

From: Tatom, Lisa J.
Sent: Monday, June 16, 2008 4:39 PM
To: 'Newtongal'
Subject: RE: Summer Financial Aid

Danielle,

A review of the on-line Financial Aid Question area confirmed your contact with this office.

On May 29, 2008, you asked for clarification on the number of hours required in order to receive summer financial aid. Further, you stated that you were enrolled in 3 hours for Summer I and 6 hours for Summer II and you did not want your aid to be affected by enrollment. On May 30, one of the aid office staff responded that you must be enrolled in 6 hours per session to receive aid.

While the information given to you was correct, it is also incomplete. It was assumed that with the information provided and no further contact, you would increase your Summer I enrollment so you would be able to receive the aid for that period. Generally, financial aid students adjust enrollment so that they can take full advantage of their awards or, if additional classes are not needed or available, they request a revision of aid to one session only awards. In your case, you remained in the previously stated hours so your aid was cancelled.

With the above facts, it is clear that you made effort to keep the office update; therefore, your Summer II 2008 aid has been reinstated. Your grant is ready to apply as payment to your Summer II expenses on July 2. In order to complete the processing for your loan, you will need to go to Loans-By-Web and proceed through the steps taken for your previous Stafford Loans. There is a link to Loans-By-Web from the Financial Aid Website.

I appreciate you sending an email so that this situation could be quickly resolved. There is adequate time for you to complete the loan process and for the funds to arrive before the first class day. If you have any further questions or concerns, please do not hesitate to contact me.

Have a great summer!

Lisa Tatom
Director
Financial Aid Office
Sam Houston State University
Office (936) 294-1750
Fax (936) 294-3668

GO Kats

From: Tatom, Lisa J.
Sent: Monday, June 16, 2008 12:14 PM
To: 'Newtongal'
Subject: Summer Financial Aid

Danielle,

Thank you for your email and the opportunity to look into your situation. I will do the research and reply later this afternoon.

Lisa Tatom
Director
Financial Aid Office
Sam Houston State University
Office (936) 294-1750
Fax (936) 294-3668

GO Kats

From: Newtongal [mailto:newtongal@yahoo.com]
Sent: Monday, June 16, 2008 11:44 AM
To: fao.tatom@shsu.edu
Subject:

Good morning Ms. Tatom,

My name is Danielle Newton and I am a junior here at Sam Houston State University. I recently applied and accepted Financial Aid for both summer session one as well as summer session two. I followed protocol, turned in all paperwork before hand and I am currently having issues with my aid. On May 22, 2008 I put it a request via samweb financial aid questions software asking about the required number of hours as well as the necessary protocol if the decision is made to attend only one of two sessions. I received a reply and sent an email again letting the financial aid office know that I would be unable to attend summer session one, but I will definitely be able to attend summer session two. My problem lies within the miscommunication of the staff. I recently checked samweb to confirm that my financial aid as indeed there for session two and it was not. I contacted the financial aid office this morning, explained the problem to the young lady and was assured that a counselor would just have to go in and correct the issue only to be told by a counselor that there was nothing she could do for me. She explained that whatever I was told was wrong and it was not her fault I received the wrong information. I just can not fathom how I followed correct protocol in a timely manner and I am just out of luck because of incorrect information that was explained to me by the financial aid staff. I have preregistered for the summer session two and it is imperative that I attend this session. My hands are tied because of an issue that I had no knowledge of. I am asking for your help in trying to correct this issue. Thanks in advance!

Sincerely,

Danielle Newton
Sam id:0326675