

Frequently Asked Questions During the Coronavirus Pandemic

All flexibility marked with a (*) is applied between March 5- June 1

1. Q: Since campuses are closed, how will I be able to contact the Financial Aid Office?
A: You can reach us by email at studentfinancialservices@rcc.edu; make sure to email us from your RCCD student email account and include your RCCD student ID number with your question. You can also reach us by phone at (951) 222-8710, leaving a message with your student ID number and we will return your message in 24-48 hours. If you need “hands on” assistance we can assist via a “virtual” appointment on request.
2. Q: Will I continue to receive my financial aid as scheduled?
A: Yes, financial aid will continue to process all financial aid for the 2019-20 academic year as regularly scheduled. Please see our [disbursement schedule](#) for next available financial aid disbursements.
3. Q: What if I need to drop all of my classes due to the COVID-19 pandemic with an EW grant, will I have to repay any of my spring 2020 financial aid that I have received? *
A: No, students are asked to contact Admissions & Records and request an “EW” grade due to COVID-19. Please note that dropping without an EW may require repayment of any financial aid received for spring 2020. You can email Admissions and Records from your RCCD student email account at riversideadmissions@rcc.edu.
4. Q: If I drop my courses for spring 2020, will that affect my future disbursement of financial aid for this term?
A: Yes, if you drop/withdraw from your course(s), you are no longer enrolled in the units for that course(s) as of the date of the withdrawal. Financial aid can only pay for active enrolled units.
5. Q: What if I receive an excused withdrawal (EW) from classes I dropped due to the COVID-19 pandemic, will getting an EW affect my eligibility to receive future financial aid after spring 2020? *
A: No, students who are issued EW’s as a result of withdrawing from coursework will not have those courses counted against them. EW grades issued for the spring 2020 term will not be included in the quantitative calculation for PACE and will not impact a student’s ability to received financial aid in the future.
6. Q: If I need to submit an appeal for Satisfactory Academic Progress (SAP) can I do so online?
A: Yes, if you need to appeal due to your current SAP status, you can log onto our FA portal at <https://rcc.verifymyfafs.com> and complete the SAP appeal requirements online.

7. Q: I have been selected for verification and need to submit my Identity and Statement of Educational Purpose which requires me to bring in person a copy of my valid government issued ID or have a notary copy and sign as a witness on my form. How do I complete this process when all campuses are closed, and notaries are not available? *
- A: The Department of Education (ED) has suspended the in-person submission and notary requirements for this verification task. You may submit copies of the required documents electronically by uploading them into the online verification portal under the specified verification task at <https://rcc.verifymyfafsa.com>
8. Q: Can I still apply for a Federal Direct Student Loan?
- A: Yes, if you need to request a Federal Direct Student Loan you can do so by emailing studentfinancialservices@rcc.edu from your RCCD student email account, indicating you would like to request a student loan. Please note: **we will only process requests that come from your RCCD student email.** Please include your student ID number in your request email.
9. Q: What if I have already borrowed Federal Direct Student Loan, will I be required to pay them during the COVID-19 pandemic? *
- A: In response to the COVID-19 national emergency, President Trump announced that zero interest would accrue on student loans held by federal government agencies for at least 60 days beginning on March 13, 2020.

The CARES Act extended the interest reprieve and implemented an automatic forbearance until September 30, 2020, for any borrower with a student loan held by the Department of Education (ED).

Borrowers in In-School Loan Status and In-School Deferment Status: The ED will continue to report to the National Student Loan Data System (NSLDS) as “in-school” for the loan status of each borrower who was in an “in-school” status on the date the borrower’s attendance at the institution was interrupted due to the COVID-19 national emergency. The ED will continue the borrower in that loan status until the institution reports the borrower as withdrawn.