

Frequently Asked Questions:

1. How can I speak with a staff member about my financial aid?

A. The staff of the financial aid office remain accessible virtually through [email](#) and phone (413-542-2296). Calling by phone, please leave a message and we will return your call as we are able. Newly admitted students can make an appointment through their Admission Admitted Student Portal (ASP). We look forward to receiving your questions and speaking with you during our remote working.

2. What options exist to request reconsideration of the financial aid offered?

A. You may ask us to review your financial aid award and the way we calculated your family contribution. Appeals must be submitted in writing. Because Amherst's aid program is need-based, the appeal must provide us a basis for reconsidering your application that was not included in your initial aid application. For example, if your family's 2019 circumstances have changed since the 2018 information was submitted, or you believe we've overlooked a particular situation, you should include this information in your letter. The letter (or [financial aid appeal form](#)) should address changes in circumstances, unusual expenses, special situations, or additional information not already presented in the financial aid application. The Financial Aid Appeal form is available in the "[Forms and Helpful Links](#)" section of the Office of Financial Aid website.

3. What options exist to request reconsideration for financial changes occurring in 2020?

A. If your family's financial situation has been impacted by Covid-19, you have the option of requesting review in January 2021 when you can provide a more complete picture of your calendar year 2020 finances. Your award is currently based on family income for 2018. If it is determined that there has been a year-long sustained decrease in income, any grant aid adjustment will include a full year of eligibility (the spring 2021 semester as well as retroactively to the fall 2020 semester).

4. Will the fall 2020 be remote and if so, what adjustments will be made to my cost and financial aid?

A. Amherst College leaders are investigating the medical and scientific recommendations to maintain the health and safety of the Amherst community. The campus will be opened to staff, faculty and students when it is deemed safe to do so. These decisions may occur in stages. College leadership is actively evaluating the conditions needed to make it possible to be on-campus in the fall. Sometime in June is the most realistic point, along with other colleges, to know what will be possible. Multiple variables will ultimately determine if the published cost should be altered. Students should continue with financial planning based on the [tuition](#) and [financial aid information](#) provided thus far.

5. Given the turmoil, I have missed the renewal aid application filing due date of March 1, 2020. What can I do now?

A. Renewal applications for the 2020-21 academic year will continue to be accepted throughout the spring. You should make every effort to complete all requirements before **June 1, 2020**. Late fees will be assessed on applications that remain incomplete after June 1. Application requirements can be viewed through the [Financial Aid Portal](#) and the [Documents and Messages](#) link.

6. How do I view my financial aid information?

A. You may use our online Financial Aid Portal to review the status of your financial aid application (through the "Documents & Messages" link) and award (through the "Awards" link). Your secure Financial Aid Portal can be quickly accessed through a labeled button on your Admission Application Status Portal (newly admitted students) or at www.amherst.edu/go/faportal, using the same online credentials used to access your Application Status Portal. If you have any problems accessing your Financial Aid Portal or if you have any questions about your application or aid eligibility, please email us at finaid@amherst.edu.

7. How does student employment work at Amherst?

A. Student employment at Amherst College is open to all students, regardless of financial aid eligibility. More than half of all students at Amherst work on campus at some time during the academic year.

Students are responsible for finding their own jobs. To do this, you can either look for postings online or you can also go to the department for which you are interested in working and talk directly with them. The major student employers include Dining Services, Frost Library, Mead Art Museum, Post Office, Campus Police, Athletic Department, Admission Office, Alumni Office, Music Library, and many academic offices.

8. How do I submit documentation for my financial aid file?

A. After you submit your CSS Profile, you will be able to upload documentation via IDOC. International applicants should use the financial aid portal to upload income and tax documents, if applicable. More information for International students can be found at https://www.amherst.edu/offices/financialaid/international_students.

9. How can I make corrections to my CSS Profile?

A. We understand that the numbers on the Profile may be estimates; we will update them with your actual tax forms that you submit to our office. If you have major changes or corrections that are not found on your tax returns, you can print the pages that need changing, write the changes on them, and email or fax the corrected pages to our office. Our email is finaid@amherst.edu and our fax number is 413-542-2628.

10. My portal indicates that I am missing a student W-2 but I submitted a W-2 Substitute.

A. If you listed wages on your aid application, we will need a copy of the W-2 issued to you by your employer. If you did not receive a W-2, please provide an explanation via email at finaid@amherst.edu.

11. How do I apply for financial aid at Amherst College?

A. Detailed instructions on applying for financial aid can be found on our webpage located at: https://www.amherst.edu/offices/financialaid/firstyear_transfer. Please choose the appropriate link on the left hand side of the page for more information.

12. Can I mail missing documents?

A. While we are working remotely, we request you email or fax documents to us as processing of paper mail will be delayed.

13. How will Amherst be distributing the recently announced Emergency Cash Grants for College Students as provided for in the CARES Act?

A. Making sure our students receive the most comprehensive support as possible, as soon as possible, is a top priority of the College. On Thursday, April 9th, the Department of Education outlined the process for obtaining funds allocated to the College, and we are working now to finalize how those funds will be used to support students. The funding is intended to support students impacted by the unanticipated shift to remote learning, and can be used to defray costs related to emerging technology, course materials, food, housing, and health care.