Happy Fall semester, CHC! In light of the decision to move the Fall 2020 semester online, Student Financial Services has put together this newsletter to answer some of the questions students and parents have in regards to how this change will impact Student Accounts and Financial Aid. Though this semester will be a new experience for all of us, the Office of SFS is dedicated to making this transition as seamless as possible. Please know that our office is here for the CHC community and will continue to provide guidance and support for all of our students navigating the challenges brought on by COVID-19. We wish you all a safe and healthy end of summer, and a bright start to the semester ahead.

Our office hours are: Monday - Thursday (9 AM to 5 PM), and Friday (9 AM to 4 PM). SFS is currently not taking in office appointments due to COVID-19. Please reach out to us via the emails listed above with any questions, or to arrange a phone call.

**Upcoming Deadlines**

| The FAFSA for 2020-2021 is Currently Available at FAFSA.ed.gov |
| 9/10: Last Day to Register for 8 Month 2020-2021 Nelnet Plan (requires 20% down payment at enrollment) |
Changes to Room & Board & Cost of Attendance: Fall 2020

- As a result of the recent decision to move all instruction online for the Fall semester, all room and board costs and associated fees have been removed from undergraduate students’ course and fee statements.

- Additionally, all financial aid awards have been reviewed and adjusted accordingly to account for the overall lower cost of attendance.

- Students whose packages and billing have been updated have received notification via CHC email with in depth detail. Students are now able to see these changes on their Course and Fee Statement on myCHC.

To Keep Up to Date with CHC’s COVID-19 Related Announcements, Visit Us Online at: www.chc.edu/coronavirus-updates

Have You Been Selected for Verification?

CHC has partnered with Inceptia to complete your verification process!

Need help or have questions about the verification process?

Contact Inceptia, Monday through Friday 8 am – 7 pm (central) at 888.374.8427 or VGCS@inceptia.org.

Anticipated Disbursement Dates for Fall 2020

Refunds are issued within 7 to 14 days of aid being disbursed onto your account. The expected dates of disbursement are listed below. Prior to being sent out, you will see a credit reflected in your course and fee statement on MyCHC. These dates are ANTICIPATED and are subject to change.

- Grad (PsyD): August 31, 2020
- Undergraduate: September 21, 2020
- Grad (Ed, IT, PsyG): September 21, 2020
- Grad (HS): November 16, 2020
- SCPS: November 16, 2020
Important Update Regarding Student Refund Checks

Chestnut Hill College has partnered with Paymerang to deliver your Student Refund Checks digitally. **What does this mean for your refund?**

You will now receive refunds in an eCheck or Direct Deposit (ACH) format. To choose the method, you will need to complete the ‘Direct Deposit Opt In’ form on my.chc.edu under the Finance page.

**If you are expecting a refund check, you will receive an email from app@echecks.com within 5 business days of your Course and Fee Statement reflecting a transaction line with the description “A/R Refund check”.** You can monitor your Course and Fee Statement any time on myCHC in the Finances tab. This will begin the process of setting up an account with Paymerang and allow you to complete the payment. Please note that the College has 14 days from the day of disbursement to process your refund. The email you receive will include this image below.

To access your check, you may log in as a One-Time User or create an account. There is no cost to retrieve your check. This check image can be printed **one time only** on a black and white or color printer and can be deposited like any other check – in person, through an ATM, or by mobile deposit using your phone. **If you need to reprint a check or have any questions about a payment that was delivered to you via echeck or direct deposit (ACH), you can contact Paymerang directly at:**

Email: support@deluxeechecks.com  
Phone: 877-333-6964

## Need to Speak with SFS?

**Sign up for a phone appointment with an SFS team member by following the directions below:**

Visit Chc.edu and click on the “Financial Aid & Services” Tab. Click on “Contact Information and Office Hours.” Links to sign up for a phone appointment with either Student Accounts or Financial Aid are located at the top of the page.

**MEET THE STUDENT FINANCIAL SERVICES STAFF**

**GENERAL CONTACT INFORMATION**

To schedule a phone appointment with Financial Aid, click here.

To schedule a phone appointment with Student Accounts, click here.

**Financial Aid**

Email: finaid@chc.edu  Phone: 215.248.7835  Fax: 215.242.7705

**Student Accounts**

Email: accounts@chc.edu  Phone: 215.248.7116  Fax: 215.242.7705
Do You Have Questions About Your Federal Student Aid?

If you use federal student loans and grants (Subsidized, Unsubsidized, PELL, PHEAA etc.), The National Student Loan Data System (NSLDS) is a great tool to monitor your loan amounts, services, and limits. The NSLDS site states:

“The National Student Loan Data System (NSLDS) is the U.S. Department of Education’s (ED’s) central database for student aid. NSLDS receives data from schools, guaranty agencies, the Direct Loan program, and other Department of ED programs. NSLDS Student Access provides a centralized, integrated view of Title IV loans and grants so that recipients of Title IV Aid can access and inquire about their Title IV loans and/or grant data.”

NSLDS gives you 24 hour access to your student loan information and is available around the clock to answer questions you may have regarding your federal aid. You can visit NSLDS at: nslds.ed.gov

Do You Need a FERPA Waiver?

FERPA is the Family Educational Rights and Privacy Act. Under this law, SFS cannot discuss student financial information with any outside party, with the exception of the student themselves. In order for SFS to discuss your account balances and aid with a parent or guardian, we must have a FERPA waiver on file listing approved family members by name. The FERPA waiver can be found on the Registrar Information and Forms page on CHC.edu.