

# 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](mailto: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](mailto: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](mailto:sampson@umsl.edu) for MyConnect help.