

TSC Financial Aid Frequently Asked Questions – COVID 19

We understand that the COVID-19 situation has been very difficult for everyone and many of our students are facing challenges. Although the TSC Financial Aid Office has suspended in face-to face, in person services, we are pleased that you can still contact us via phone and email.

As this situation is evolving quickly and changing rapidly, and we are committed to communicating any changes to you on a timely manner.

Visit the [COVID-19 Prevention and Treatment](#) page to learn about how to protect yourself from respiratory illnesses, like COVID-19.

Is the TSC Financial Aid Office open?

Our priority is to protect the health and safety of our students while assisting them in successfully completing the spring semester. At the moment, we are offering remote services via phone and email.

Phone

Students can reach our office by phone Monday – Friday from 8am to 5pm at (956) 295-3620. Please be patient as we might be experiencing a high volume of calls at this time. Rest assured that we are making every possible effort to answer your call.

Email

All our Financial Aid staff is available to answer your questions via email on a timely manner. We ask that you please use your TSC email account to communicate with us. Our email address is: financialaid@tsc.edu.

How can I submit pending documents?

Students are encouraged to check their Financial Aid status and pending documents on [TSC Online](#). Once you have located your pending/missing documents, you can download them from our [Financial Aid Online Forms](#) page.

Most financial aid forms can be submitted electronically via email at financialaid@tsc.edu or by fax at 295-3621. We encourage you to **SCAN** your documents using any free apps on your phone like CamScanner. Any forms that require in-person submission will need to be notarized

before submitting electronically. If you are unsure, please contact the Financial Aid Office by phone or email.

When can I expect my refund?

The Financial Aid Office will continue to process disbursements remotely.

The Finance Office will continue processing refunds on a weekly basis. For questions on how to set up your direct deposit via Bank Mobile, please visit <http://tsc.edu/index.php/about/office-of-finance/refunds.html>.

What if I need assistance in completing the financial aid application?

You may contact our office to get assistance by phone at 956-295-3620.

How are my student loans impacted during the COVID-19 crisis?

In a [press release](#), the Federal Department of Education announced all borrowers with qualifying loans would automatically have their interest rate set to 0% for at least 60 days from March 13, 2020, and added that they would be able to halt payments on their loans for at least two months by requesting an administrative forbearance through their loan servicer.

We encourage you monitor [Student Aid](#) page for up to date information.

Will my financial aid be impacted if I withdraw from my courses?

We know that students are facing responsibilities at home and work and with online classes. However, it is still important that you stay enrolled and pass your classes. In general, students must continue to maintain minimum program enrollment requirements to receive aid.

If you are planning to officially withdraw from **all** of your courses, please consult with an academic and financial aid advisor before doing so. Withdrawing from all courses can negatively affect your aid.

Can I still complete the 2021-2022 FAFSA?

We have started processing financial aid applications for the 2021–22 academic year.

Please keep in mind that you must complete Free Application for Federal Student Aid (FAFSA) each year that you want to apply for federal and state grants, federal work-study, or institutional scholarships. Learn how to [complete the FAFSA](#).

If you have already completed the 2021–22 FAFSA, log in to My TSC to check if you need to provide additional documentation to complete your financial aid offer.

How do I submit a Financial Aid Appeal Packet?

Compliance with SAP (Satisfactory Academic Progress) standards must be met in order for a student to retain their financial aid eligibility. Students are advised to check their status through their TSC Online account or by contacting the Financial Aid Office. If you are currently on Financial Aid Suspension, you may submit an appeal. The Financial Aid Appeal Form and Academic Plan form is available here:

 [Financial Aid Satisfactory Academic Process \(SAP\) Appeal Packet](#)

I am receiving an outside scholarship, how do I submit my scholarship check?

If you are receiving an outside scholarship check, please mail your check to the address below:

Texas Southmost College
Finance Office
Attn: Cashiers – Berta Orive
80 Fort Brown, Brownville, Texas 78520

Where can I find more information regarding COVID-19?

The Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO) provide helpful Frequently Asked Questions resources that are updated as new information about the rapidly evolving situation with COVID-19 becomes available.

The Texas Department of State Health Services has resources specifically for Texans that also contains updated information. Please use the links below:

CDC: Frequently Asked Questions and Answers
www.cdc.gov/coronavirus/2019-ncov/faq.html

CDC: What you should know about Coronavirus Disease 2019 (COVID-19)
www.cdc.gov/coronavirus/2019-ncov/about/index.html

World Health Organization (WHO) Frequently Asked Questions and Answer:
www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters

Texas Department of State Health Services:
<https://www.dshs.texas.gov/coronavirus/>