

**Financial Aid Roundtable  
April 2, 2021**

**Questions Asked of All Presenters:**

- *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?*

**Kala Smith, Director, Financial Aid Services, Lincoln University**

- Accept aid offer by priority deadline (prior to the end of deregistration) through the online self-service portal.
- Work study coordinator will contact student through self-service portal with work study offer.
- Special circumstances/dependency override: see checklist/forms on financial aid section of Blue Tiger portal; documentation required.
- Portal includes financial aid checklist (shows any missing form); financial aid office communicates with students through self-service portal and institutional emails
- Payment plans available through Student Accounts office; these should be arranged by the end of the first week of classes.

**Dena Norris, Associate Vice Chancellor of Student Financial Aid, Metropolitan Community College**

- New students: aid offer sent via email and mail. Continuing students: aid offer sent via email. Accept loans and/or work study via self-service portal; no deadline.
- Jobs are first come/first served. Campus Career Services works with students to complete hiring paperwork. Students can begin applying for fall jobs online (see work study website).
- Special circumstances/dependency override: can be submitted at any time. Students should contact the financial aid office to obtain the form and learn about supporting documentation.
- See FA To-Do List in the student portal to check for missing documents. Reminder notices are emailed to students.
- Fall fee payment deadline is July 15th. Payment plans are available in 4-pay, 3-pay or 2-pay installment plans.

**Becca Diskin, Director of Financial Aid, Missouri Southern State University**

- Aid offers emailed/mailed; acceptance through online student portal; no deadline.
- Federal work study awarded to eligible students once hired for work study (50 positions); 100s of additional student employment positions available funded through University payroll.
- Special circumstances/dependency override: contact assigned financial aid counselor; documentation required.
- Missing documents can be viewed in student portal (email/phone/postcard notifications).
- Payment plans can be arranged after enrollment in classes (8-month plan for Fall/Spring and 4-month plan for Summer) through [www.msu.edu/paymybill](http://www.msu.edu/paymybill).

**Rob Moore, Director of Financial Aid, Missouri State University**

- Financial aid offers mailed/available on portal approximately 2 weeks after submitting FAFSA; funds accepted electronically through portal; no hard deadline (encouraged to accept ASAP).
- Work study awarded on first-come, first-served basis; FWS fund must be accepted through portal by July 31; FWS waitlist available for eligible students who did not receive an offer.
- Special circumstance/dependency override forms available through website; students encouraged to set up an appointment with a financial aid counselor.
- Students with missing documents receive biweekly emails; also viewable on student portal.
- All students automatically enrolled in MSU's My Payment Plan.

**Charles Mayfield, Director of Financial Assistance, Northwest Missouri State University**

- Aid offer provided via email and student can accept via self-service portal; no deadline.
- Fall jobs are posted starting in late June (do not have to be eligible for Federal Work Study).
- Income change requests can be submitted at any point; students with special conditions should submit Special Conditions Form along with statements from 2+ professional adults
- See instructions page on website for dependency override.
- Initial document requests are printed/mailed; reminders are sent via email on a 30-day cycle.
- Students can pay balance/remaining balance in monthly installments (August 15-November 15 for fall, January 15-April 15 for spring).

**Alex Miller, Director of Financial Aid, Graduate, Online, and Transfer Admissions, Stephens College**

- Financial aid offers accepted via paper letters; no deadline to accept aid, but payment or payment option should be in place two weeks before classes start.
- Students eligible for Federal Work Study must attend orientation meeting before they can apply for a position.
- Special circumstance/dependency override: can start at any time once they file their FAFSA; students encouraged to start the process by contacting financial aid office ASAP.
- Students emailed (at FAFSA email for new students and Stephens email for returning students) about missing documents; financial aid will also call students and mail letters.

**Kayla Klein, Senior Financial Aid Advisor, University of Missouri-Columbia**

- Students should accept loans before August 10<sup>th</sup>; scholarships/grants automatically accepted.
- Work study students accept award through myZou, then log into the work study website and apply for positions; students must secure a position by the first week of October to keep award.
- Request special circumstance review at [specialcircumstances@missouri.edu](mailto:specialcircumstances@missouri.edu); financial aid will reach out with next steps.
- Dependency Override: submit Request for Independent status form through financial aid website; student narrative and 2 letters of support required.
- Missing Information viewable in myZou; missing information emails are sent every 30 days once the items are added to the to-do list (sent by mail if a student has not e-consented).
- Cashiers office allows students to pay the amount owed for a semester after all aid has paid in 4 payments (see TouchNet account). The first bill will be sent July 15<sup>th</sup> and is due August 10<sup>th</sup>.

