Frequent Questions or Problems

FAQ

Q: I can't find my student in MyConnect in the SAP appeal list.

A: Financial Aid may not have added the student in MyConnect. Contact Svetlana Veljkovich, veljkovichs@umsl.edu, and ask her to review the student's suspension and make sure the student is in MyConnect.

Q: My student does not understand why their financial aid was suspended.

A: The most common reasons for suspension of financial aid are:

- Low GPA: Graduate students must have a minimum cumulative GPA of 3.00.
- Failure to complete credits in the prior semester. If a student does not complete any classes or fails classes, financial aid will be suspended for future semesters.
- Maximum Timeframe. Graduate students are expected to complete a master's degree within 54 semester hours.
- More information is provided hereLinks to an external site..

Q: My student got a notification of suspension of financial aid because the student exceeded the hours for the degree, but the student is pursuing a second graduate degree (or a degree and a grad certificate).

A: This is common. Please contact Svetlana Veljkovich, veljkovichs@umsl.edu, and explain this situation.

Q: The SAP appeal form seems wrong.

A: It is likely the undergraduate SAP Appeal form. Ask the student to complete the graduate SAP Appeal formLinks to an external site.

Q: I followed your instructions to upload the form in MyConnect, but I cannot upload the form in MyConnect.

A: You may not have permission to upload SAP Appeal Forms. Graduate Program Directors typically have this access. You can contact Elizabeth Sampson, sampson@umsl.edu for MyConnect help.