

## COVID-19/Coronavirus FAQ's

### General Questions

#### **Will I have to repay my student financial aid due to the fact that UGA has moved to online courses for the remainder of the semester?**

As long as you remain continuously enrolled, you will not have to repay your aid due to the switch to online courses that is a direct result of COVID-19. There may be financial aid implications if you choose to withdraw from all of your courses. Please click [here](#) for more information if withdrawing is a consideration.

#### **Where can I get more information on my Spring 2020 refund?**

Refunds are handled by UGA's Bursar and Treasury Services Division. You can get more information [here](#).

#### **Where can I apply for emergency resources to expenses incurred due to COVID-19?**

First check with the Office of Student Financial Aid to ensure you have exhausted all available resources. If you have and still need emergency assistance, you can apply through the UGA Student Emergency Fund [here](#).

#### **I am a dependent student and my parent lost their job or had a drastic reduction in hours due to COVID-19 closures. Is there anything I can do to request additional student financial aid?**

You may request consideration of special circumstances, more commonly known as a professional judgment. Please click [here](#) for information about the Professional Judgment process.

### Study Away Questions

#### **My study away program was cancelled, am I going to receive a refund?**

The Office of Global Engagement (OGE) at UGA assists students with UGA Study Away related questions (UGA Study Away program participation, Status of UGA Study Away programs, OGE Policies regarding UGA Study Away programs, etc.). [Here](#) is a link to the OGE website which details their resources and contact information.

### **What happens to my financial aid if my study away program is cancelled?**

A student's enrollment status in courses impacts how student financial aid is awarded based on established federal, state, and institutional policies. Please click [here](#) for more information on financial aid enrollment requirements. Students who are not enrolled cannot receive student financial aid.

### **What is the difference between being dropped or withdrawn from my program?**

Please click [here](#) for more information on the difference between dropping your courses versus withdrawing entirely from the program.

A link to the UGA Registrar's Office website that details the official UGA academic calendars and the corresponding official UGA drop/add period dates and be found [here](#).

### **How is my HOPE or Zell Miller affected if my study abroad program is cancelled? Is there a difference between drop vs withdrawal?**

The key factor is the difference between dropping courses and withdrawing from courses and you can find more information [here](#). Courses dropped during the official drop/add period, and that do not appear on a student's transcript, do not count toward a student's HOPE/Zell Miller Attempted Hours and cannot be paid for by HOPE/Zell Miller. Courses from which the student withdraws after the official drop/add period count toward a student's HOPE/Zell Miller Attempted Hours and can be paid for by the HOPE or Zell Miller Scholarship.

Withdrawing from all courses may result in the student repaying a portion of their financial aid, including the HOPE or Zell Miller Scholarship. Student Accounts Services determines the prorated repayment amount in this situation following federal regulations. Visit their [website](#) and click on 'Refunds' for more information.

## **Federal Work-Study**

### **Will I still get paid for my Federal Work-Study job if I am unable to work due to the closure of campus?**

Effective 3/16/2020 through 5/6/2020, FWS employees who are unable to report to work due to circumstances related directly or indirectly to COVID-19 will be paid based on the hours they were scheduled to work.