



# CARES Act Emergency Grant Student FAQ

## **Am I eligible for emergency grant funds?**

As a New River CTC student, you will be eligible for emergency grant funds if you meet the following criteria:

- Were enrolled in at least one credit bearing class at New River CTC on March 27, 2020 (the day the CARES Act was signed into law)
- Were enrolled in in-seat campus classes or IVN courses.
- Are eligible to receive federal financial aid. Students must have a completed FAFSA on file with New River CTC to be eligible for the emergency grant funds.

Students who do not have a completed FAFSA on file with the New River CTC will be contacted and encouraged to complete the form. Students who do not complete a FAFSA will not be eligible to receive this grant. After a completed form is evaluated, if a student does not meet the qualifications for federal financial aid, the student will not receive this grant.

Unfortunately, students who are still in high school, are incarcerated, are in workforce programs, or are taking community education courses are not eligible for this grant.

## **I withdrew from New River CTC after March 27, 2020, am I still eligible for emergency grant funds?**

Yes, students who withdrew from New River CTC after March 27 are still eligible for the grant if they meet the following criteria:

- Were enrolled in at least one credit bearing class at New River CTC on March 27, 2020 (the day the CARES Act was signed into law)
- Were enrolled in in-seat campus classes or IVN courses.
- Are eligible to receive federal financial aid. Students must have a completed FAFSA on file with New River CTC to be eligible for the emergency grant funds.

Students who do not have a completed FAFSA on file with the New River CTC will be contacted and encouraged to complete the form. Students who do not complete a FAFSA will not be eligible to receive this grant. After a completed form is evaluated, if a student does not meet the qualifications for federal financial aid, the student will not receive this grant.

Unfortunately, students who are still in high school, are incarcerated, are in workforce programs, or are taking community education courses are not eligible for this grant.

**I owe a balance to New River CTC, but meet the criteria for emergency grant funds. Will I receive a grant?**

Yes, students owing New River CTC a balance for tuition and fees that meet the criteria will receive emergency grant funds. The amount owed to the College **will not be deducted** from the funds released to the students.

**If I'm eligible, how much money will I receive through the emergency grant?**

The amount of money that a student will receive is based on the number of attempted credit hours in classes that required a student to come to a New River CTC location. The maximum allowable number of hours is 12, which is the federal definition of a full-time student. The number of hours a student attempted divided by 12 gives what percent of the full award is to be received.

Classes that were online or Zoom classes prior to the pandemic are not eligible to be used in calculating hours toward the grant award; therefore, any online classes in a student's hours attempted will be removed prior to finalizing the student's hours attempted.

- Example 1: a student attempting 15 credit hours, but 6 of those hours were WEB based classes, the payment will be based on 9 credit hours, or 75% of the full amount.
- Example 2: a student attempting 12 credit hours with all hours taking place at a physical location, the payment will be the full amount.
- Example 3: a student attempting 12 hours with all hours online would not receive a payment.

**I was enrolled in all online or Zoom courses during the spring 2020 semester at New River CTC, do those classes count toward the emergency grant allocations?**

No, classes that were either offered online or through Zoom prior to the pandemic do not count toward a student's hours attempted calculations for emergency grant funding.

**When will the emergency grant funds be distributed to eligible students?**

New River CTC plans to start the disbursement process on May 15, 2020. If the funds and the process are in place prior to this date, New River CTC will start the disbursement sooner.

**If I'm eligible, how will I receive the grant money?**

Eligible students will receive their grants through direct deposit if New River CTC has account information on file or through a check mailed to their homes. Students may sign up for direct deposit by [printing](#) and mailing the form to the College. Completed forms with documentation must be postmarked by May 1, 2020 for processing emergency grant disbursement.

In order to ensure checks are received, students should verify that New River CTC has their correct mailing address.

### **My bank account information has changed for direct deposit, what should I do?**

Email Shamil Walton ([swalton@newriver.edu](mailto:swalton@newriver.edu)) to alert her that the account information that we have on file for you is no longer valid, and the College will mail your check to you, if you are eligible for emergency grant funds. Do not email bank account information to the College.

### **How do I check and update my address with the College?**

Students may update their own mailing addresses through their Self-Service Banner or by contacting the College.

Updating address in Self-Service Banner

- Visiting [www.newriver.edu](http://www.newriver.edu) and logging into myNewRiver (top right)
- Click Banner 8 –Self-Service
- Click Personal Information
- Click View Addresses and Phone
- Click Update Addresses and Phone (centered near the bottom of the screen)
- Select Mailing
- Click Submit
- Enter your current contact information
- Click Submit

Contact [itsupport@newriver.edu](mailto:itsupport@newriver.edu) or 304-929-6725 if you have issues using your self-service Banner account.

Students may also update their address by submitting a Change of Name/Address/Campus Form available on our website <https://www.newriver.edu/student-forms/> or by emailing [registrar@newriver.edu](mailto:registrar@newriver.edu) with their New River CTC email account.

### **If I'm eligible to receive the emergency grant funds, will the funds effect my financial aid eligibility in the future?**

No, the grant funds will not impact your future eligibility for federal financial aid, and the total amount received will not be held against you when future financial aid awards are made.

### **If I'm eligible to receive the emergency grant funds, will I have to report how I use the money?**

No, students receiving the grants do not have to account for how they spend their grant.

**I have questions about the CARES Act emergency grant funds. Who should I contact?**

Contact New River CTC's Student Success Center staff at:

Peter Hoeman, Interim Dean of Student Services, [phoeman@newriver.edu](mailto:phoeman@newriver.edu), 304-929-5027

Rachel Kelly, SSC Greenbrier Valley Campus, Lewisburg, [rkelly@newriver.edu](mailto:rkelly@newriver.edu), 304-647-6591

Marie Rhodes, SSC Mercer County Campus, Princeton, [wrhodes@newriver.edu](mailto:wrhodes@newriver.edu), 304-818-2014

Sherry Shaffer, SSC Nicholas County Campus, Summersville, [sshaffer@newriver.edu](mailto:sshaffer@newriver.edu), 304-883-2465

Alberto Razo, SSC Raleigh County Campus, Beaver and Advanced Technology Center, Ghent, [arazo@newriver.edu](mailto:arazo@newriver.edu), 304-929-5016

Lorraine Young, SSC Raleigh County Campus, Beaver and Advanced Technology Center, Ghent, [lyoung@newriver.edu](mailto:lyoung@newriver.edu), 304-929-5005