

06/05/2020

**Tulane University Allocation of Student Emergency Financial Aid Grants  
from the Coronavirus Aid, Relief, and Economic Security Act (CARES Act)  
Higher Education Emergency Relief Fund (HEERF)**

**Frequently Asked Questions (FAQs)**

We offer the following FAQs regarding Tulane University's awarding of Higher Education Emergency Relief Funds (HEERF) grants to eligible Tulane students who incurred expenses related to the disruption of campus operations during the 2020 spring semester as a result of the novel coronavirus COVID-19 pandemic.

**Q #1 Will my HEERF emergency financial aid grant be listed on Gibson as part of my Tulane financial aid award?**

*A #1 No, since the U.S. Department of Education has specified that HEERF funds are not considered federal Title IV funds, the emergency financial aid grant will not be listed as part of a student's financial aid award on Gibson.*

**Q #2 How or when will I receive my emergency financial aid grant?**

*A #2 The University's Accounts Receivable (A/R) Office will be directly distributing emergency financial aid grant funds to eligible students. Students who have established banking direct deposit arrangements with A/R will have their award directly deposited via that channel; otherwise A/R will mail grant checks to the student's designated mailing address. Tulane expects the first wave of emergency financial aid grants to be disbursed starting June 5, 2020.*

**Q #3 How can I establish direct deposit arrangements with the Accounts Receivable (A/R) Office?**

*A #3 Visit the A/R website (<https://studentaccounts.tulane.edu/content/refund-disbursement>) and scroll to the bottom of the page and follow the steps listed under "How do I add a direct deposit account."*

**Q #4 I have read through the information and believe I should have received an emergency financial aid grant. What action can I take?**

*A #4 If you have thoroughly reviewed the methodology criteria and believe that you are eligible for an emergency financial aid grant, then you are encouraged to e-mail our office ([finaid@tulane.edu](mailto:finaid@tulane.edu)) with the subject line: HEERF Grant Eligibility. Please provide a narrative along with any supporting documentation as to why you feel that you are eligible for a HEERF grant. The financial aid team will research your query and inform you of the outcome and/or options available to you.*

**Q #5 Why didn't I receive an emergency financial aid grant?**

*A #5 Tulane is in the process of implementing four (4) phases of awarding emergency financial aid grants. It could very well be that if you were determined ineligible for funding under phase 1, that you will be determined eligible once we complete Phase 2; Phase 3; and/or Phase 4. We appreciate your patience while we carefully review student eligibility in each phase of our awarding process.*

**Q #6 I am attending Tulane for the 2020 summer semester, but was not enrolled at Tulane during the immediate past 2020 spring semester. Am I eligible to receive an emergency financial aid grant?**

*A #6 Not at this time. If and when Tulane enters Phase 4 of our award processing, we will determine if the U.S. Department of Education will allow consideration of students who were not enrolled at the University for the past spring, yet are currently enrolled for the summer. Please check back for an update on our website later this summer.*

**Q #7** For the 2020 fall semester, I will be enrolling at Tulane for the first time. I understand I cannot receive CARES Act HEERF funding since I wasn't enrolled at Tulane for the 2020 spring semester. However, will I be eligible for an emergency financial aid grant for this coming 2020 fall semester?

*A #7* Not at this time. If and when Tulane enters Phase 4 of our award processing, we will determine if the U.S. Department of Education will allow consideration of students who were not enrolled at the University for the past spring, yet who enroll for the 2020 fall semester. Please check back for an update on our website later this year.

**Q #8** I received an emergency financial aid grant, but I think I should have received more than I did. What action can I take?

*A #8* If you have thoroughly reviewed the methodology criteria and believe that you are eligible for an emergency financial aid grant of a higher amount, then you are encouraged to e-mail our office ([finaid@tulane.edu](mailto:finaid@tulane.edu)) with the subject line: HEERF Grant Amount. Please provide a narrative along with any supporting documentation as to why you feel that you are eligible for a higher HEERF grant amount. The financial aid team will research your query and inform you of the outcome and/or options available to you.

**Q #9** I have dependents. Can I receive additional emergency financial aid funding?

*A #9* Federal guidelines specify that HEERF emergency financial aid grants are to cover a student's (not dependents') expenses related to the disruption of campus operations due to the coronavirus during the recently completed 2020 spring semester. Therefore, additional expenses to provide for dependents are not recognized as eligible expenses for consideration of HEERF funding.

**Q #10** In addition to the emergency financial aid grant funds that I am receiving through the CARES Act HEERF, I have had significant financial issues due to COVID19. Can I request additional funds?

*A #10* Students are welcome to contact their respective financial aid counselor to inquire about funding options due to any variety of financial circumstances. You may identify your financial aid counselor (and their contact information) at our website: <https://financialaid.tulane.edu/meet-us>.

**Q #11** I am enrolled at Tulane in a program that is offered exclusively online. Am I eligible for an emergency financial aid grant fund through the CARES Act HEERF offering?

*A #11* The U.S. Department of Education (DOE) has declared that students who were enrolled exclusively in an online program on March 13, 2020 are not eligible for emergency financial aid grants. DOE provided further commentary on this topic by citing that the emergency financial aid grants to students are for expenses related to the disruption of campus operations due to coronavirus, and students who were enrolled exclusively in online programs would not have expenses related to the disruption of campus operations due to coronavirus.

**Q #12** Has Tulane's Accounts Receivable Office, who I understand is processing the direct disbursement of emergency financial aid grants to Tulane students offered any information and/or guidance on the disbursement process?

*A #12* The Tulane University Accounts Receivable Office has released the following information:

- Please fully review all e-mail notifications from Accounts Receivable being sent to you Tulane e-mail address!
- Students awarded an emergency financial aid grant will be able to see the transaction posted on their respective Accounts Receivable account; as there will be a credit and a debit offsetting each other (netting to zero) as the credit represents the award to the student's Tulane account while the debit represents the refund of the award amount from the student's Tulane account directly to the student.
- Students for whom an emergency financial aid grant has been credited to their Tulane account will receive an automated message indicating that a direct deposit refund has been processed to their pre-arranged banking account, or that a direct deposit is pending and awaiting direct deposit information.

- *Students being notified that the Accounts Receivable Office needs direct deposit information will continue to receive this notification on a daily basis (excluding weekends) until either direct deposit information is provided or the notification expires after being sent for a 7<sup>th</sup> time.*
- *Students who are either not able or unwilling to provide direct deposit information will have their emergency financial aid grant funds sent out via check. Checks are produced once a week and students not setting up direct deposit should anticipate that it may take 3 weeks (or longer) to receive your refund check in the mail.*