



Office of Student Success

## Harris County Promise Frequently Asked Questions

### Financial Aid Questions

**Q:** The original deadline to submit the FAFSA or TASFA was April 1. What if I missed the deadline?

**A:** The deadline to submit the FAFSA or TASFA has been extended to May 15.

**Q:** I completed my FAFSA, but Lone Star College does not have it. Is something wrong?

**A:** There are a couple of reasons why Lone Star College might not have your FAFSA yet.

1) If you submitted your application for admission through Apply Texas but did not include a social security number on the application, then we will not be able to link up your FAFSA with your student account. You should email [admissions@lonestar.edu](mailto:admissions@lonestar.edu) for instructions on adding your social security number.

2) If the first or last name, date of birth, or social security number on your application for admission does not match your FAFSA application, then we will not be able to link your FAFSA with your student account. You should correct either your FAFSA or your Lone Star student account to reflect your full legal name, correct date of birth, or social security number to fix the error. You can email [admissions@lonestar.edu](mailto:admissions@lonestar.edu) for instructions on correcting your information.

3) You did not include Lone Star College's school code on the FAFSA. You should go back to your FAFSA and make sure that you included Lone Star College as a school to receive your application. LSC's school code is 011145.

**Q:** My situation has changed since COVID-19. How can I update my FAFSA to reflect my or my parents' new financial information?

**A:** The 2020-2021 FAFSA uses information from the 2018 tax year to determine your financial need, and all information must be submitted to accurately reflect your financial data from 2018. You should not make any changes to the FAFSA if your situation has changed this year.

You can submit a Special Circumstances Request form with a letter of explanation and supporting documentation to describe your new circumstance. The information will be reviewed by a Financial Aid representative and we can make necessary changes to your information if you qualify.

**Q:** Can someone help me complete the FAFSA?

**A:** Due to social distancing guidelines and limited staff availability, we are currently unavailable to assist with the FAFSA. If you have questions, you can reach a Lone Star College financial aid representative through live chat on our website, by email, or you can seek assistance on the FAFSA website or by calling 1(800)4-FED-AID.

**Q:** How do I know if I was selected for verification?

**A:** Your Student Aid Report that was generated after you completed the FAFSA will indicate if you were selected for verification by the Department of Education. Once Lone Star College receives your FAFSA, a checklist item will be added to your To Do list that indicates you must complete verification. You will use our partner, ProVerify, to complete the verification process online.

**Q:** How should I turn in the TASFA?

**A:** The full TASFA application is available to download from the Lone Star College Financial Aid website. The document can be scanned and sent by email to [facc@lonestar.edu](mailto:facc@lonestar.edu). It can also be mailed to any campus location, but there will be a delay with it being received by mail.

**Q:** What other documents should I turn in with my TASFA?

**A:** The full TASFA application outlines the documents that must be submitted with the application. Taxes, W2's, photo ID, and other documents must be included.

**Q:** Is my TASFA incomplete until I graduate?

**A:** Technically, yes. You must submit the SB1528 Affidavit that states that you have graduated from a Texas high school in order to complete the application. However, you cannot complete the Affidavit until you have graduated. For the sake of Harris County Promise, submitted applications will meet the requirements as long as they are submitted by May 4, and completed by July 15.

**Q:** When will I receive notification of my financial aid award?

**A:** In these uncertain times, some processes will be delayed. Students should continue to check their myLoneStar email, student portal, and do their best to complete any required documents or processes. Students will be notified of a financial aid award offer through their myLoneStar email.

**Q:** Are there scholarships available for FAFSA or TASFA students?

**A:** Yes. The Lone Star College Foundation provides scholarship opportunities to students, and the application for fall 2020 is available through May 4. We encourage all students to apply for scholarships.

## **Enrollment Questions**

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

**A:** Students who only enroll in fully online classes are exempt from the Bacterial Meningitis requirement. LSC summer classes will be fully online so summer students will not be required to submit this documentation, but still can. Students enrolling this fall are required to submit their documentation prior to attending classes in the fall but will be allowed to register before submitting that documentation.

**Q:** I was not able to take TSI/TSIA testing. What should I do?

**A:** Remote/online testing options will be offered by the state and will be available April 17, 2020. LSC will also have options for students to register in classes even if they have not completed their TSI testing.

**Q:** How do I submit my final high school transcript?

**A:** Official high school transcripts are required for all students admitted to Lone Star College. Students should contact their high school to request an official transcript be sent electronically if possible.

**Q:** How do I attend orientation?

**A:** All new students that require New Student Orientation (NSO) will complete our online NSO while campuses are closed. Students can access the online NSO through their admissions checklist in myLoneStar.

**Q:** How do I schedule a meeting with an academic advisor?

**A:** Advising meeting can be requested through the campus advising emails below. Students should email the campus where they will be taking a majority of their courses. Students can correspond with advisors through email or may be given the option to meet virtually via WebEx.

LSC-Cy Fair	LSCcfAdvising@Lonestar.edu
LSC-Houston North	HN-Advising@LoneStar.edu
LSC-Kingwood	Kingwood.Advising@LoneStar.edu
LSC-Montgomery	MC.Advising@LoneStar.edu
LSC-North Harris	NH-Advisor@LoneStar.edu
LSC-Tomball	TC-Advising@LoneStar.edu
LSC-University Park	UPAdvising@LoneStar.edu
LSC-Online Advising	<a href="mailto:OnlineAdvisor@LoneStar.edu">OnlineAdvisor@LoneStar.edu</a> (for fully online students only)

**Q:** How do I register for classes?

**A:** Once all requirements are complete, students can find information on how to register by visiting our registration webpage: <http://www.lonestar.edu/registration.htm>.