**Chat for training**

“A” for Advisor

“V” for Visitor

## Chat

A: Hi, welcome. What can I do for you?

V: Hello sir

A: Yes?

V: I have a denied transfer admission.

V: Bit I met assured admission req?

V: What is wrong?

A: Let me check. Your name please?

V: Peter Parker.

A: OK. Please wait.

A: Hi Peter, I’ve checked your admission, it meets the “assured admission” of UH, but it does not meet the requirement of the major you wanted. For Cullen/Business, you need a 3.25 overall, compared to CLASS where you need a 2.5.

A: I think you may consider changing your major and apply again.

V: OK, thenk you for your help.

## Chat

A: Hello, good morning. How may I help you?

V: I am currently a student at UH College of Education. Want to transfer to the Bauer business school.

A: Sure. You can do that. May I know your name please?

V: Daniel Smith.

V: I will have 34 credits at the end of this semester. The baser information site has confusing gpa requirements.

A: Hi Daniel, it doesn’t matter. I will help you. Please wait.

A: I checked that the transfer to Bauer business school needs 3.25 GPA

V: Oh, but I should have a 3.0 GPA by the end of this semester.

V: Is this OK? Or should I wait till next semester and a higher gpa to change majors?

A: Sorry, I think Bauer business is pretty strict about the 3.25, as bauer is becoming more popular and respected. And you cannot change your major to pre-business after you hit 45 credits. So I think you may not be able to do that unless you can get 3.25 GPA by the end of this semester. Sorry for that.

V: Oh god.

V: OK. Thanks anyway.

A: You are welcome.

## Chat

A: Hello, Peter. This is advisor David. How can I help you?

V: Hi.

V: I’m an international student. I have received admission to UH and have been offered a research assistantship by a professor.

A: Great. Congrats. What’s your inquiry?

V: I am wondering if I should try to obtain an In-State Tuition waiver before classes begin.

V: I have learned that there is a form that needs to be submitted within the first 10 days of classes.

A: Oh, let me check, please wait.

A: Hi Peter, thanks for waiting. I think you will automatically get in-state tuition waiver. You don’t need to do anything.

V: Wow! That’s great! Thank you!

A: You are welcome. Anything else?

V: No, thanks, have a good day! Bye!

## Chat

A: Hi, James. My name is Lisa. Glad to assist you.

V: Hi, Lisa. Nice talking to you.

A: Nice talking to you too. What’s your inquiry?

V: I want to know if transfer admissions only for the fall and summer term?

A: No, we have Spring transfer too. Why are you asking?

V: Because while browsing the transfer admissions page, there weren’t any deadlines or talk of admission for the spring term.

V: So Will I be able to transfer for spring 2023?

A: Yes.  The deadline won’t be posted until the fall class is in. But you will have this chance in Spring 2023.

V: Great. Thank you.

## Chat

A: Hi, Masminos. This is Bob. How can I help you?

V: Hi Bob, I applied exactly 1 month ago to Bauer & still haven’t heard back.

A: Let me see.

A: Sorry, seems I cannot fine your profile. What is your real name please?

V: Oh, Daniel Wong.

A: OK. Please wait.

A: Hi Daniel, thanks for waiting. I checked your application. Seems it is still in reviewing process. Have you checked with admissions office about this?

V: Not yet.

A: OK. Basically it needs one month. If you haven’t heard back yet, you can call the admission office to confirm. Do you have their phone number?

V: OK. Yes. I have their number. Thank you very much.

## Chat

A: Hi dear Oden, this is Mary. What can I do for you?

V: Hi Mary.

V: I applied to UH in November and got accepted, but I'm worried that my grades in AP Cal and AP Bio will put my acceptance in jeopardy.

A: Why do you worry about that?

V: I didn't manage to do well in those specific classes. I don't necessarily need them to graduate high school and I'm worried about how it will affect me.

V: From what I've seen on this sub, I will only get rescinded if I don't graduate high school? I don't really know.

A: Ah. Don’t worry, if you can graduate high school, that will be fine.

V: So it really only affects me if I don’t graduate High School?

A: Yes.  If you got accepted already, it won’t affect you.

V: Great. Thank you.

## Chat

A: Hi Raymond, this is Lisa. Good morning. How can I help you today?

