive Director, Missouri Scholarship & Loan Foundation

10:03 **Upcoming Workshops**

10:05 **Breakout Groups Check-in:** Get to know a colleague!

10:10 **Financial Aid Roundtable: Financial Aid Officers Answer YOUR Questions!**

1. [Kala Smith](#), Director, Financial Aid Services, Lincoln University
2. [Dena Norris](#), Associate Vice Chancellor of Student Financial Aid, Metropolitan Community College
3. [Becca Diskin](#), Director of Financial Aid, Missouri Southern State University
4. [Rob Moore](#), Director of Financial Aid, Missouri State University
5. [Charles Mayfield](#), Director of Financial Assistance, Northwest Missouri State University
6. [Alex Miller](#), Director of Financial Aid, Graduate, Online, and Transfer Admissions, Stephens College
7. [Kayla Klein](#), Senior Financial Aid Advisor, University of Missouri-Columbia
8. [Samantha Matchefts](#), Senior Associate Director, University of Missouri-St. Louis

10:55 **Announcements & Resources**

11:00 **Wrap Up & Adjourn**

Housekeeping

Give yourself – and others – Grace and Space right now. Children and pets may walk into the room while we are together. Someone may misspeak because they are tired. Let's be mindful that we are all doing the best we can.

Abide by the [PDI Meeting Agreements](#)

Please remain on mute unless presenting. Join us by video if you can. It's nice to “see” you! But we understand if that doesn't work for you right now.

Please use the Chat function to react to a presenter or to ask a question

- “Private” chat is not private – it shows up in our chat log we send out. FYI!

This session is being recorded. We will post notes, chat log and video recording to the St. Louis Graduates' website. The link will be sent out after the meeting.

Please complete the evaluation survey! It's important to our planning and for reports to our funders. You'll receive it via e-mail today.

Upcoming Workshops

Join MASFAP and St. Louis Graduates for these upcoming workshops!

MATCH & FIT:

Apr. 9th - Choosing College Virtually – an interactive discussion of counselors sharing effective practice with one another

CAREER PATHWAYS WORKSHOPS WITH STEMSTL:

Apr. 23rd - Supply Chain Logistics and Transportation



[Click Here for more information
and to Register](#)

Check-in

Let's get to know one another!

- In a moment, you'll be invited to join a breakout room. Click join.
- You'll spend 5 minutes in a breakout room with 1-2 other people
- You'll automatically be brought back to the main room after 5 minutes.
- At anytime you can click to return to the main room.

Each person takes 1 minute ***uninterrupted*** to introduce themselves:

- Name
- Role and organization
- **What's your favorite ice cream flavor?**

Financial Aid Roundtable Questions

Financial Aid Officers will provide brief responses to questions you asked!

- What is the process and timeline to accept an aid offer?
- When and how do work-study eligible students accept offer, apply for jobs, etc.?
- For special circumstances, income changes, etc., how/when do students request a review?
- For the dependency override process, is there a form and how do students apply?
- How do students know if they are missing needed information?
- What should students know about details/dates for payment plans/arrangements?

If you have additional questions, please type them into the Chat box



Financial Aid Roundtable Participants

Click on a name to send them an e-mail

1. [Kala Smith](#), Director, Financial Aid Services, Lincoln University
2. [Dena Norris](#), Associate Vice Chancellor of Student Financial Aid, Metropolitan Community College
3. [Becca Diskin](#), Director of Financial Aid, Missouri Southern State University
4. [Rob Moore](#), Director of Financial Aid, Missouri State University
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Lincoln University Jefferson City, MO

Welcome future college students!!

Financial aid office is one of the most busiest offices and one that you will want to get to know first hand if you are planning to utilize financial aid in order to help assist you in paying for college. Here are just a few facts you will need to know to utilize financial aid well.

* Deadlines to accept financial aid awards is the day prior to the last day of the semester but it is very important to accept the aid prior to the end of deregistration, but no later than the day before the last day of class for the year. <https://bluetigerportal.lincolnu.edu/>.

*To accept your financial aid, you must go into the self-service portal and electronic accept certain financial aid offers. Pell Grants, SEOG Grants, Missouri Access Grants, any free money does not need to be accepted only Direct Loans need to be accepted. <https://bluetigerportal.lincolnu.edu/>.

*Work Study is a need based program offered by the Federal Government to help students work and still focus on their school obligations. Student who completes the FAFSA must mark “yes” if they are interested in work study. In order to be eligible for work study, the student must be enrolled full or part-time in college and must demonstrate financial need. A work study coordinator will then contact the student to through the self service portal to announce the work study offer. todd@lincolnu.edu.



