

COVID-19 STUDENT FINANCIAL RELIEF FAQs
SPRING 2020 ENROLLED STUDENTS
Residential and Flex MOT, OTD, DPT and SLP
4/30/2020

On April 22, 2020, the University announced its COVID-19 Student Assistance Program to provide financial relief to students enduring financial hardship as a result of the COVID-19 pandemic.

The Program is divided into several categories of relief and students are eligible for various initiatives based on their programs of study and Department of Education guidelines. Please refer to the FAQs below for initiatives relevant to your program.

Tuition Assistance

Tuition and Fees Freeze: Although our costs and investments in faculty, technology and infrastructure have continued and in specific cases increased, tuition and fees will be frozen for the remainder of 2020 which means that the planned increase will now be cancelled.

What does “frozen” mean? Do I have to pay tuition and fees for the rest of 2020?

Yes, all students who are enrolled and actively participating in courses will pay tuition and fees each term based on their enrollment status. The University has “frozen” tuition and fees at the current catalog rates and has canceled the tuition increase planned for the Fall semester.

Release of Financial Holds: To reinforce our commitment to your academic progression during this challenging time, any student on financial hold as of May 1, 2020, with a balance of \$2,000 or less, in Physical Therapy, Occupational Therapy and Speech-Language Pathology programs will be able to register for the Summer term. Outstanding balances will automatically roll into the next term.

If I still owe more than \$2,000 on my account, do I need to pay it in full in order to register for Summer semester?

You are allowed to carry a balance into the Summer semester not to exceed \$2,000. In order to register, you must pay enough to reduce your balance to no more than \$2,000. Please keep in mind that you will still owe that balance, but we are deferring up to \$2,000 to enable you to continue to progress toward your degree. As usual, all balances must be settled prior to graduation.

If I have other holds, will I be able to register for Summer semester?

If you are on a clinical education hold and are scheduled to participate in clinical work, you will not be able to report to the clinical site until you’ve satisfied all requirements of that hold.

Hardship Fee Relief

To assist you in funding your education during this time of hardship, we will reimburse campus and program fees paid for the entire Spring term and provide a credit for fees for the entire Summer term. You will receive the Spring term reimbursement via direct deposit starting May 1 and the Summer term credit on your invoice. All enrolled Physical Therapy, Occupational Therapy, and Speech-Language Pathology students in those corresponding terms are eligible for this relief.

When will I receive my refund for Spring term fees? How will it be paid to me?

Spring program fees will be credited to your account starting on May 1, 2020. This credit will then be disbursed to you via the BankMobile refund process. If you do not have an active BankMobile account, you must first provide your Social Security Number to create an account. Please sign into the MyUSA portal and navigate to My Info > My Contact Info and enter your SSN.

After you enter your SSN on the MyUSA portal, you must wait at least one business day for the system to sync before you can create a BankMobile account. After one business day, sign into the MyUSA portal and navigate to Student Services > Bursar > BankMobile Refund Preference and scroll to the bottom of the page to create a BankMobile account. Refunds will be disbursed via direct deposit to the bank account you designate when you create your BankMobile account.

If you are an international student and do not have a Social Security Number to set up a BankMobile account, your credit will be applied to future term charges.

Will I receive a BankMobile disbursement if I still owe money from Spring semester?

Yes. All students who paid a program fee in Spring 2020 semester will receive an account credit for the amount paid and will receive a disbursement via BankMobile regardless of your account balance. If you are unable to create a BankMobile account, your credit will be applied to future term charges.

Who do I call if I don't receive my disbursement from BankMobile after May 15, 2020?

Please ensure you've created a BankMobile account by May 15, 2020. If you don't receive payment by May 20, contact the Bursar by emailing bursar@usa.edu from your USA e-mail account and the staff will research the status of your disbursement. Please note that it takes BankMobile up to four business days to establish and activate a new account for funds transfer.

When will I receive my Summer program fee refund?

Your summer program fee will be credited to your account before you pay tuition and fees for the Summer term. You will not receive a refund via BankMobile. Instead you will not incur a net charge for the fee.

CARES Act Payment – Fully Passed Through

The University has been allocated Higher Education Emergency Relief (HEER) funds under the CARES Act totaling \$993,092. Under the CARES Act, we are permitted to award HEER emergency student grants to first professional Physical Therapy, Occupational Therapy and Speech-Language Pathology.

We have decided to pass 100% of these funds directly through to students using the same methodology applied by the US Department of Education to determine the grant amount. Though the CARES Act permits the University to maintain up to 50% of the funds to cover its own higher costs incurred due to the COVID-19 crisis, USAHS will absorb these additional costs and pass all funds directly through to students. With the 100% pass through decision, your portion of the relief funds is currently calculated to be approximately \$260 per student. These funds will be disbursed directly to you by the University upon receipt from the US government.

Who is eligible to receive the emergency student grant?

To be considered for the emergency grant, you must be enrolled in a campus-based degree-granting program of study as of March 13, 2020 when the CARES Act was proclaimed and you must be eligible to participate in Title IV programs under the Higher Education Act (HEA) of 1965. The U.S. government's criteria to participate in programs under Section 484 of the HEA include but are not limited to the following: U.S. citizenship or eligible noncitizen; a valid Social Security number; registration with Selective Service (if the student is male); and a high school diploma, GED, or completion of high school in an approved homeschool setting. If you filed a Free Application for Federal Student Aid (FAFSA), then you have demonstrated eligibility to participate in programs under Section 484 of the HEA.

If I meet the criteria for eligibility, but have not filed a FAFSA, will I still be eligible to receive the emergency student grant?

You must first file a FAFSA to be considered for eligibility for the emergency grant. If you currently receive Title IV student loans, you've previously completed a FAFSA and don't need to complete another. The University has identified a group of students who have not filed a FAFSA and will be communicating separately with those students to provide instructions for filing a brief portion of the FAFSA that will allow us to determine eligibility. We estimate it will take no more than 30 minutes to file the relevant portion of the FAFSA and request that all students file by May 15, 2020 so we are able to distribute funds upon receipt from the Department of Education.

I am graduating at the end of the Spring semester. Will I receive the emergency student grant?

Yes, if you were an active student as of March 13, 2020 and meet the eligibility criteria established above, you will receive the emergency grant payment via BankMobile.

If I do not meet the CARES Act criteria to be eligible to receive the emergency student grant, will I still be able to receive any financial support?

Yes, if you do not meet the criteria to receive a CARES Act grant, such as not being a US citizen or legal resident of the United States, the University has decided to extend you the grant using its own funds. The grant will be credited to your account and applied to future term charges.

When will I receive my emergency grant payment?

The University will disburse grant payments to students upon receipt from the Department of Education. We have submitted the necessary application to the Department of Education for grant funds and are pending a response. We will notify students once funds are available to disburse. Payments will be processed and disbursed to students through BankMobile, the University's third-party processor that issues student refunds. If you do not have an active BankMobile account, please refer to the instructions above in the Hardship Fee Relief section to create a BankMobile account. Remember that you must first submit your Social Security Number in the portal in order to create a BankMobile account.

Who do I contact if I don't receive my grant payment?

Once we notify students that funds have been disbursed, please first check your BankMobile account and personal bank account to verify you did not receive the disbursement. If you did not receive your disbursement and have created a BankMobile account, from your USA e-mail account, please contact the Bursar at bursar@usa.edu.