V: Hi I’m a senior in hs, just got rejected. Checked my application status on the portal and it said I did not meet admission requirements.

V: I’m a little confused because UH was the one school I was certain I could get into. I have a 3.8 GPA, top 20%.

A: OK, let me check. What’s your full name please?

V: Raymond Watson

A: OK, please wait.

A: Hi Raymond, thanks for waiting. I checked that you did not submit test scores. Is this correct?

V: Yes. But it says the test scores are optional?

A: Yes. It is optional. But UH only uses core classes for test-optional admissions. I think your GPA includes electives. So after recalculation your final GPA is 2.8 which does not meet the minimal requirement for the Major you applied for.

V: Oh god. What should I do?

A: Sorry for that. I think if you want you can try to apply again for another major which does not have a very high requirement. Or you can try to forward your application to other universities.

V: OK. Got it. Thank you all the same.

## Chat

A: Hi, David here. How can I help you?

V: Hi, I was rejected from my major for my fall 2023 application.

A: Yes?

A: Hello? Are you still there?

## Chat

A: Good afternoon. How can I help you?

V: Hi, I want to decline my admission. How to do that?

A: OK. Before that would you tell me why you want to decline it?

V: I got admitted from UT and decide to go there.

A: OK. Congrats. Yes you can decline your admission. Just go to the A&M portal and click the “decline” button of you admission there.

V: OK. Thank you.

## Chat

A: Hi there. This is Peter. What can I do for you?

V: Jay Mark

V: Want to check if I am not accepted into computer science.

V: Just got an email says I meet the requirements for Supply Chain & Logist T, BS

A: Hi Jay, yes I checked and you are accepted by Supply Chain & Logist T, BS as major. That was also a major selected in your application.

V: How can I get to CS if I want?

A: Even if you aren't accepted into the major, you can still take the lower level courses while you work toward meeting the requirements to switch. If you do well on core courses then you can try to switch majors. It won’t be too hard.

V: OK. Thanks sir.

## Chat

A: Hello. James here. How can I help you?

V: Hi, I have a stupid question. Do UH students get free admission to the Houston Zoo?

A: 😊 Yes, of course. When you got to the ticket booth, there will be a line that has a “UH student” sign. Just go there and show them your student id. They’ll check it and give you an entrance ticket.

V: Sounds good! What if I don’t have the Physical student ID?

A: You can get your Student ID from CougarCard office. Across the street from the Rec Center.

A: Or, you can also print you blackboard/acceptance letter/schedule, there will be a student ID there.

V: Okay perfect! Thank you so much!!

## Chat

A: Hi, Adam, this is Lucas, how can I help you today?

V: Hi sir.

V: I have applied to the University of Houston for Masters in Computer Science as an international student on December 7th. But did not get any reply. Does this mean I am rejected?

A: Oh, don’t worry. The review work has not been started yet. We usually review the applications in January. So I think you may receive a reply soon in February.

V: Ah, OK. Thanks for you info.

## Chat

A: Good morning. How can I help you, Mary?

V: Hi, I know that I need at least 30 hours and a 3.25 gpa to get assured admission, but what does that mean?

V: Do I automatically get in when I apply or does it mean I just have a higher chance to get.

A: Hi, yes, it is automatic. If you apply you will automatic get in and receive the confirmation email.

V: OK, great. Thank you.

## Chat

A: Hi Daniel, what can I do for you?

V: Hi, I’m new here. Nice talking to you.

A: Nice talking to you too. What’s your inquiry?

V: I’m a 12th grader and I was curious about my undergraduate chances at UH.

V: These are my current stats:

* 3.578 GPA (Unweighted of course)
* 1150 (taking the SAT again)
* Class rank: Top 28%

A: It depends of the major you are looking to be admitted into. You are on target for Exploratory studies, but a little low for engineering.

A: Which major are you interested in?

V: I am planning on applying for business

A: OK. I think you will be fine to enter the business college. You can check this for details: <https://www.bauer.uh.edu/undergraduate/future-students/high-school/requirements.php>

V: OK. Thank you. Bye.

A: Glad to help. Have a good day!

## Chat

A: Hi, how can I help you?

V: hello. I just got an admission and will be joining uni in fall as an international student

V: I want to know can i change my outstate fees to instate fees

V: or better if i can get 100% tuition off?

