

CHESTNUT HILL COLLEGE

STUDENT FINANCIAL SERVICES

OCTOBER 2021

Student Accounts	Phone: 215.248.7116 Email: accounts@chc.edu
Financial Aid	Phone: 215.248.7182 Email: finaid@chc.edu

Happy October, Griffins! We hope you are all enjoying an exciting and productive fall semester. At this point in the school year, there are a number of important reminders to stay on top of your student finances. The 2022-2023 FAFSA is available as of October 1st. If you intend to use Financial Aid for the upcoming school year, we recommend filling out the FAFSA as soon as possible. With spring registration just around the corner, we urge all students to check their Course & Fee statement on MyCHC for any outstanding balance or hold notifications. If your account has been placed on hold, you will be unable to register for spring courses or see your Fall semester grades until the hold is resolved. If you are currently on a Financial Aid or Business Hold, please reach out to us as soon as possible to discuss your options.

Our office hours: On campus walk-in hours are Monday and Wednesday 2 PM – 4 PM. We are available by appointment only on Tuesdays and Thursdays, but can be reached virtually throughout the week. Appointment booking information can be found inside.

Upcoming Deadlines

The 2022-2023 FAFSA is now available! Please log on to studentaid.gov to submit your FAFSA. CHC's school code is **003245**. Don't delay!

10/01: Students showing a past due fall balance will be placed on hold

10/25: Winter Intersession registration opens. Graduate registration for Spring opens

10/26: Undergraduate Spring registration opens

11/01: Accelerated Spring registration opens

Have You Been Awarded a PA State Grant?

The PA State Grant (formerly known as PHEAA) is awarded to eligible students by the state of Pennsylvania. If you have a PA State Grant listed on your financial aid package, it is an indication of possible eligibility that will be confirmed by the state later in the semester. Please keep in mind that until CHC has received state confirmation, your PA State Grant is an estimated amount and is subject to change.

Fall Semester Disbursement Dates

Refunds are issued within 7 to 14 days of aid disbursement. The expected dates of disbursement are listed below. Prior to the refund being sent, you will see a credit reflected in your course and fee statement on MyCHC. These dates are **anticipated** and are subject to change. Refunds are sent to your primary address on file. We do not currently have a direct deposit or pick up option at this time. If you would like to update your address, please contact the Registrar at Registrar@chc.edu.

PSYD	8/30/21
U, PSYG, Grad ED, Grad IT	9/20/21
Grad HS, Grad Org, Grad CS, UE	11/15/21

How to Meet with SFS

On Campus:

If you would like to make a payment, our payment window is open outside SJ147 Monday through Thursday 9 AM – 5 PM and Friday 9 AM – 4 PM.

Walk-in appointments are available Monday and Wednesday 2 PM – 4 PM.

Virtual:

Virtual appointments are hosted via Microsoft Teams on Tuesdays and Thursdays. You can sign up for an appointment using the links below. Not sure who you should meet with? Check out “Who Should I Contact?” on the next page!

To book an appointment with Student Accounts, use this link: [Students Accounts at CHC \(office365.com\)](https://office365.com)

To book an appointment with Financial Aid, use this link: [Financial Aid at CHC \(office365.com\)](https://office365.com)

*If you would like to schedule a phone appointment, please use the links above and include that you would like a phone call instead of a Teams meeting in your meeting notes.

October SFS Checklist

Is your account squared away for fall? Here are some items to double check in preparation for Spring registration. We recommend that students check their accounts throughout the semester by generating their Course & Fee Statement on MyCHC.

- **Are you regularly checking your CHC email for SFS notifications?**
 - SFS will notify you of outstanding balances, missing documentation, changes to your aid, and aid disbursement through your CHC email.
- **Have you turned in all required Financial Aid documentation for the 2021-2022 school year?**
 - *Missing documentation will prevent financial aid funding from posting to your account. If your Course & Fee statement does not list any financial aid, you may have outstanding requirements.*
- **Have you confirmed that your payment plan is set to the right amount?**
 - *If there have been any changes made to your aid or billing for fall, your payment plan may need to be updated. Please be sure that your plan has been approved by Student Accounts*
- **Is your account currently showing a balance or hold?**
 - *If you have an outstanding balance, your account will be placed on hold and prevented from registering for Spring courses or viewing Fall grades. You can check if you're on hold on MyCHC. Notifications are also sent to your student email.*

Who Should I Contact?

Though Financial Aid and Student Accounts both fall under the umbrella of “Student Financial Services”, they are separate offices and serve different functions. Below are some examples of the sort of questions that should be directed to each office.

Contact Financial Aid for Questions Regarding:	Contact Student Accounts/ Billing for Questions Regarding
<ul style="list-style-type: none">• FAFSA applications• Federal Aid (Subsidized, Unsubsidized, and PLUS loans)• Federal Work Study (FWS)• Verification/ Inceptia• Scholarships and grants• Alternative loans• Changes to your Financial Aid package• Satisfactory Academic Appeal/ SAP• Changes to your independent/ dependent status• Aid disbursement• Proof of enrollment• Pending aid	<ul style="list-style-type: none">• Your student bill (if aid for the semester is already present)• Refund checks and Bookstore Vouchers• VA, SACM, 529, or Tuition Exchange programs• Making a payment• Setting up a payment plan/ Nelnet plan• Fees and tuition costs• A balance from a previous semester• A current balance (if anticipated aid is already present)• Room and board costs• Discounts• Tuition refunds• An account that has been sent to collections• 1098-T Tax Forms• Deposits and credits• Employer payment arrangements

What if my bill does not look right?

Check first to make sure your financial aid is showing on your account and that all required documentation has been turned in. If your bill is not reflecting anticipated aid, reach out to Financial Aid first. If your anticipated aid is posted, reach out to Student Accounts.

What if I would like to apply for more aid to cover my balance?

If you know your balance already, contact Financial Aid. If you want to confirm your balance, contact Student Accounts first.

What if I have a large balance from a previous year and I think I'm missing aid?

Contact Student Accounts first so they can confirm the balance and check if it has been sent to collections.

I'm waiting for a refund check, who should I contact?

If your financial aid is posted to the account (and disbursed) contact Student Accounts. If your Financial Aid is not posted or still showing as “pending”, contact Financial Aid to inquire about disbursement.

I want to schedule an appointment with Financial Aid, but nothing is available today. Should I schedule with Student Accounts instead?

No. Student Accounts is not able to provide information on all Financial Aid topics, and vice versa. If the office you need to speak with is booked for the current week, please reach out via email to alert them, or stop by during walk-in hours (Monday and Wednesday 2 PM – 4 PM)

Before you reach out: We ask that students check their account via the Course & Fee statement on MyCHC prior to contacting Financial Aid or Student Accounts. This will provide you with further clarification on the kind of assistance you need and ensure that your question is directed to the office that can help you most efficiently. This is especially important when scheduling an appointment at busier times of the year, as it may be a longer wait to reschedule with the correct office.

Resources for Students & Parents: Important Phone Numbers

FAFSA Helpline	1.800.433.3243
PA State Grant Helpline	1.800.692.7392
IRS Contact	1.800.829.1040
NSLDS	1.800.433.3243

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:

nsls.ed.gov

Follow CHC on social media!



Instagram

[@chestnut_hill_college](https://www.instagram.com/chestnut_hill_college)

Facebook

[Facebook.com/chestnuthillcollege](https://www.facebook.com/chestnuthillcollege)

Twitter

[@chestnuthill](https://twitter.com/chestnuthill)



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 party other than the student. 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.