



Publication Date: March 20, 2020

DCL ID: 2020-09

Subject: GSFC Operations and Communications Plan/Update

The Georgia Student Finance Commission is continuing operations during these uncertain times and remains committed to providing services to Georgia's students, high schools and eligible postsecondary institutions. We have implemented multiple social distancing strategies for the protection of our employees and continue to expand our online offerings to provide the services and information that our customers need.

We are working with GADOE, USG, TCSG and GICA regarding current situations for Spring term 2020. We are examining potential scenarios that may affect student academic eligibility for the state aid programs, including HOPE and Zell Miller Scholarship and Grant programs, in conjunction with statutory and regulatory requirements. Additionally, we are considering options for student borrowers of the state loan programs. In this early stage of the COVID-19 situation, we are considering the options available and seeking guidance from State leadership.

As updates are available, we will communicate through GAfutures and additional Dear Colleague Letters.

We want to provide as much consideration and flexibility as possible so that you can continue to serve students and partner with Georgia's high schools, home study programs and eligible postsecondary institutions.

Online services

To better serve our students and borrowers, we are implementing a new **chat feature** on our GAfutures.org website to provide assistance with our state aid programs and on our state loan servicing website, Pathways2GSFA.org. Currently the chat is available on the Pathways2GSFA site and will also be available on GAfutures.org beginning Monday, March 23, 2020. The chat will be live during regular business hours. During non-business hours, it offers a quick way to email our team. This will be great for students and parents.

For high school and postsecondary professionals, we are glad to assist via email and receive secure emails when you need to submit program or application information.

Email Contacts:

Program Administration and Regulations	programadmin@gsfc.org
Dual Enrollment - Application Assistance	dualenrollment@gsfc.org
Originations & Disbursements	oandd@gsfc.org
Loan Servicing	customercare@gsfc.org
Grant & Scholarship Documents	gandsdocs@gsfc.org
Outreach	outreach@gsfc.org

Communications

As program guidance becomes available, we will post updates to the GAfutures website.

The following webinars are available for students and parents in place of cancelled FAFSA and Financial Aid events. Please feel free to share the webinar information with your students and parents.

- The FAFSA: Wednesday, March 25, 2020 - 10:00 a.m. and 6:00 p.m.
- GAfutures Overview: Thursday, March 26, 2020 - 10:00 a.m. and 6:00 p.m.
- HOPE Programs: Thursday, April 2, 2020 - 10:00 a.m. and 6:00 p.m.

Visit gsfc.eventbrite.com or contact outreach@gsfc.org to register for the online sessions. *These sessions will also be recorded and will be made available via GAfutures.org.*

We are considering additional webinar options for high school and postsecondary professionals.

High school professionals should have access to the new GAfutures High School Functions' Resources module. School District or Institutional Administrators must provide access through GAfutures Admin Functions.

Postsecondary professionals should have access to the new GAfutures Postsecondary Functions' Resources module. Institutional Administrators must provide access through GAfutures Admin Functions.

Thank you for your patience during this time.

Sincerely,



Andy Parsons
Interim President