A: Hi, I think you can try to see if you can apply for the Tier One scholarship! It's the UH full-ride scholarship program. It'll cover all your classes for four years, plus two years of the dorms and dining halls.

A: You can check this link to see if you can meet the requirement: <https://www.uh.edu/tieronescholars/eligibility/>

V: I’ll check that. Thank you very much.

## Chat

A: Hello, Peter. How can I help you today?

V: I was accepted into general admissions, and I have architecture as my first major.

V: I was told it's a 2 part process.

V: Will I receive another letter for my status or does my application status just change?

A: Yes, you’ll receive a second letter from the archsso email.

V: So how should I change the status after the second email?

A: After we receive your reply confirmation to that email, we will manually change your status. So please remember to reply the confirmation email.

V: All right. Thank you very much.

## Chat

A: Good morning, how may I help you today?

V: I am thinking to apply at UH for Fall'22, so I was wondering if you could evaluate my profile and tell me if I can get admission with this profile? Thank you!

V: University GPA: 3.1/4 GRE: 310+ expected as I will take in Oct TOEFL: 100+ expected LoR: Strong

Intended Degree: Public Policy/ other policy related programs

Internships/work experience:

* Research Associate at a US-based MNC ( will join from September as I'll graduate in August)
* Research Associate at a local Research Centre ( worked part-time for 1 year and published a few reports on social & political issues)
* Central Bank of my country (summer intern)
* Finance Intern at a Startup (6-7 months part-time)
* Leading NGO (volunteered for 2 years)

A: Hi sir, you have a good GPA and extracurriculars so I think you’ll be fine. But please check the detailed requirements of the major you want to apply to. The requirement is different for different majors.

A: You can visitor this link for the details: <https://www.bauer.uh.edu/undergraduate/future-students/high-school/requirements.php>

V: This is the undergraduate, I’m applying for graduate student.

A: Oh sorry, my fault. Please visit this link instead: <https://www.bauer.uh.edu/graduate/future-students/high-school/requirements.php>

V: OK. Thank you. And sorry for another question, I want to know if I can get a scholarship.

A: No problem. You can check this link to see if you can meet the requirement: <https://www.uh.edu/tieronescholars/eligibility/>

V: OK. Thank you so much for the information.

A: You are welcome.

## Chat

A: Hi Lucy, Tom here. How can I help you?

V: Hi sir. i applied to U.H October last year and i submitted transcripts about a month ago and I’ve been waiting a while to get my admissions. How long does it usually take?

A: October Last year? Let me check. Your full name please?

V: Lucy Smith

A: Sorry, we got multiple Lucy Smith here. Would you please tell me your email address you used in the application form please?

V: My email is [LSmith@gmail.com](mailto:LSmith@gmail.com)

A: All right. Lucy, I checked that your application is still in review process. Please wait in patient and I think you will receive a reply in Feb.

V: Great, thank you.

## Chat

A: Hi, David here, glad to assist. How may I help you?

V: I was hoping to know my chances of getting into UH Honors College.

A: OK, would you please tell me what is your SAT/GPA score?

V: I got a 1100 on my sat, ranked in the 1st quartile (12%, 43/354) with a 3.8 GPA

V: Im in National Honor Society for my last two years of high school and was in HOSA for my freshman year and junior year and I’m currently in SkillsUSA.

A: Well, Your gpa and ranking are very competitive! You should be fine. It is suggested to apply for Honors College. You can do it right now.

V: OK, thank you for the answer. I’ll submit the application ASAP.

## Chat

A: Hi, how may I help you today?

V: Hi I have a 4.0 cumulative high school gpa though and according to the admissions page, I am under “Assured admission”. I just wanted to know if this means that I am for sure guaranteed admission because I wanted to make accommodation decisions.

A: Have you already submitted the application or not?

V: No. Not yet.

V: Oh and I want to apply without test scores because my test scores are like 5 years old (I’m 21, old freshman)

A: Well, Are you in the Top 10 percent? This is a new policy. If you’re top 10% you have auto admission with or without test for any public university in Texas.

V: I’m in the top 20%, I think I will fall under the “assured admission” category.

V: I just wanted to make sure that the admission is guaranteed before I signed an apartment lease or anything.