### **Samantha Matchefts, Senior Associate Director, University of Missouri-St. Louis**

- Offers emailed to UMSL email account; students sign into Self Service portal to accept aid. No deadline, but students should accept financial aid package ASAP so it shows as anticipated aid on their bill. Students will be sent their SSO ID in their admission notice and should use it to set up their UMSL email account.
- Work study not included in initial financial aid offer; eligible students who select “yes” on FAFSA will be emailed invitations to apply.
- Self-service portal includes a document upload page; special circumstances/dependency appeal forms available on website.
- Students with missing documents are notified via UMSL email.
- UMSL bills monthly; email notifications are sent to student’s UMSL email as well as anyone added as an Authorized User; bills can be broken into 3-5 monthly emails

### CHAT NOTES

09:51:25 From Laura Winter to Everyone : Good morning!

09:52:36 From Melissa Findley to Everyone : Good morning and happy FRIDAY!

09:55:15 From Becca Diskin to Everyone : :)

10:03:44 From Andrew Smith to Everyone : PDI Agreements-

<https://docs.google.com/document/d/1jvH-GM0Avt4bYeYZMhPv25WmafVyfv46RRRejzFMMHsY/edit>

10:11:39 From Rob Moore - Missouri State University to Everyone : Busiest because we're the most important, right? ;)

10:11:55 From Kelli to Everyone : absolutely

10:19:45 From Melissa Findley to Everyone : Thanks Kala!

10:21:06 From Laura Winter to Everyone : Reminder - if you have additional questions, please post them here in the chat. thx

10:26:39 From Dena Norris to Everyone : <https://mcckc.edu/financialaid/>

10:27:16 From Dena Norris to Everyone : Feel free to reach out to me with any questions  
Dena.Norris@mcckc.edu

10:30:56 From Becca Diskin to Everyone : Missouri Southern State University [finaid@mssu.edu](mailto:finaid@mssu.edu)

10:31:07 From Becca Diskin to Everyone : [diskin-b@mssu.edu](mailto:diskin-b@mssu.edu)

10:32:12 From Pattonville HS Michelle Luraschi to Everyone : Thank you for sharing with us today! Pleading request from the HS counselor side as we work with students to review FA offers—please provide short videos and/or infographics explaining /showing screenshots of how to access the student portal and locate FA package, what to check, next steps, etc. Many students do not know how to navigate complex portals like Banner, they don’t read emails, etc. Sometimes it is difficult for me to understand next steps/how to locate info so it is definitely difficult for students, esp. 1st gen students. Thank you!

10:33:35 From Samantha Matchefts to Everyone : Do you feel that videos are better than a brochure of how to do this? UMSL has a brochure on how to do this. Just wondering if we need to add videos.

10:38:17 From Pattonville HS Michelle Luraschi to Everyone : I think both, videos and brochures with pictures/screenshots of what the student is looking for at each step. This generation has grown up learning visually (YouTube, snapchat, TikTok, etc) so that format makes more sense to them. I spent 45 minutes yesterday with a student practically having a panic attack trying to follow the written directions in a very long brochure. Totally understand that all the info is important for them to have but it is overwhelming. Need simple 1,2,3 steps with images. Thank you for being receptive to our feedback.

10:38:25 From Rob Moore - Missouri State University to Everyone :

<https://www.missouristate.edu/financialaid/>

10:38:33 From Rob Moore - Missouri State University to Everyone : [RobMoore@MissouriState.edu](mailto:RobMoore@MissouriState.edu)

10:39:51 From Laura Winter to Everyone : Mom of teens perspective: I'd recommend videos. YouTube is their best friend.

10:40:56 From Pattonville HS Michelle Luraschi to Everyone : Another big wish—don't package Parent Plus Loans in FA awards. Students/parents don't understand these/won't qualify/can't afford them, so it can be misleading to a family when they see a \$0 balance due b/c of Plus loans.

10:44:17 From Charles Mayfield - NW Finaid to Everyone : Northwest Missouri State University  
<https://www.nwmissouri.edu/finaid/Contact.htm>  
mayfield@nwmissouri.edu

10:56:57 From Charles Mayfield - NW Finaid to Everyone : @Michelle, for your question on the various approaches schools take in packaging parent loans, do you find the College Financing Plan helpful to use for side-by-side comparisons?

10:57:28 From Laura Winter to Everyone : Of course My Scholarship Central still has many scholarship opportunities open! Forgot to put that on the slide!

10:58:13 From Laura Winter to Everyone : Thanks for joining us!

10:58:19 From Andrew Smith to Everyone : Thank you!