

Financial Aid Office FAQ's during COVID-19

Updated (4/7/20): We are continuing to closely monitor the rapid changing Novel Coronavirus (COVID-19) situation. We want to provide you with some updates to our frequently asked questions and answers regarding our operation during this time.

Q1: Is the Financial Aid Office still open?

A1: No. The office is not open, but we are still processing financial aid remotely.

Q2: What are the Financial Aid Office hours?

A2: We are working remotely during our regular business hours. Regular hours are M – TH (8a.m. – 6p.m.) & F (8a.m. – 5p.m.).

Q3: How can you reach the Financial Aid Office?

A3: We are working remotely and are able reachable through; Email (finaid@gwc.cccd.edu), Phone (714-892-7711) and through our Virtual Counter (Cranium Café - <https://gwc.craniumcafe.com/login>).

Q4: Is Financial Aid still hosting events on campus like the FAFSA Workshop?

A4: No. We will not host any events as we are striving to prevent large gatherings. We are looking into hosting online web events instead. Check out our website for a variety of resources and videos. If you need assistance with your FAFSA/Dream Act application, please follow up with us through our Virtual Counter (Cranium Café - <https://gwc.craniumcafe.com/login>).

Q5: How do I submit my documentation online?

A5: Please log on to your MyGWC account and click on the Financial Aid tab. Select the 19-20 school year and upload your required documents to your student account. You can also email documents to our office email at FinAid@gwc.cccd.edu. If you have any questions, feel free to contact us using any of the methods from question #3 above.

Q6: Will I still receive my financial aid disbursements?

A6: YES! Financial Aid is still refunding students. Please check the refund calendar for upcoming dates.

Q7: How do I submit my appeal?

A7: The student appeal forms are emailed to your student email accounts. Fill out the form and submit it by email to FinAid@gwc.cccd.edu. If you need a counseling appointment, please email us with your student ID# so we schedule a virtual appointment with you.

Q8: I am a DACA student, can I still apply for a DACA Emergency Grant?

A8: Yes. All eligible students are emailed the application to their student email. Fill out the form and submit it by email to FinAid@gwc.cccd.edu.

Q9: I am having trouble with my BankMobile Vibe Account. Who do I contact?

A9: Please contact BankMobile directly. You can log onto your BankMobile account through your MyGWC portal or you can call them at 1-855-763-6404.

Q10: I am a Federal Work-study (FWS) student, can I still work?

A10: No. FWS will not be working during this time. We will still pay FWS for the regular scheduled hours that they would be working if the campus was open. Please submit your timecards on the 10th of the month.