A: Well, I believe you will. But it depends on the majors you select. You can try to apply it first ,then you will receive an email soon if you are “assured admission”.

V: OK. Thanks for that.

## Chat

A: Hello Charles. Linda here. How may I help you today?

V: Hi it is about my scholarship. Can I mail a scholarship check to financial aid office?

V: How was the process and how long did it take to show up on my account?

A: I believe you need to go in person to the Financial Aid office to drop off the check.

V: Thanks so much, I was about to mail it out 😬.

## Chat

A: Hi, how can I help you today?

V: Do UH give scholarships on spring?

A: Sorry, currently we don’t have scholarship on Spring.

V: Oh. OK. Thanks.

## Chat

A: Hello Elia, what can I do for you today?

V: I have a strange problem. My friends have their scholarships applied directly to tuition. But mine are given as refunds instead of being applied directly to my tuition.

V: Idk Why is that?

A: Did you pay your tuition before you get the scholarship?

V: Yes.

A: OK, so this is why the scholarship changed to refund. Because you paid the total balance before the scholarship had the chance to disburse into your account.

V: Oh. So I shouldn’t do that?

A: No. Don't pay the tuition in advance next time. You can do a payment plan with about three mouse clicks in AccessUH, then when the scholarships disburse the payment plan is paid with them. Your bank account, etc. Is never involved.

V: Ah, got it. Thank you very much.

## Chat

A: Hi, Nancy, what can I do for you?

V: Hi, I want to check my scholarship status.

V: apparently other people have already received their academic excellence scholarships, but i never got one:(

A: OK, please wait, let me check. You full name is Nancy Brown, right?

V: Yes.

A: Please wait.

A: Hi, Nancy, I checked that your application is still in review. Please be patient. And don’t worry since your grades are pretty good, you will surely receive the AES.

V: OK, that will be fine. Thank you.

## Chat

A: Hi, Peter. My name is David. How can I help you today?

V: Hi David. im an international student, i have been facing a hard time to pay this years tuition, im looking for scholarships from the university or any organization that can help me pay.

A: OK. There are quite a few international scholarships. You can check out scholarship universe on your access uh. Some of the deadlines may have already passed for this year though. 😕

V: Oh, haven’t thought that. Thank you very much.

## Chat

A: Hello, how can I help you sir?

V: Hi, it is about AES.

V: I just got $6k/yr. I wonder if this was the max amount?

A: Hi, it depends on year. But yes, it is the max amount this year and I think it can cover your full tuition. Congrats.

V: Alright, thank you.

## Chat

A: Hi, what can I do for you?

V: Hi, when do the high school apps for class of 2024 start?

A: it normally opens up around August 1st, 2023. Apply as quickly as you can so you can receive a decision and be prioritized for scholarships.

V: OK, thank you for the info.

A: No problem. Any other question?

V: No. Thank you. Have a good day.

A: Thanks and you too.

## Chat

A: Hi there, how can I help you ?

V: Hi. I am currently doing the application to become an sep assist and was wondering how much they make in scholarships.

A: OK, let me see, please wait.

A: Hi, I checked that it makes $2000.

V: OK. Thank you very much.

## Chat

A: Hi Dally, this is Lisa, how can I help you today?

V: I want to know how competitive is the tier one scholarship. I'm an in state applicant.

V: Here are my stats:

1490 SAT (800 EBRW, 690 Math)

4.0 GPA Unweighted; Homeschooled (with 7 dual enrollment classes)

Extracurriculars:

Community College Philosophy Club President (won't list the community college)

Community College Accounting Club Member

Competitive Swimming

Competitive Soccer

Homeschool Book Club Founder

150 Volunteer Hours

A: The Tier One scholarship is highly competitive, but with those scores and those extracurriculars I'd be gobsmacked to find that you aren't at least considered. I'd say you have very strong chances with those stats.

V: OK. Thank you. I read that the median score for winners of the Tier One Scholarship is a 1470, so do you think having a 1460 puts me at a disadvantage.

A: Not in the slightest; that's close enough to the median that it will have zero detriment, and all those extracurriculars and volunteer hours (seriously, Philosophy Club president??) will be WAY more beneficial to your chances then being two questions' worth of points below the average SAT score might be detrimental.

A: You've applied for the Honors College too, right? You'd be practically a shoe-in.

