

COVID-19 & Financial Aid FAQ

1) Will COVID-19 affect disbursements for the classes I am currently taking or scheduled to take?

No. Herzing University Financial Aid and Student Accounts departments are still working regularly scheduled hours to ensure that funds are disbursed as scheduled. For more information on our disbursement schedule visit: <https://www.herzing.edu/disbursement-schedules>

2) If my classes were moved online, am I going to get less financial aid?

If your classes have been changed to an online format, you must continue to participate in the course work to remain eligible for financial aid. The amount of financial aid for which you are eligible is not impacted by the change to an online format.

3) What if I need to change my schedule due to COVID-19, how will that affect my financial aid?

- a. If you need to change your schedule for any reason, including COVID-19, you should reach out to your Student Services Advisor. They will advise you on the best course of action related to your schedule and can connect you with a Financial Aid Advisor to answer any questions about your package.
- b. Student Services email: StudentServices@herzing.edu
- c. Financial Aid email: see below for campus specific email

4) How can I find out if my interest rate changed on an existing loan?

- a. All loans owned by the U.S. Department of Education (ED) will have interest waived without requiring any action from borrowers. This includes Direct Loans as well as Federal Perkins Loans and Federal Family Education Loans (FFEL) Program loans held by ED. Please note that some FFEL Program loans are owned by commercial lenders and are not eligible for this benefit at this time. Reach out to your loan servicer for more information
- b. Unsure of who your loan servicer is? Log into <https://studentaid.gov>.
- c. Nervous about calling on your own? Reach out to Alumni Support Center for assistance at alumnisupport@herzing.edu.

5) What if I need to defer my payment on a student loan, or missed a payment because of COVID-19 related reasons?

- a. Reach out to your loan servicer for more information.
- b. Unsure of who your loan servicer is? Log into <https://studentaid.gov>.
- c. Nervous about calling on your own? Reach out to Alumni Support Center for assistance at alumnisupport@herzing.edu.



6) What if I can't make my monthly payment for tuition?

- a. Herzing University understands the potential impact that COVID-19 may have on income and employment. Students should reach out to their campus' Financial Aid department with any questions regarding payments.

7) With offices closed, should I expect a delay with receiving any excess funds?

- a. Herzing University is fully staffed and are processing electronic stipends daily. Paper checks are being printed once a week for students who have elected this method of disbursement.
- b. Students who are not currently signed up for electronic fund transfers for excess fund disbursements should visit <https://enroll.moneynetworkedu.com> to enroll. Additional questions can be directed to the campus' Financial Aid department.

Additional resources for students, borrowers, and parents: <https://studentaid.gov/announcements-events/coronavirus>

Herzing University is dedicated to our students and making sure any questions or concerns are addressed. If you have additional questions regarding your financial aid, please reach out to the Financial Aid department at your designated campus.

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