Lincoln University Jefferson City, MO

* Due to the pandemic, some families are experiencing harder times than usual, if there has been a significant change in income for anyone whose income information was used to complete the FAFSA, which could have happened by loss of employment, separation or divorce, death of a parent or medical expenses. Documentation will need to be presented for the conflicting years.

<https://bluetigerportal.lincolnu.edu/web/financial-aid/financial-aid-forms>.

*There are many circumstances that would make a student an independent student(not needing parent information on the FAFSA) compared to a dependent student(who needs parent information on FAFSA) they are as follows:

-Orphan or ward of the court – In foster care-High school determined student was homeless – have legal guardianship or student is court ordered emancipated.

Circumstances that would not make a student independent:

-Student (under the age of 24) does not live with parents, parents did not claim student on taxes or parent refuses to give any information for the FAFSA. If student has met all the criteria forms will be requested and documentation required. <https://bluetigerportal.lincolnu.edu/web/financial-aid/financial-aid-forms>.



Lincoln University Jefferson City, MO

*The financial aid office communicates with all their student through the self-service portal and their institutional emails. Within the portal the student will see a financial aid checklist which will show the student exactly what forms are missing. Sometimes a student will receive an email from the financial aid office, explaining in detail what documentation is required in order to process the financial aid.

<https://bluetigerportal.lincolnu.edu/web/financial-aid/financial-aid-forms>.

* Payment plans or arrangements for payment will always go through the Student Accounts office or on their webpage. Usually within the first week of school, you will be required to make satisfactory payment arrangements or at list have your financial aid in order. studentaccounts@lincolnu.edu. <https://bluetigerportal.lincolnu.edu>.

Thank you from all of us here at Lincoln University Financial Aid office and you can contact us for further information at financialaid@lincolnu.edu , or call us at 573-681-5041

Metropolitan Community College

- **What is the process and deadline to accept an aid offer**
 - Aid offer is provided via email and mail to all new MCC students. Continuing students will receive their aid offer via email. Students accept/decline loans and/or work study via their MyMCCKC self-service portal. No deadline.
- **When and how do work-study eligible students accept offer, apply for jobs, etc.?**
 - FWS offer can be accepted any time but jobs/funding is first come/first served. Campus Career Services works with students to complete hiring paperwork. Students can begin applying for Fall jobs online and more info is found at <https://www.mcckc.edu/financialaid/types/workstudy.aspx>.
- **For special circumstances, income changes, etc., how/when do students request a review?**
 - Special circumstances can be submitted at any time. Students should contact the financial aid office to discuss their circumstance, obtain the form and understand the supporting documentation needed.
- **For the dependency override process, is there a form and how do students apply?**
 - Students should contact the financial aid office to discuss their circumstance, obtain the form and understand the supporting documentation needed.
- **How do students know if we are missing needed information?**
 - Students have a FA To-Do List in the MyMCCKC student portal showing outstanding documented and requirements. Reminder notices are emailed to students.
- **What should students know about details/dates for payment plans/arrangements?**
 - Fall fee payment deadline is July 15th. Payment plans are available in 4-pay, 3-pay or 2-pay installment plans.



Missouri Southern State University

Award Offers emailed and mailed to incoming freshmen and transfer students. All acceptance occurs electronically in our student portal

No deadline for award acceptance.

Federal Work-Study is awarded to students once they are hired for a work-study position. The hiring supervisor screens for FWS eligibility upon application. (approx. 50 positions)

Most of our student employment positions are not paid by Federal Work-Study, but with University operating payroll funds.



Missouri Southern State University

Special Circumstances – our students work directly with their Financial Aid Counselor if their circumstances change, so we can evaluate their situation and see how to best help.

Dependency Override forms are provided if the student has no parental information on FAFSA or unusual parental circumstances. Requires 3 forms of documentation, then an internal committee reviews to decide if override should be approved.

Missing information / documents can be viewed in student portal for each academic year the student completes the FAFSA. Also can contact Financial Aid for more details.

We notify students weekly in various ways: email, phone, postcards when info is needed.



Missouri Southern State University

Payment plans can be arranged upon enrollment in classes each semester.

www.mssu.edu/paymybill

8-month pay plan available during Fall/ Spring

4-month pay plan available Summer

Missouri State University

• Financial Aid Offers

- New students are sent a paper financial aid offer and guide upon submission of a 2021-2022 FAFSA and packaging of funds. Generally, students should receive an aid offer approximately 2 weeks after submitting their FAFSA.
- Aid offers are mailed on weekly basis.