V: Great, thank you for your kind words.

## Chat

A: Hi, Nancy here. What can I do for you today?

V: Hi Nancy. I was awarded the academic excellence scholarship when admitted to UH, which is a scholarship lasting 4 years but I graduated a semester early.

V: So what will happen to the last semester’s worth of scholarship money?

A: I will just gone. The academic excellence only applies if you have at least 15 hours (full time) otherwise the scholarship won't disperse. If you already graduated then the remainder of that money is gone.

V: Oh. OK.

A: Is there anything else I can do for you?

V: No unless you can help me get the money back.

A: That’s not possible, sorry 😊

V: Alright, I know. Thank you all the same.

## Chat

A: Hi Peter, how can I help you?

V: I am an freshman international student double majoring in mechanical engineering and computer science currently enrolled full time at uwgb, I have taken 17 credits this fall and I am taking another 17 credits this spring semester. my gpa is 3.411. if I transfer to the university of houston would I get in state tuition? Is there any other scholarships I could apply to?

A: Hi, To get in-state tuition you have to have lived in Texas for the past 12 months before the semester starts. So I think the answer is no.

A: But you can try to apply scholarships for international students and transfers.

V: OK, thank you.

## Chat

A: Hi, what can I do for you sir?

V: Hi, I want to know if I can get the full academic excellence scholarship.

V: with a 1410 SAT and 3.79 uGPA and 4.26wGPA

V: I'm thinking about applying without class rank because my school doesn't officially rank.

A: Those are pretty good stats! As long as you submit your application early (before mid October), I think you should be fine! Maybe not the full amount, but you should still get a pretty substantial amount.

V: OK, thank you very much.

## Chat

A: Hi Faye, how can I help you today?

V: Hi. I’m a hs senior and I was just turned down for the Tier One scholarship. However, the rejection email also mentioned the Provost Scholarship.

V: but it requires joining the Bonner leadership program. I want to know More about it.

A: Hi. Yes. You can try the Provost Scholarship but you need to join the Bonner leadership program. You can refer to this link for more details: <https://www.uh.edu/bonnerleadership>

V: Alright. Thank you for this. I’ll check that.

## Chat

A: Hello, how can I help you today?

V: Hi, can I still get the scholarship money if I graduate one semester early?

A: The answer is no. If you graduate early, you will forfeit any remaining semesters of the scholarship.

V: Like say I graduate Fall 2022 and not Spring 2023, what would happen to the scholarship money for the Spring 2023 semester? Will it be refunded to me?

V: Oh. Just saw your answer.

V: But would it be possible to use the entire scholarship money for the school year of 2022-2023 to be applied only on the Fall 2022 semester?

A: Sorry, the answer is still no.

V: Damn.

V: Sorry, not about you.

A: No problem. Often be asked about this question. But congratulations on graduating early!

V: Oh, thank you for that, and for the answer.

A: You are welcome.

## Chat

A: Hi dear Amy, how can I help you today?

V: Hi Mary, I wonder if tier one scholarship has already been released? I haven’t heard anything yet.

A: well I just happened to check with the Financial Office, they are bypassing the interview stage this year due to covid, and you will hear back early to mid march.

V: Oh, got it. Thank you very much.

## Chat

A: Hi, what can I do for you?

V: Hi I recently received a scholarship called the great conversations scholarship for 500

V: Do you know what that is?

A: That’s an honors college scholarship, you should be getting some emails about it soon :)

A: congratulations! I believe that’s the one that comes from applying at one of the open house events

V: Oh, thank you very much. Glad to hear that.

V: I was told that I received the 1500 dollar scholarship from the honors college but the 500 dollar great conversations one is the only one I see. Is that a mistake or are they two separate scholarships??

A: If you're looking through your AccessUH portal, its likely the scholarships have not posted yet. Trust the email you received from Honors in the amount stated.

A: If it says $1,500 then they will post $750 into your student account for the fall and likewise for the spring.

V: OK. Thank you very much.

## Chat

A: Hi, how can I help you today?

V: Hi, I’m an international student. I have an sat score of 1390. I’ve heard that international students get ACADEMIC EXCELLENCE SCHOLARSHIP which waives off the OOS tuition?

A: Yes. You can try to apply that.

