

# COVID-19

## Financial Aid Office Updates

### **2020-2021 Financial Aid Application and Award:**

- Student who completes their application process may log in to their portal to view their 2020-2021 award status. If you recently submitted additional document(s), it will take approximately three (3) to four (4) weeks to receive your award information.
- Summer and fall 2020 California College Promise Grant (CCPG) formerly known as BOG Fee Waiver has been posted in your student account to waive your enrollment fee for summer and fall term. If you submitted your FAFSA or Dream Act application but did not see the CCPG award, please contact our office for assistance.
- Summer 2020 Satisfactory Academic Progress (SAP) Petition will be available in <http://elac.verifymyfafsa.com> starting Monday June 15, 2020. You may complete the Petition workshop online at <https://launch.comevo.com/elac/1428>, or visit the financial aid website at <Http://finaid.elac.edu>

### **Financial Aid Live Services:**

Effective June 15, 2020:

- Phone services - Our phone option would be ideal when asking a general financial aid question that does not require any personal information. We may be able to clarify information being requested of you but may require a call back or that you email us directly.

	Monday	Tuesday	Wednesday	Thursday	Friday
8 a.m. To 10 a.m.	Chat	Chat	Chat	Chat	Phone
10 a.m. To 11 a.m.	Chat	Chat	Chat	Chat	Phone
11 a.m. To 12 p.m.	Phone	Phone	Phone	Phone	Phone
12 p.m. To 4 p.m.	Phone	Phone	Phone	Phone	Closed
4 p.m. To 7 p.m.	Chat	Chat	Chat	Chat	

- Due to limitation of only handling a single call per line, we recommend students cycle through the different phone lines available.
  - Phone lines available during COVID-19 period:
    - (323) 265-8242
    - (323) 265-8243
    - (323) 265-8244

- Phone services hours:
  - Monday to Thursday: 11:00 a.m. to 4:00 p.m. Friday: 8 a.m. to 12:00 p.m.
- Live Chat- You may live chat with our staff using Cranium Café. This option is meant to answer individual, easy to answer questions regarding financial aid status and most office processes. Chats will typically be limited to 5-10 minutes. Please have the following information already typed so that when asked, you'll be able to cut and paste your responses to expedite the services.
  - Full name
  - Student ID number
  - Date of birth (DOB)
  - Detailed question regarding your financial aid. Detailed question(s) regarding your financial aid. Please include the specific term/year you are referencing to.
    - Elac.craniumcafe.com
    - Chat services hours:
      - Monday to Thursday: 8 a.m. to 11:00 a.m. and 4:00 p.m. to 7:00 p.m.
- Email - Our email is always available. We highly recommend this option when requesting specific details regarding your financial aid record or just cannot reach us during our regular business hours.
  - [finaid@elac.edu](mailto:finaid@elac.edu)
  - Response within 72 hours (business hours). May take longer depending on the content and volume of emails received.
  - Please provide the following information in your email:
    - Full name
    - Student ID number
    - Date of birth (DOB)
    - Detailed question(s) regarding your financial aid. Please include the specific term/year you are referencing to.

**2019-2020 Award Year:**

- If you have submitted your application and additional documentation (allow 3 to 4 weeks from the submission date) but have not receive award information, please contact our office for assistance.