

How-to guide: Financial aid for college office hours

OCTOBER 2020 - JUNE 2021

TOOLKIT STEPS

BY OCTOBER 16, 2020

- Schedule regular times for at least one school staff person to be available for drop-in office hours for financial aid for college application completion each month from October through June. These can be held in-person or virtually depending on your school's reopening status. Consider:
 - Holding some of them in the evenings so families who work during the day don't have to miss work, and others during the day so that families who work during the evenings don't have to miss work.
 - Holding them regularly (e.g. calling them Financial Aid Fridays and hosting them every other Friday) so that students and families can easily keep track of when they can get support.
- Schedule a training session for all school staff who will be at any of your office hours. Consider:
 - Ensuring that your school counselor and at least 2-3 other school staff attend a training about how to support students to complete their financial aid for college applications. We will be hosting virtual trainings available to staff from schools that are utilizing this Toolkit to drive financial aid for college completion during the 2020-21 school year. Sign your school up for access to these trainings [on our website](#).

BY OCTOBER 31, 2020

- Hold office hours at least once this month.

BY NOVEMBER 30, 2020

- Hold office hours at least once this month.

BY DECEMBER 31, 2020

- Hold office hours at least once this month.
- Identify the seniors who have not yet attended office hours or a financial aid completion night and reach out to them individually.

BY JANUARY 31, 2021

- Hold office hours at least once this month.
- Identify the seniors who have not yet attended office hours or a financial aid completion night and reach out to them individually.



TIMELINE – Sign up for access to the fall trainings in October 2020. Sign up for access to the spring trainings in early January 2021.

- Having your school counselor and other school staff who attend a training lead the prep so that all staff know how to answer common questions students and families have, what forms students will need to have with them, and how to support students who need to respond to verification requests after they submit their applications. If your school needs additional support on how to best support families to complete the FAFSA, NYS Application for TAP, or NYS DREAM Act forms, contact [the New York State School Counselor Association](#), [the New York State Financial Aid Administrators Association](#), or [New York Cares](#). In addition, many community-based organizations and colleges/ universities (including SUNY and CUNY locations) in your area may offer financial aid completion services for free.

Use these templates to post in English and Spanish about your school's office hours on your social media accounts

○ **BY FEBRUARY 28, 2021**

- Hold office hours at least once this month.
- Identify the seniors who have not yet attended office hours or a financial aid completion night and reach out to them individually.

○ **BY MARCH 31, 2021**

- Hold office hours at least once this month.
- Identify the seniors who have not yet attended office hours or a financial aid completion night and reach out to them individually.

○ **BY APRIL 30, 2021**

- Hold office hours at least once this month.
- Identify the seniors who have not yet attended office hours or a financial aid completion night and reach out to them individually.

○ **BY MAY 31, 2021**

- Hold office hours at least once this month.
- Identify the seniors who have not yet attended office hours or a financial aid completion night and reach out to them individually.

○ **BY JUNE 30, 2021**

- Hold office hours at least once this month.
- Identify the seniors who have not yet attended office hours or a financial aid completion night and reach out to them individually.