V: I’m gonna be applying for fall 2022. What is the maximum amount of scholarship I can get considering I apply early?

A: The earlier you apply, the more money the school has to offer students. The priority deadline is in November, but I suggest to apply right when the application opens. The max you can receive is $6500 per year.

A: Please note the amount of a student's scholarship is based on the academic profile and the strength of the incoming class cohort, not the date of the application.

V: Yes. I understand. I’ll apply right now. Thank you.

## Chat

A: Hi sir, what’s your inquiry today?

V: Hi when I transferred here, I was awarded the Transfer Excellence Scholarship — which I can renew for an additional year. Now it’s my last year at UH, and I’m worried they might take it away?

V: I don’t have many classes left to complete, which is why I’m taking 9 credit hours per term. But in order to remain eligible for the scholarship, it needs to be 12/full-time.

A: Yes. If you cannot meet the least requirement for the scholarship, it will be taken away.

V: Oh no, is there any way to save it?

A: Maybe you can just sign up for an extra easy A class. THEA 1331, KIN 1304, stuff that takes very little effort and you'll get an A. That way you can stay at 12 hours and get your financial aid.

V: Oh haven’t thought of that. Thank you for your suggestion.

## Chat

A: Good morning Daniel, how can I help you today?

V: Hi, I’ve applied Bauer Scholarship but haven’t receive any reply yet.

A: Hi, according to the note from FA office, the Bauer Scholarship do not send rejection letters.

A: Quoted here: "Because students are selected throughout the year, the Bauer Scholarship Office only contacts students who have been selected to receive a scholarship. You may not receive something for the fall, but may still receive something for spring. Because of this, **we do not send out rejection letters**, we never stop considering you for scholarships!"

V: Oh, so this means I was rejected?

A: I’m afraid so. I suggest you contact with Financial Aid office to confirm that. The number is +13564805647

V: Alright, I’ll call them Thank you.

## Chat

A: Hi, how can I help you today?

V: It is about the tier one scholarship. Its almost april and nothing?

A: Hi normally you will receive an accepted/rejected email. If you haven’t, please check with the Financial Aid office. Their phone number is: +13564805647.

V: Haven’t get anything. I’ll call that, thank you.

## Chat

A: Hi Joe. How can I help you today?

V: Hi, I want to know what is the limit you can get for a Computer Science major as an undergraduate for subsidized/unsubsidized loans? I'm at 26k now and I've been told that the range is between 20k-30k.

A: I believe undergraduate aggregate limit for federal loan is 56k.

V: OK. Thank you.

## Chat

A: Hi, how can I help you today?

V: Hello, I have a question about the Loan.

A: OK. What is it?

V: Is it possible use my HCC loans for my classes at UH? Just curious

A: Yes it is possible, but you have to send your FAFSA to both schools and both schools financial aid departments have to know about the other one.

V: Oh, how to do that?

A: I suggest that you come to UH Financial Aid office in person and talk to them about your situation. The process is a little complicated, but they will definitely help you with that.

V: OK. I’ll go talk with them. Thank you.

## Chat

A: Hi, what can I do for you?

V: Hi, My loan still hasn't disbursed yet.

V: for the past 3 semesters they've always disbursed one or two days after the disbursement date.

A: Hi, it may take 1 to 3 weeks to disburse the loans. I think you can wait in patient. Or, you can contact FA office to check the status.

V: Ok. I’ll check with them. Thank you.

## Chat

A: Good afternoon, how can I help you?

V: Hi, i am waiting for my aid to disburse so I chose the emergency deferment plan but im not sure if it went thru. does this look good?

A: You chose to take out the Emergency Defer loan because your FinAid didn't go through yet?

V: yes aid hasn’t disbursed yet and i’m waiting on more aid? is this okay???

A: You shouldn't be penalized on waiting for your aid to disburse. Usually the university is aware of the aid going to be disbursed, so you won't be charged late fees or anything.

V: thanks so much! so was the EDL a good choice?

A: Did you need it to cover the remaining funds that your FinAid didn't cover?

V: yes absolutely

A: Then it is OK. It will say payment plan applied if it went through

V: OK. Thank you.

## Chat

A: Hello, how can I help you today?

V: About a month and a half ago, I applied and was approved for a Sallie Mae loan. Well, payments are due tomorrow and the loan is still in the “school certification” process.

