

Student Financial Services COVID-19 Update

April 3, 2020

Greetings from the Student Financial Services staff. We hope you are all doing well.

We want to assure you that during this unusual time, we are still available by email, phone and Zoom sessions Monday – Friday, 8 a.m. – 5 p.m. If you would like a Zoom session for a virtual “face-to-face” meeting, please contact our office to schedule an appointment. You may contact us by email at StudentFinancialServices@tlu.edu or by phone at 830-372-8010.

We have received many questions regarding student employment, housing and meal plan adjustments, and how the CARES Act affects students, etc. I’d like to address some of those questions now.

Student Employment

Those students who were employed on campus or off campus in a position funded through Federal Work-Study or Texas College Work-Study **and** who are no longer able to work in those positions will receive a lump sum payment deposited to their bank account based on the average hours the student worked in the three most recent pay periods through March 13th. Payments will not exceed the amount of the student’s work-study award less pay already received. Additional details to follow.

Housing and Meal Plan Adjustments

As you are aware, Texas Lutheran University has moved all classes to remote instruction for the remainder of the spring 2020 semester. As a result, residence halls and other University housing did not re-open for the rest of the spring semester. Those students affected by this change will receive an adjustment for housing and meal plan charges from March 23, 2020 through the end of the semester. Students granted emergency housing will receive an adjustment based on length of time remaining in their contracts at the point they move out. These adjustments will be made to the student’s account and refunds issued by April 30th to eligible students net any balance owed.

CARES Act

Signed into law on Friday, March 27th, the CARES Act provides several benefits to our students as outlined below.

- From March 13, 2020 through September 30, 2020, interest on all federally held student loans has been suspended. In addition, those federally held loans that are in repayment have been placed in automatic forbearance from March 13, 2020 through September 30, 2020. For more information on these provisions, go to studentaid.gov/announcements-events/coronavirus.
- Congress is making funds available to schools for emergency aid to students. We are waiting on guidance regarding whether these funds will be restricted to certain expenses, how much TLU will receive, and when we will receive those funds. In the meantime, we have created a COVID-19 Emergency Aid Request form that will be made available soon to students who have COVID related expenses. Additional information will be provided when available.

2020-21 Special Circumstances

If you/your spouse or your parent(s) (dependent students only) have lost income due to COVID-19 job loss or reduction in hours, you may complete the 20-21 Special Circumstances Form. We will review your changed circumstances for 2020 and adjust your 20-21 FAFSA accordingly which may result in a change in financial aid offered. The [Special Circumstances Request form](#) is located on the Financial Aid page of MyTLU.

2020-21 Verification

Actual signatures are required on verification documents. Your forms must be signed by hand (not electronically and not by typing your name) but can be submitted by one of the following methods. The [Verification Form](#) is located on the Financial Aid page in MyTLU.

- Make sure student's name and TLU ID# are printed on each page.
- Scan or take a picture and send to TLU through the [Financial Aid Secure Upload Process](#) on the Financial Aid page located on the Public tab of MyTLU. Please be sure scans or pictures are readable before uploading.
- Send by USPS mail to:
Student Financial Services
Texas Lutheran University
1000 W Court Street
Seguin, TX 78155

DO NOT send by fax or email.

We will keep you posted as we learn additional information.

Remember, we are here to help you, and we are glad to answer any questions you may have as we work through this time.

Thanks,

Cathleen Wright
Director of Student Financial Services