• Accepting Aid Offers

- Some funds (like Pell) are accepted on the student's behalf. Other funds (like loans and institutional scholarships) must be accepted by the student. All acceptance is completed electronically.
- Students will log into their [My.MissouriState.edu](https://my.missouristate.edu) and accept these funds under their Financial Aid Homepage.
- Institutional scholarships also require a completed acceptance letter, also found on their [My.MissouriState.edu](https://my.missouristate.edu) account.
- No hard deadline to accept financial aid, but we encourage students to complete as soon as possible.



Missouri State University

- **Federal Work Study (FWS)**

- Students are awarded FWS based on financial need and FAFSA submission date.
- FWS offers must be accepted by students via their student portal. The deadline to accept funds is July 31, 2021. After this date, any unaccepted funds are cancelled and offered to waitlist applicants.
- For those who did NOT receive a FWS offer, a FWS waitlist will be made available for sign-up at 7:00 am on August 1, 2021. Funds will be awarded off the waitlist on a first-come, first-serve basis.

- **Special Circumstance Considerations**

- Missouri State University encourages all students with circumstances impacting their ability to pay for school (and which are not already reflected on the FAFSA) to submit special circumstance requests.
- Special circumstance request forms are available on our website and can be submitted directly to the financial aid team.
- Additional correspondence will be sent to all admitted students later this spring to encourage special circumstance completion for all affected students.

Missouri State University

- **Dependency Overrides**

- Students seeking a dependency override can submit the [necessary documents](#) to our office without an appointment.
- However, we encourage all students seeking an override to [schedule a confidential one-on-one appointment](#) with one of our Financial Aid counselors to discuss the process and create a connection on campus early in the process.

- **Missing Information or Documents**

- Students with outstanding documents are notified via email bi-weekly with a summary of the necessary documents and with options for submission.
- Emails are sent to the students' institutional email account (Bear Mail) and requirements can also be viewed on the student portal.

- **Payment Plan**

- All students are automatically enrolled in [MSU's My Payment Plan](#).

Northwest Missouri State University

- **What is the process and timeline to accept an aid offer**
 - Aid offer is provided via email and student will accept/decline loans and/or work study in self-service portal. No deadline is assigned and reminders are sent starting in June.
- **When and how do work-study eligible students accept offer, apply for jobs, etc.?**
 - Aid offer can be accepted any time. HR allows fall job posting starting in late June.
 - Student Employee position postings - <https://www.nwmissouri.edu/hr/student/index.htm>
- **For special circumstances, income changes, etc., how/when do students request a review?**
 - Income change requests can be submitted at any point the annual income for 2021 can be reasonably predicted, timeline might be different for W-2 employee vs self employed.
 - 2021-2022 Special Conditions Form - <https://www.nwmissouri.edu/finaid/PDF/2122SpecialConditions.pdf>
- **For the dependency override process, is there a form and how do students apply?**
 - Statement from students and information from two or more professional adults or entities to attest to circumstances.
 - Dependency Status Appeal Instructions - <https://www.nwmissouri.edu/finaid/PDF/2122DependencyStatusAppeal.pdf>
- **How do students know if we are missing needed information?**
 - Initial document request is printed/mailed with needed forms. Reminders are sent via email on a student centric 30 day cycle.
- **What should students know about details/dates for payment plans/arrangements?**
 - Students can pay balance/remaining balance in monthly installments (August 15-November 15 for fall, January 15-April 15 for spring)



Stephens College

No deadline to accept aid. However, we do expect a payment or payment option in place two weeks before classes start. We still use paper letters to accept their financial aid offer!

Work Study:

- To be work study eligible:
 - Have “need” once all aid is packaged
 - Mark “yes” on the FAFSA
 - Be a full time on campus student
- Student must attend a work study orientation meeting before they can apply for a position
- A student looking to pursue a special circumstance or a dependency override, can start at any time once they file their FAFSA. I encourage students to start the process sooner rather than later since some documentation could take time to gather. They start the process by contacting our office, we will send them the form and a list of documents needed.



Stephens College

We notify students that have missing information in multiple ways. We start with emailing the student, if they are new to Stephens, we use the FAFSA email. If they are a returner, we use their Stephens' email. After a couple of attempts, we will start calling the students. In June, we will start to mail letters to those committed that have missing information for Financial Aid.

