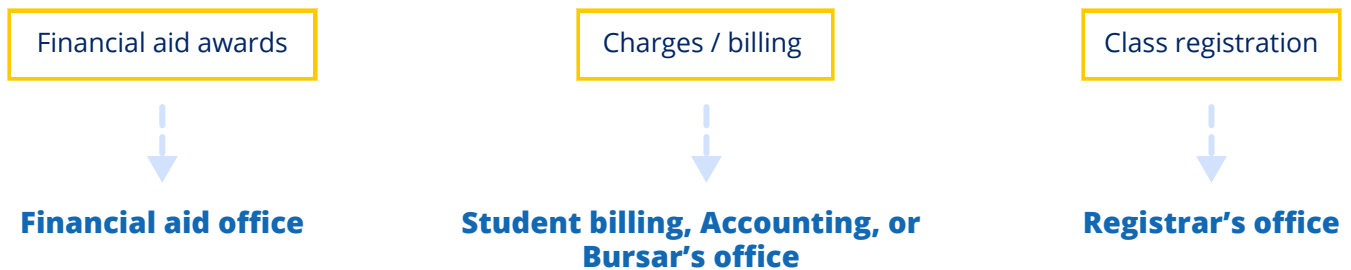


Guide to communicating with financial aid offices

Know where to go

Determine which office you need to talk to, based on your question/issue:



General tips

Prepare for your conversation

- Have your student ID number ready to provide
- Gather any information or documents you might need to reference
- Know what you are trying to ask or figure out

Choose your method of communication

- **In person** - going into the office when possible is the fastest and most efficient method to get help
- **Call** - another good option to receive support more immediately
- **Email or through student portal** - while it's good to have conversations in writing, it can take a while to reach a representative

Have your conversation confidently

- Start by providing your full name and student ID number
- Ask your question(s) as clearly as you can, and focus on how to resolve the issue
- Before ending the conversation, make sure you know what your **next steps** are
- When speaking in person or on the phone, always ask the financial aid administrator to send you a **follow up email with a summary of your conversation**

Specific topics

Click the link for more information and language to use for these specific issues:

- [Tuition deposit](#)
- [Deferring enrollment](#)
- [CSS Profile waiver request for noncustodial parent](#)
- [Financial aid appeals](#)
- [SAP appeals](#)
- [Taking time off from college](#)