V: Should I just utilize the deferment plan until my loan is finally approved, or is there something else I can do?

A: Hi, I suggest do a deferment plan, so you don't get dropped from your classes.

V: OK. Thank you so much.

## Chat

A: Hello, James, how can I help you today?

V: hi, I forgot to pay for the deferred plan.

V: what happens if I don’t pay my deferred plan by Monday? What’s the fee? Will it not let me register for classes?

A: Hi , the fee is $25.

V: That’s it? Does anything else happen?

A: Yes, a financial hold will be placed on your account.

V: Will it affect the classes I enrolled in for summer/fall?

A: No, if you are already enrolled, it won't kick you out. But you should get it cleared up before the next semester starts. They may not let you attend then.

V: Thank you so much!

## Chat

A: Hi, how can I help you today?

V: Hi I wonder If I’m part time do you still pay full time tuition?

A: UH charges per class, not a flat amount per sem like some other colleges. It just depends on how many classes you take and how many credit hours they're worth (4 credit classes > 3 cred classes).

V: Oh, I got it. Thank you.

## Chat

A: Hi, how can I help you today?

V:  I recently dropped a class with a 'W' because the workload was giving me unnecessary stress

V: Since I dropped, do I still have to pay that whole sum off? Or will some of it be taken off the total?

A: Yes. You unfortunately still have to pay for the class. You can only drop and get a refund within like a week of the semester starting.

V: Oh. Damn.

A: Sorry about that. Try to take less classes next semester.

V: I will. Thank you all the same.

## Chat

A: Hello, what can I do for you today?

V: Hi I want to know if the meal plan go under Tuition and Fees?

V: Like if I have a full scholarship that covers tuition and fees would the meal plan be covered, Ik the parking pass is.

A: Yeah, all expenses get combined into one giant bill (under account balance in student financials) that all of your aid can cover

V: Oh. That’s fantastic. Thank you.

## Chat

A: Hi, how can I help you?

V: I would like to ask how much the estimated tuition fees for these majors + the housing/meal plan per sem. Is it cheaper to just study in private college while living with parents or here in UH with tuition and dorm?

A: You can find these info in the website. Please visit this link: <https://www.uh.edu/tuitioncal>

V: OK thanks.

## Chat

A: Hi, how can I help you today?

V: Hi

V: For the installment pay plan, are we supposed to pay 25% with financial aid or without financial aid?

A: Financial aid is incorporated into the first payment, so you pay after your financial aid is depleted.

V: Seems financial aid wasnt counted with the installment plan. Do you know why?

A: Financial aid is released to students a couple weeks after the first payment is due. So your second installment payment, depending on how much your financial aid is, will be less or completely eliminated.

V: OK. Understand now. Thank you.

## Chat

A: Hi May, Linda here. How can I help you today?

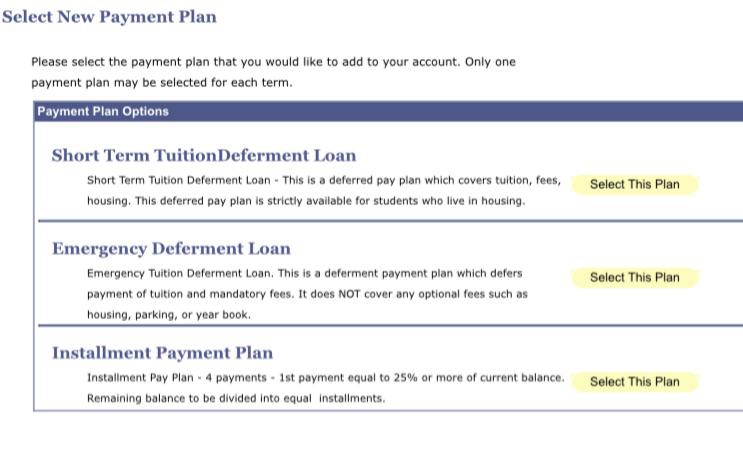
V: Hi, would you please explain to me the difference of the three payment plans and which one is the best one?

V: I'm an incoming transfer student so this is new to me.

A: Alright, don’t worry. What are the 3 three payment plans?

V: Or sorry.

V: This.



A: Short term Deferment Loan pushes back the due date of all costs and is only available to students living on campus.