It is not too late to be accepted to the institution. We are test optional and if they meet a certain GPA, we are expediting their acceptance. **WE STILL HAVE SCHOLARSHIP OPPORTUNITIES FOR ALL STUDENTS!!**

University Of Missouri - Columbia

- **Deadline to accept financial aid package:** We accept all scholarships and grants on the students behalf. They will need to accept the loans that are offered if they are planning on using them. We recommend accepting them prior to the first bill due date of August 10th so they would know the amount they would need to cover.
- **Work Study:** For students that are awarded work study they would need to accept the award through myZou. Once accepted they would be able to log into the work study website and see all open positions they are able to apply for. Students would need to secure a position and clock hours by the first week of October to keep the award.
- **Special Circumstance:** We are accepting request to be reviewed through the special circumstance process now. Students are able to request that review at: specialcircumstances@missouri.edu . They would need to outline the situation and we would then be able to help them with the next steps in the process.

University Of Missouri - Columbia

- **Dependency Override:** We have a form for the Request for Independent status on our website at financialaid.Missouri.edu , forms and then you would be able to locate the form. Students would need to write a narrative as well as provide two letters of support. It is then reviewed by a committee to approve. There is a separate form to complete if a student is certified as McKinney Vento.
- **Missing Information:** Students can see information needed in myZou, student center, to-do list. We also send missing information letters through email every 30 days once the items are added to the to-do list. If a student has not e-consented then the letter would be mailed.
- **Payments/ Arrangements:** Our Cashiers office allows students to pay the amount owed for a semester after all aid has paid in 4 payments and they would see that in their TouchNet account. The first bill will be sent July 15th and is due August 10th.



University of Missouri-St. Louis

University of Missouri-St. Louis

Student Financial Services

314-516-5526

financialaid@umsl.edu

<https://www.umsl.edu/services/finaid/>

<http://www.umsl.edu/cashiers/>

We are combining with our Cashiers Office to form Student Financial Services. Our prior Director retired and our new Director is Mitch Hess.

UMSL aid offers

Deadline to accept financial aid package

We do not have a deadline – just that it won't show as anticipated aid on the bill until they do so

We email aid offers to their UMSL email account – they sign into our Self Service portal to accept their aid

[Undergraduate Aid Offer Guide](#)

Work Study

We do not offer work-study in the original aid offer. We do email students who indicated they are interested in FWS on the FAFSA and invite them to apply.

UMSL – forms and documentation

Forms, forms, and more forms.

We have a Document upload portal that is in our Self Service. We are trying to get students to use that instead of emailing us.

Special Circumstances -We do accept appeals and have forms for that. The form is available on our website.

Dependency Appeals -We have a form for that as well. The form is available on our website.

Missing information – we notify students via their UMSL email.

Additional Authorized User - will be required for those people that will be making payments and viewing account activity on your behalf and receiving a copy of your billing statements and will be required for those that a student wants us to speak to regarding your student account when they contact us.

UMSL email – students will be sent their ssoid (single sign on ID) in their admission notice.

UMSL – Payment Arrangements

How does UMSL bill?

UMSL bills you by posting a monthly student account billing statement on [TouchNet](#) around the 17th of any month in which there's a new charge or credit on your account. UMSL will send you and your authorized user (if any) a billing notification email reminder to check your statement and pay any balance due. The umsl.edu email address will be used for students and the email address on eBill will be used for authorized users.

Who gets the bill?

UMSL bills the student - but if you're an undergraduate, we recommend that you set up one or both of your parents as authorized users (UMSL does not send out paper bills to currently enrolled students). Parents will not get any direct billing information unless you set them up to be an authorized user.

When are bills due?

Bills are due on the tenth day of each month. See the [billing schedule](#). The amount due can be broken into 3-5 monthly payments, depending on when the student registers.



Announcements & Resources

Resources:

NCAN's new [postsecondary advising toolkit](#)

Federal Student Aid [website](#) with student/family resources and [YouTube channel](#)

The Scholarship Foundation of St. Louis [Financial Aid Basics video series](#)

STL Youth Jobs Summer Application <http://stlyouthjobs.org/apply>

Journey to College

[STL Graduates
COVID-19 RESOURCE PAGE](#)



Contact Information

MASFAP Contacts:

To sign up for future communications: earlyawareness@masfap.org

Melissa Findley, Early Awareness Committee Co-Chair: melissa.findley@moslf.org

Kayla Klein, Early Awareness Committee Co-Chair: kleinkw@missouri.edu

Alex Miller, Early Awareness Committee and MASFAP President-elect: almiller@stephens.edu

Becca Diskin, MASFAP President: Diskin-B@mssu.edu

St. Louis Graduates Contacts:

Laura Winter, Executive Director: laura@stlouisgraduates.org

Trent Ball, Co-Chair: tball@semo.edu

Melissa Findley, Co-Chair: melissa.findley@moslf.org

THANK YOU FOR JOINING US TODAY!

**Please type in 1 word in the Chat to summarize how
you feel after today's workshop!**

Please complete the short evaluation survey! It's in your e-mail.