

General Questions

1. Question: When will I be able to see my summer Pell on my Pantherweb?
Answer: Summer awards will be available on Pantherweb by the end of the week of April 7th, 2020. If you do not see awards by then, you may need to check your account for outstanding documents.
2. Question: When are disbursements occurring?
Answer: There has been a slight change to some disbursement dates. Please click [here](#) to see the correct dates for the rest of the Spring term.
3. Question: I am a High School student where can I get information regarding scholarships?
Answer: Please click [here](#) to review scholarship information. If you are unable to locate the answer to your question, please send an email to: scholarships@palmbeachstate.edu
4. Question: I need assistance completing my FAFSA?
Answer: Your health and safety is important to Palm Beach State College and due to the social distancing recommended by the CDC, we are not able to assist you in person at this time; however, you may contact the Student Aid help desk at 1-800-433-3243 to receive assistance. An additional resource can be found by viewing the FAFSA [videos](#) on our website. If you are ready to complete your FAFSA application click [here](#) . If you have specific questions regarding your FAFSA application, you can email faocent@palmbeachstate.edu and a financial aid representative will follow up with you.
5. Question: I am a work-study student and I can't be on campus as the College is now offering remote instruction due to the Coronavirus. Will I continue to get paid?
Answer: Student workers (Work-Study and Student Assistants) who are unable to work their scheduled hours due to the Coronavirus should contact the Financial Aid Office at faocent@palmbeachstate.edu or 561-868-3330 or reach out to their direct supervisor. LiveChat is open during business hours to answer your questions or visit the Q&A Financial Aid COVID-19 Web page. Students are strongly urged to read their email for financial aid and College updates.

PSAV/Clock Hour Students

1. Question: The College suspended courses and student attendance for one week (March 16, 2020 – March 20, 2020), how will I make up the missed hours?
Answer: Since all PSAV/clock hour programs are different the answer may vary. Please reach out to your Instructor or Program Director for guidance.
2. Question: My Clock hour program began August 2019 and is scheduled to finish November 2020. Should I complete the 2020-21 FAFSA application?

Answer: Since your program runs within two Award years (2019/20 and 2020/21), you should apply for 2019/20 FAFSA and 2020/21 FAFSA. If eligible, you would be able to receive funds from both award years. Please visit www.FASFA.ed.gov to complete the Free Application for Federal Student Aid (FAFSA).