

**Harris County Promise
Running COVID-19 FAQ**
Updated 4.16.20

Financial Aid

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

A: Yes, the new FAFSA/TASFA deadline is May 31st.

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

A: Yes, students can book an appointment with a Financial Aid Advisor by visiting:

<http://www.appointments.sjcd.edu>

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

A: A common reason we do not receive a FAFSA is because San Jacinto College (School Code: 003609) is not listed on the application. If you entered the San Jacinto College School Code to your FAFSA and you have not received an acknowledgement email, schedule an appoint with a Financial Aid Advisor.

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

A: Yes, you can request an income adjustment to your FAFSA. You will need to schedule an appointment with a Financial Aid Advisor.

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

A: If you were selected for verification or you need to complete other financial aid actions, you will have a list of requirements in the San Jacinto College Secure Online System (SOS). Once you log into SOS, you need to navigate to *My Registration* → *Financial Aid* → and *Students Records*. From there click on *My Financial Aid* → *My Financial Aid Application Status* → *2020-2021 Aid Year* → *student requirements* link. SOS can be access at the following webpage: <https://www.sanjac.edu/soslogin>

Additionally, you can log into the San Jac Mobile App. You will use the same credential used to log into SOS to access your information on the San Jac Mobile App. Once you log in, click on the *Financial Aid Menu*, from the menu select *Requirements Status*.

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

A: You may need to submit copies of the financial records used to complete the FAFSA. You may also need to complete other forms requested. If you need help completing the verification forms, schedule an appointment with a Financial Aid Advisor by visiting:

<http://www.appointments.sjcd.edu>

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

A: We are accepting TASFA applications electronically, which requires an e-signature. You can still mail in your TASFA and supporting documents.

Q: Is my TASFA incomplete until I graduate?

A: TASFA applications are processed when they are received for financial aid purposes. Students are encouraged to meet with an Admissions Advisor to ensure they are classified for in-state tuition.

Enrollment

Q: Is the meningitis vaccine going to be waived for the first semester? How will that work?

A: Students without a meningitis vaccination record on file will not be able to register for classes upon their advising session. Students can obtain the vaccination from a private physician's office, clinic, or pharmacy, or through a public clinic. Bring your immunization record to the Admissions Office on any San Jac campus, email it to: Meningitis.Docs@sjcd.edu, or fax it to 281-669-4720.

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

A: Students who were not able to take the TSI/TSIA test should contact an Admissions Advisor to discuss other options. Admissions advising will now be provided online. To schedule a virtual appointment, students can visit <http://appointments.sjcd.edu> or use the Advising Chat feature on the Admissions [webpage](#).

Q: How do I submit my final transcript?

A: Request your high school or each college/university you attended send an official transcript to: **San Jacinto College - Records Management, 13735 Beamer Road, Houston, TX 77089**

Q: How do I attend orientation?

A: Students who have completed the application process may complete New Student Orientation via the online portal in SOS.

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

A: Outreach and admissions advising will now be provided online. To schedule a virtual appointment, students can visit <http://appointments.sjcd.edu> or use the Advising Chat feature on the Admissions [webpage](#).

Q: How do I register for classes?

A: Student who are ready to register for classes will do so with an Admissions Advisor. Admissions advising will now be provided online. To schedule a virtual appointment, students can visit <http://appointments.sjcd.edu> or use the Advising Chat feature on the Admissions [webpage](#).