



Running COVID-19 FAQ

Updated 4.29.20

Financial Aid

Q: Is the deadline being extended due to COVID-19?

A: The college application and financial aid deadline has been extended to **May 31, 2020**.

Q: Can someone from the college help me complete the FAFSA?

A: Student can get assistance by call the Financial Aid Call Center at 713-718-2000, option 2.

Q: I did my FAFSA, but you all don't have it?

A: Student can contact the Financial Aid Call Center to discuss the status of their FAFSA or TASFA and determine reasons why HCC may not have received it.

Q: My situation has changed since COVID-19 – how can I update my FAFSA or financial information?

A: Student can complete special circumstances form located here: [HCC Financial Aid Forms](#).

Q: How do I check if I was selected for verification?

A: Student will receive an email notification indicating they are selected for verification. It will be sent to the email used to complete your FAFSA or TASFA.

Q: What do I do if I was selected for verification?

A: Instructions on completing the verification process are included in the email notification students receive. Additionally, students can check their self-service "To Do List" in their MyEagle Student Portal for instructions.

Q: How should I turn in the TASFA? Can I still mail it in? Can I email it?

A: Students can access the TASFA [here](#). Additionally, students can access the form and submit it using this link: [Additional Documents form](#).

Q: Is my TASFA incomplete until I graduate?

A: No, HCC processes TASFA applications as we receive them. However, students will need to provide proof of eligibility to complete the process.





Enrollment

Q: Is the meningitis vaccine going to be waived for the first semester?

A: If HCC begins the Fall semester in online classes, students will have until the end of the semester (December 2020) to provide proof of the bacterial meningitis vaccination.

Q: I wasn't able to take TSI/TSIA testing – what should I do?

A: HCC will offer a variety of options for students who were not able to complete the TSI exam for placement purposes.

- Option 1: Students may opt to take the Accuplacer exam online through a state-approved third-party service provider.
- Option 2: Students may sign up to take the Accuplacer exam online at one of the approved HCC Testing centers.
- Option 3: Students may choose to enroll in co-requisite classes- which pairs a college level course with a developmental education course.

Q: How do I submit my final transcript?

A: Students may upload an unofficial copy of their final transcript here: [Upload Transcripts](#)

Q: How do I attend orientation?

A: New student orientation is mandatory and accessible through the Student Self-Service Center in the MyEagle Student Portal.

Q: How do I schedule a meeting with my advisor? How do I register for classes?

A: To arrange an appointment with an advisor or for assistance with registration and enrollment, students should submit a request through HCC Student Services click: [HCC Virtual Lobby](#)

