

HEERF III Student Survey to Students with Balances - Sent 7/29/21 and 7/31/21

Subject Line: Apply for emergency assistance with your Southwest account balance today!

I am elated to inform you that, thanks to U.S. Department of Education Higher Education Emergency Relief Funds, the College is accepting applications for emergency grant aid to help clear **your outstanding Southwest student account balance**. Our records indicate that on 7/28/21 you had an outstanding balance and **may be eligible to have up to your entire balance cleared so that you may continue your studies this fall!**

Apply for assistance online now as emergency funds are limited and given out on a first come, first served basis until funds are depleted. It's easy and secure. If you are approved for assistance, you will be notified within three weeks at your Southwest email, so check back often.

HEERF funds are emergency grants and do not require repayment. To apply for assistance, please follow these steps to complete the two-question survey:

1. Log into your [My. Southwest](#) portal.
2. Click the Self-Service icon.
3. Click the Personal Information link (if you are not automatically redirected to it).
4. Click the 'Answer a Survey' link.
5. Complete the brief two-question HEERF III survey.
 - a. Question 1 allows you to request assistance.
 - b. Question 2 allows you to authorize the aid to be applied to your outstanding Southwest balance prior to any refunding.

Once approved for assistance, you will receive additional emails detailing how to register for Fall classes and whom to contact for assistance. More emergency financial assistance may arrive later this fall. Ensure you are ready and eligible to receive it should you need it. Complete the [FAFSA](#) or [Free Application for Federal Student Aid \(FAFSA\)](#) today! Enter our school code: **010439**.

For more information on the emergency assistance application process, please email CARES@Southwest.tn.edu. For more financial aid information, email financialaid@southwest.tn.edu or call (901) 333-5960.

We hope you come back and move forward at Southwest this fall!

Sandra Wallace
Executive Director, Business Services

HEERF III Student Survey to Students - Sent 8/30/21

Subject Line: Apply for emergency financial assistance with your Southwest Fall account balance today – Survey closes Thursday at noon!

Great news! Southwest is providing financial assistance to help you pay your remaining fall balance, but you must act quickly. Our records indicate that you have an outstanding balance and **may be eligible to have up to your entire balance cleared so that you may continue your studies this fall!** Funds are limited and will be awarded on a first come, first served basis. You only need to complete a short survey to apply for the assistance. **DEADLINE IS THURSDAY, SEPT. 2 at NOON.**

This assistance is a grant provided by the U.S. Department of Education Higher Education Emergency Relief Funds. You do not need to pay this money back, but you must apply to receive assistance. This is a last dollar award and will be applied after all other aid has been awarded on October 15. **If you apply, qualify for assistance, and authorize the funds to be applied to your outstanding balance, your classes will be held. The grant will be paid October 15 but if awarded, we will notify you by Friday, Sept. 3.**

Apply online today. It's easy and secure! Here is how to do it:

1. Log into your [My. Southwest](#) portal.
2. Click the Self-Service icon.
3. Click the Personal Information link (if you are not automatically redirected to it).
4. Click the 'Answer a Survey' link.
5. **Complete the brief two-question "HEERF III Emergency Registration Assistance" survey.**
 - a. Question 1 allows you to request assistance.
 - b. Question 2 allows you to authorize the aid to be applied to your outstanding Southwest balance prior to any refunding.

If awarded and you chose to have your award applied to your account, your classes will be held pending processing of this grant so that you are not dropped for non-payment. If you opt to not apply the assistance to your outstanding balance, be reminded that fee payment deadline is this Friday, September 3, and any students not satisfying by the deadline will lose their classes Sunday, September 5. If awarded, the grant post to your account October 15 to pay your remaining balance after all other awards have been posted.

For more information on the emergency assistance application process, please email CARES@Southwest.tn.edu or call the Cashier's Office at 901-333-5292.

Have a great semester!

Sandra Wallace
Executive Director, Business Services

HEERF III Student Survey to Students - Sent 12/1/21

Dear <Student_Name>,

The U.S. Department of Education (USDOE) released guidance related to HEERF emergency grant funding to higher education institutions to assist students with any component of the student's cost of attendance or for emergency costs that arise due to coronavirus, such as tuition, food, housing, health care (including mental health care), or child care.

HEERF funds are emergency grants and do not require repayment. Students may request funding by following the steps below.

1. Log into your [My.Southwest.tn.edu](https://my.southwest.tn.edu) portal.
2. Click on self-service: Registration / On-line Services
3. Click on 'Personal Information' link (if you are not automatically redirected to it)
4. Click 'Answer a Survey' link
5. Complete the 'HEERF III' survey questions
 - There are two questions:
 - Question 1 allows you to request assistance.
 - Question 2 allows you to authorize the aid and apply to your student account prior to any refunding.
6. Click 'Complete Survey' button

Award amounts vary and are based on the number of applications received and amount of available funding. Pell Grant eligibility status is also considered to meet USDOE's requirement to prioritize students in exceptional need. The fall term survey will remain open until Tuesday, December 14, 2021. Students requesting assistance must do so by this date.

If you have any questions, please contact the Bursar's office at 333-5292.

Thank you and be well.

HEERF III Student Survey to Students - Sent 3/11/22

Subject Line: Apply for emergency assistance with your Southwest account balance today – Complete 2 question survey

Great news! Southwest is providing financial assistance to help you pay your balance, but you must act quickly. Our records indicate that you have an outstanding balance and **may be eligible to have up to your entire balance cleared so that you may continue your studies!** Funds are limited and will be awarded on a first come, first served basis. You only need to complete a short 2-question survey to apply for the assistance. **DEADLINE IS THURSDAY, MARCH 24TH.**

This assistance is a grant provided by the U.S. Department of Education Higher Education Emergency Relief Funds. You do not need to pay this money back, but you must apply to receive assistance. This is a last dollar award and will be applied after all other aid has been awarded, no later than April 29. **If you apply and qualify for assistance, we will notify you by Friday, March 25th.**

Apply online today. It's easy and secure! Here is how to do it:

1. Log into your [My. Southwest](#) portal.
2. Click the Self-Service icon.
3. Click the Personal Information link [TOP OF SCREEN] (if you are not automatically redirected to it).
4. Click the 'Answer a Survey' link.
5. **Complete the brief two-question "HEERF III Emergency Registration Assistance" survey.**
 - a. Question 1 allows you to request assistance.
 - b. Question 2 allows you to authorize the aid to be applied to your outstanding Southwest balance.

For more information on the emergency assistance application process, please email bursar@Southwest.tn.edu or call the Cashier's Office at 901-333-5292.

Thank you and be well!
