

FAQs related to COVID-19 impacted students

All Education Assistance Program (EAP) offices are currently closed to students and the public. EAP has moved to online and telephone responses until further notice. To better assist our students in this transition to remote services, below are some frequently asked questions, applicable to the Summer 2020 and Fall 2020 semester:

FAQs for New Students:

1. I am a high school student who will be graduating in May 2020. Can I apply to the Education Assistance Program?

Answer: Yes, you can apply. Please go to the Tohono O'odham Nation website and go to the Education tab, then go to Education Assistance Program then go to documents or visit this link to access the application and other required documents:

<http://www.tonation-nsn.gov/education-3/eap/documents/>

At the above webpage you will find all our required documents needed for the Fall 2020 semester. If you need to submit documents then please email those documents to

AskEAP@tonation-nsn.gov

FAQs for Continuing Students:

1. I emailed and/or called my Specialist, but have not heard back from them. Who do I direct my questions to?

Answer: All inquiries are being filtered by the EAP Manager and Senior Manager. To ensure your inquiry is answered in a timely manner, send all emails/documents to AskEAP@tonation-nsn.gov. Direct all phone calls to your respective offices main phone number: Sells: 520-383-6571, Tucson: 520-792-2099 .

2. I am a continuing student. Will I be able to attend school for Fall 2020?

Answer:

Yes, please continue to submit required documents by the July 15th deadline.

3. Due to the pandemic, I may not be able to submit all my required documents by the July 15th deadline. Can I still be funded if I turn in late documents.

Answer: Yes, as long as you have submitted your renewal application by July 15th, we will work with you to complete your Fall 2020 funding package. You can submit it now. Click here for the renewal application and email it to AskEAP@tonation-nsn.gov.

4. I have been in the work force for years and have decided to go back to further my education to obtain my Associates degree. Can I get EAP funding?

Answer: Yes, you can apply. Please use this link to access the application and other required documents needed for the Fall 2020 semester:

<http://www.tonation-nsn.gov/education-3/eap/documents/>

If you need to submit documents then please email those documents to AskEAP@tonation-nsn.gov

5. Can I submit an application if I am in default?

Answer: No, you will need to request and complete an audit of your student file, before submitting an application.

For audit:

- Submit official transcripts and request an audit of your student file to AskEAP@tonation-nsn.gov. An audit of your student file will review all transcript information matched to the funding you received from EAP/HE.
- In your email, identify that you are a student in default, include your phone number and the best time to call.
- Please understand, under the best conditions, audits usually are completed within a month to 3-month time frame depending on the number of current audit requests. They are prioritized in the order received. Students who initiate audits and are successful through the process usually begin their first classes under EAP in 6 months.

6. I was placed in default several years ago, for owing credits. What do I need to do to get back into EAP?

Answer: You will need to submit your last official transcripts and request an audit of your student file. Please see question 5 to learn more about the audit process.

7. Will EAP fund summer school?

Answer: Yes, EAP can fund summer school if there are funds left in your yearly allocation. No, if you have exhausted your yearly allocation. Depending on your school schedule and beginning date of your yearly allocation, this may effect total available funds to you.

8. My university is changing the grading system this semester due to the pandemic. I will only get a Pass or Fail (P/F) grade. Will this grade suffice?

Answer: Yes, the passing grade will be acceptable for your eligibility to continue with EAP.

9. Will a Pass/Fail grade affect my EAP funding?

Answer: If you receive a PASS (P) it will not affect your EAP funding.

If you receive a FAIL (F) you will need to provide documentation indicating the reason. Please fill out the Special Circumstances Waiver form to document the situation for your student file.

Please submit the completed waiver form to askeap@tonation-nsn.gov

10. I had to drop at least one class due to the pandemic, will I receive funding for Fall 2020?

Answer: Yes, we understand this unique circumstance. Please submit all required documents to complete your renewal application for Fall 2020.

11. If I'm unable to complete my semester because of the pandemic, will I have to re-pay funds awarded this Spring semester?

Answer: No, circumstances during your current semester outside of your control will not be held against you. Please fill out the Special Circumstances Waiver form to document the situation for your student file.

12. If I'm repaying a class that I failed during the Fall 2019 semester, will a Pass/Fail be accepted because of COVID-19 and how will it affect next semester?

Answer: If you receive a PASS (P) it will not affect your EAP funding.
If you receive a FAIL (F) you will need to provide documentation indicating the reason. Please fill out the Special Circumstances Waiver form to document the situation for your student file.

13. Since all casinos are closed will the Nation still provide EAP funding to students?

Answer: Yes, for this fiscal year, EAP funding has already been set aside. Please continue working to meet the deadline of July 15th. Submit all your documents through AskEAP@tonation-nsn.gov

14. At least one of my classes was changed from a *Letter Grade Class* to a *Pass/Fail Grade Class* because of the pandemic. Will I be able to retake this *P/F class* again next semester if I am in need of a *letter grade* for my GPA/Program?

Answer: Yes, you may and EAP will pay for it with no penalty against you. EAP will not require a letter grade for your eligibility for your next allocation. Please fill out the Special Circumstances Waiver form to document the situation for your student file.

15. Due to the pandemic, if I had to drop my class because of my inability to go online and finish the class, will I still be eligible for EAP funding and may I take this class again next semester?

Answer: Yes, you will still be eligible for EAP funding. Circumstances during your current semester outside of your control will not be held against you this semester. Yes, EAP will pay again for this class next semester with no penalty to you. Please fill out the Special Circumstances Waiver form to document the situation for your student file.

16. I have a 4 credit class that includes 1 credit for a lab. I am not able to meet my lab requirements because of the pandemic and will only receive 3 of the 4 credits. Will I be penalized when I apply for EAP funding next semester for not getting all 4 credits?

Answer: No, you will not be penalized. If the lab is a part of your requirements, EAP will fund your requirements at no penalty to you. Please fill out the Special Circumstances Waiver form to document the situation for your student file.

17. I completed this current semester and my circumstances have changed to prevent me from enrolling next semester because of the pandemic. I want to take a break from taking classes until Spring Semester 2021. Will this take me out of good standing with EAP and effect my future funding or caseload?

Answer: No, we understand circumstances have changed and there is not a clear picture to outline what the next school year will look like for our students. Please fill out the Special Circumstances Waiver form to document the situation for your student file.

18. I am in good standing for funding for next semester but want to decrease the number of credit hours I am taking because my circumstances have changed. Can I enroll for less than full time status?

Answer: Yes, you can enroll for less than full time and your status with EAP will not be effected. Your funding will be appropriate to the number of credit hours you are enrolled for.

19. Due to the pandemic, my current school location does not work with my situation and I want to transfer to a different school. Will that effect my EAP funding?

Answer: No, please submit all documents including those from your new school. Please be aware, any credits earned from a private institution may not transfer.

20. Due to the pandemic, I will need to change my program of study. Can I change my program of study without any penalty?

Answer: Yes, EAP will support the change in study.