

**WARTBURG COLLEGE**  
**FREQUENTLY ASKED QUESTIONS (FAQs) REGARDING**  
**EMERGENCY FINANCIAL AID GRANTS AND UKNIGHT FOR STUDENTS FUND**  
**MAY 12, 2020**

**Q. How was the amount of my grant determined?**

A. We considered a combination of factors for each student, including, but not limited to the following:

- Disruptions of campus operations
- Financial need
- Any request made through the UKnight for Students Fund

We tried to be as fair and consistent as possible with the available resources, based on the information we had available.

**Q. Why is my check amount different than the amount I requested through the UKnight for Students Fund?**

A. Your check amount may be more or less than the amount you requested from the UKnight for Students Fund. The checks issued by the College include the UKnight for Students Fund awards and the emergency financial aid grants, both of which were individually decided based on the criteria outlined above.

**Q. Why is my check amount different than the amount my friend received?**

A. Your check amount may be more or less than other students. We considered a variety of factors, particularly those mentioned above, to determine your award, which resulted in a range of award values.

**Q. Will I be receiving a refund for any unused room and board, beyond the check I received?**

A. No. We have taken a holistic approach to providing the check each eligible student received, which considered a combination of factors for each student, including, but not limited to the following:

- Disruption of campus operations
- Financial need
- Any request made through the UKnight for Students Fund

We tried to be as fair and consistent as possible with the available resources, based on the information we had available.

**Q. Will there be an opportunity to apply for additional grants from the UKnight for Students Fund?**

A. No. If a student is concerned about their ability to pay for college (this year or next), please contact the Financial Aid Office ([finaid@wartburg.edu](mailto:finaid@wartburg.edu)). If you have not already received your financial aid offer for the 2020-21 year, please click the “Finances” tab on My.wartburg to access NetPartner and view what is needed to complete your file. If you still have questions, contact the Financial Aid Office.

**Q. Where was my check sent?**

A. If you are still on campus, the check was sent to your campus mailbox. If you are not on campus and have a U.S. mailing address on file, it was mailed there. If you are not on campus and have an international mailing address on file, it was mailed to the forwarding U.S. address you provided before you left campus, otherwise we emailed you to determine the best way to deliver your grant to you.

**Q. Why did it take so long to receive my check?**

A. We took a very personalized approach, taking into consideration specific information for each eligible student. We believe this individual attention is consistent with what makes Wartburg Worth It.

**Q. Why did you send me a check when you could have applied it toward my student account balance?**

A. Some of the funding came from a federal grant requiring us to give these funds directly to students. You are welcome to use these funds toward any outstanding student account balance by depositing it into your bank account and making a payment to Wartburg College. Checks should be mailed to Wartburg College, Attn: Business Office, 100 Wartburg Blvd, Waverly, IA 50677. Please include your student ID on the check.

Online payments can be made through our online partner, CASHNet (see <https://info.wartburg.edu/Portals/0/Public/cashnet.pdf>).