Dear Students, in response to the COVID-19 Pandemic period, our office will continue to process your financial aid application. You may reach us or submit your financial aid documents online.

**COVID-19 FAQ**

- Can I get live services?
  - We are moving most of our services online. You can reach us by joining a “Live Chat with Our staff” [https://elac.craniumcafe.com/](https://elac.craniumcafe.com/), or click on “Live Chat with our Staff” on the left-hand side of the menu bar through the Financial Aid website.

- Office hours:
  - Live Chat hours: Monday to Thursday: 8:00 a.m. to 7:00 p.m.
   - Friday: 8:00 a.m. to 3:00 p.m.

- How do I submit my financial aid appeal document(s) and attend an appeal workshop?
  - You may complete the Financial Aid Appeal workshop online. Located on the right-hand side of the FA website under “FA Petition Workshop”.
  - Complete your appeal process through CampusLogic: [elac.verifymyfafsa.com](http://elac.verifymyfafsa.com).
  - Upload the FA Workshop Certificate of completion along with other supporting documentation through the CampusLogic.

- How do I submit my Loan Form?
  - Chat with a Financial Aid staff, he/she will provide information to you to submit your documents.

- Can I send my questions to the Financial Aid Office through email?
  - Using your LACCD email account, you may send your questions to the Financial Aid Office email at: Finaid@elac.edu
  - We will try to respond to your email within 72 hours, based on the number of emails received.

- What happens if I decide to take a term off?
  - If you do not enroll, you will not receive financial aid for that term. However, your eligibility for future term will not be affected. We recommend that you see your academic counselor to go over your Student Educational Plan (SEP) to make sure that you are still on track for your academic goals.

- What happens if I need to drop a class or enroll less than full time?
  - Department of Education does not have an authority to relax compliance requirements related to unit requirement. Financial aid eligibility is verified based on the units you are enrolled at the end of approximately 8 weeks of the term.

- What happens if I withdraw?
  - Unfortunately, Department of Education does not have the authority to relax compliance requirements related to withdrawals. If you fully withdraw (officially or unofficially), Financial Aid & Scholarship Office is required to perform a calculation to determine how much of the financial aid you received for the term needs to be returned. The later in the term you withdraw, the more of your financial aid will be considered “earned” and the impact on your financial aid will be smaller. You can locate our “Return to Title IV policy” from the Financial Aid menu bar.

- Federal Works-Study Students/Employers:
  - As the campus is closed for all students, FWS student workers will receive their regular full pay until their assignment end date or exhaustion of Federal Work-Study funds, whichever comes first.