Frequently Asked Questions:

1. How can I speak with a staff member about my financial aid?
A. All financial aid staff will be working remotely during the fall semester, and staff will conduct appointments via Zoom. We invite current students to make an appointment through our online scheduling. Prospective students will be able to attend a zoom Financial Aid Information Session soon. You may also contact us via email (finaid@amherst.edu) or phone (413-542-2296). There will not be physical access to the Financial Aid Office for students during the fall semester. It is important that students read email communication from our office to stay up-to-date on deadlines and requests for necessary information needed to process financial aid. We look forward to receiving your questions and speaking with you during our remote working.

2. How do I view my 2020-21 financial aid details?
A. The Financial Aid Portal (FAP) is your resource for financial aid details, student expense budget, family contribution, document status and personalized messages. Students should review the portal periodically.

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. How will health insurance work while enrolled remotely?
A. All enrolled students will be billed for student health insurance. Financial aid recipients who cannot waive the insurance with existing family coverage, may request an Amherst College Health Scholarship. Highest need students will be eligible for medical copay reimbursements. Students with specific concerns about reimbursements for prescription copays should contact the Office of Financial Aid.

5. How will my financial aid be impacted by an external scholarship?
A. Amherst College meets full-demonstrated need and external scholarships first replace the student employment component of the standard financial aid award. For this year, all student effort, summer earnings as well as term-time employment, has been replaced with Amherst Scholarship. Given that all demonstrated need has been met with scholarship, to receive the maximum benefit from your external scholarship, ask the scholarship donor if their funds can be deferred to future years and/or be used for a computer purchase. Written authorization from the scholarship should be sent to finaid@amherst.edu. Outside scholarships cannot replace family contribution.

6. How do I request a refund on my account?
A. Students who have an anticipated credit on their student account can request a refund by sending an email to finaid@amherst.edu. Students who have a credit fully available on their account can request that credit directly through the Student Accounts Office by sending an email to studentaccounts@amherst.edu.

7. 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.