

FAQ

We understand our students have many, many questions about new procedures being implemented as Lake Area Tech moves to an online learning environment. Rest assured, we are using every tool at our disposal to make our students' online experience satisfying and, above all, successful. Below are answers to the most frequently asked questions we've received to date. We'll be adding additional questions and answers in the coming weeks. **Students** – please check your email as that is the primary form of communication with you at this time. Many of these questions are being answered by your instructors in via email.

Financial Aid

I am receiving Veterans Education Benefits. Will these continue as normal as we transition to online for the remainder of the semester?

At this point the VA School Certifying Officials have been directed not to change any certifications with the VA. There are some upcoming webinars in the next week that will provide more guidance. As we have more information, Julie Forman, VA School Certifying Official will share that information with the students receiving VA Education Benefits.

I am a Federal Work Study Student. Can I continue to work or will I get paid?

An e-mail was sent on March 24th to all Work Study students who have been actively working during Spring Semester. Work Study Supervisors were also sent an e-mail explaining the changes due to COVID-19.

The Department of Education is allowing schools to continue to pay students even though they may not be allowed to return to campus. Since students are not allowed to be on campus, those that were working will continue to be paid. Earnings will be based on either scheduled hours or average hours. We will look at each student individually.

If your Work Study Supervisor is able to utilize you by having you work remotely for them, we encourage them to do so! For example, if a student could assist with some computer programming or assist with producing videos for course instruction, etc. and can do so remotely, you could continue to work if your Supervisor wants to utilize you.

If you have questions about the upcoming Work Study pay periods, please contact Marlene Seeklander, Director of Financial Aid.

I still need to complete the 2020-2021 FAFSA (Free Application for Federal Student Aid) and need help, what should I do?

Even though we aren't able to meet with you individually and provide the hands-on assistance that we are accustomed to providing, **we're still here to help you!** You can complete the 20-21 FAFSA at www.fafsa.gov. Make sure you select the 2020-2021 FAFSA and have your FSA ID and password available. We encourage you to complete it by our April 1st priority date.

You can still call us at 800-657-4344 or 605-882-5284 from 8 a.m. to 5 p.m. (Monday-Friday). If you're working on it at night or on the weekend and don't want to wait to call us when we're in the office, you can always call 1-800-4-FED-AID (800-433-3243) and they can assist you.

What do I do if I don't remember my FSA ID and password for the FAFSA?

You can go to the fsaid.ed.gov web site and select "Manage my Password." If you don't remember your FSA ID, click on "Forgot My Username" and if you forgot your password, click on "Forgot My Password." If you are still having technical difficulties with your password, check out the Frequently Asked Questions via this link: <https://fsaid.ed.gov/npas/pub/faq.htm> or call 1-800-433-3243.

What's the best way to contact the Financial Aid Office during this time?

You can call or e-mail our office like usual! We're here to help you!

Our general e-mail is FINANCIALAID@lakeareatech.edu and is monitored by a Financial Aid staff member.

Please call us at 1-800-657-4344 or 605-882-5284. Individual extensions are listed below:

Carrie Jordanger	Ext. 254
Julie Forman	Ext. 301
Lisa McPeck	Ext. 274
Marlene Seeklander	Ext. 255

How do we make tuition payments?

Tuition payments are to be completed online on MyPortal. Select the Student tab, then the My Finances tab. If you have any questions, please email susan.gaulrapp@lakeareatech.edu.

Build Dakota

Will the Build Dakota scholarship cover the cost of a laptop if a student needs one to finish the year?

For our current BD students, since the laptop wasn't part of the faculty's program requirements, the answer is no. We budget the per student BDS cost based on the formula provided by the bookstore/faculty. For students who will be graduating in May, we've already completed our paperwork/payments for them in January when we made our final payment for spring semester. The deadline to apply for scholarships, including Build Dakota, is April 15.

Laptop/Internet Help

The Lake Area Tech IT Department has developed a comprehensive FAQ page addressing laptop and internet support questions: <https://www.lakeareatech.edu/laptop-info-covid-19/>

Resources for Assistance

What if I need financial assistance?

An Emergency Loan Fund has been established for Lake Area Tech students who are in need of financial help. For more information please contact Lake Area Tech Director of Enrollment Eric Schultz either by phone: 1-800-657-4344 ext. 228 or by email: eric.schultz@lakeareatech.edu.

Is the cafeteria open for students staying in Watertown?

Lake Area Tech will have a small number of staff on campus for daily operations. At this time, the Lake Area Tech Market 65 will also be open for grab and go breakfast or lunch only. Go to <https://www.toasttab.com/market-65-lake-area-technical-institute> to place your order. Your order will be delivered to the Student Center entrance with your name on it for pick up.

What if I'm struggling with my mental health?

What if I am stressed out and am having a hard time dealing with everything that is going on?

Great news! Your mental health is very important to us. We know this is a stressful time, so we will continue to provide mental health services by phone, email, or video-conferencing. We can help with everything from how to deal with social isolation to financial burdens, and anything in between. Call or text either Jessi Whetsel at 605.237.8425 or email her at atjessi.whetsel@lakeareatech.edu or call/text Stephanie Danielsen at 605.237.0659 or email at stephanie.danielsen@lakeareatech.edu to set up a time.

Need help immediately with thoughts of suicide? Call 1-800-273-8255 or text 741741.

Here are some great Apps to put on your phone to help your stress: Virtual Hope Box, Breathe, Mindshift, and Moodpath

Students

Students, please check your email DAILY. Your instructors will be in touch regarding online instruction, how to access it, and many other details regarding your program.

How will I get my tools/books?

Students whose programs require tools will be contacted by their instructors regarding collecting their tools, books, and other school-related items.

Will there be graduation?

Unfortunately, we don't anticipate an in-person ceremony in May, however, we are working on alternative ways to celebrate and graduates will be notified just as soon as those details are worked out.

How do I return library/program items?

Students will be notified through email when it is safe to return to campus and return library books, program items, etc.