Emergency Deferment Loan pushes ONLY tuition and mandatory fees and is available to everyone.

Installment Plan divides all costs into 4 payments and is available to all students. 1st payment due date does not change but the next 3 payments are spread out through the semester.

Typically you'd choose the first two if you're waiting on scholarships and loans and you know that they'd cover all costs.

Otherwise you pay all costs in one lump sum OR enroll in the installment Plan

V: Great. Thanks for your explain. It is very helpful.

## Chat

A: Hello sir. What can I do for you?

V: When are parking permits added to the tuition bill? As soon as you select them or at some point in August?

A: I think it is probably later in august.

V: Ok. Thanks.

## Chat

A: Hi Joe, what’s you inquiry today?

V: Hi I have financial aid, the Undergraduate Institutal Grant but it disburse 12 day after classes start.

V: Also it say it an estimate I have accepted it and done everything for it. It covers my tuition cost but it doesn't show on my stuff like my other scholarships. Do I set up a payment plan before the 16th?

A: No. you don’t have to worry about the grant disbursing the 12th day. you don’t have to pay for that.

A: if your grant is $1500 and you owe $6000, you only have to pay $4500, despite the grant disbursing later.

V: Thank you was having mini panic attacks about this.

A: Sure. You’ll be fine, don’t worry.

V: Thank you again.

## Chat

A: Hi, how can I help you today, sir?

V: Hello. Is the cougar fund exausted? I applied so long ago but haven’t received it .

A: Well, yes. unfortunately it was exhausted in April/May

V: Hmm I was so in need of it . I dont know what I’ll do now

A: Maybe you can try other types of aids. There are still many choices. You can visit this link and see: <https://www.uh.edu/financialaid>

V: All right I will. Thank you.

## Chat

A: Hi Davy, what is your inquiry today?

V: I selected Short-Term Tuition Plan for this school year but something has me a little worried. There is a 12% APR on this plan and I was wondering if It gets added on to the payment I have to do on October 6th. Or is it like if I dont pay it on time?

A: It’s added on to your payment the twelfth day after classes start as it’s a required part of the plan, if you have some financial aid I recommend doing the installment payment plan instead. The financial aid pays off as much of the first installment as it can so ideally your first installment would be paid off and you wouldn’t have to worry about payments till later in the year (with only a $25 origination fee). If that’s not an option for you and you have to do the short term plan you would have to pay that fee

V: So the 12% interest gets added no matter what?

A: Yeah unfortunately it’s university policy

V: So its the whole 12% getting added on at the same time?😭 damn. Im still waiting on a big scholarship to come in. I'll try to change it to installment.

A: Yeah installment is better since any financial aid can help cover your first installment and it’s only a $25 fee, good luck.

V: OK. Thank you very much.

## Chat

A: Hello Sunny, how can I help you today?

V: Hi, I am taking a class this summer and it is telling me I have to pay by tomorrow but it also sends some financial aid is still pending and when I go to pay I have to pay the full amount, not just the total it tells me after the financial aid is applied, so would I just pay all of it now and then financial aid would transfer to my bank or what? This is the first time taking a summer class at UH.

A: Hi, please follow these instructions.

1. you can check on your balance for the summer on myuh, go to "student center" and look on account balance and see total amount due, that will be the amount you have to pay after financial aid. Write it down.
2. Then go to "student financials", there look to the left and click on " make a payment". Where it says online payment enter on " payment amount" the amount you wrote down before, that amount you have to pay after financial aid.

You don't have to pay the whole thing, just the portion you are responsible for after financial aid is applied. Once you pay that portion, you will see on "student center" that your total amount due is $0.00, because you paid the portion not covered by financial aid.

V: Would you please wait, let me try that now.

A: Sure, take your time.

V: thank you! The balance did go to 0 once I made the payment, thank you for letting me know about it! I was about to pay the full amount lmao

A: You are welcome.

## Chat

A: Hi Daniel, what do you want to know today?

V: I'm an incoming freshman, and I received an email saying that I'm eligible for Cougar Promise. So, when do I get the money? Does it come with the usual financial aid (which I'm assuming is this past March) or at the end of my freshman year?

A: It will come with your financial aid.

V: So when does the financial aid come? Does it come at the end of the school year?

A: The financial aid is applied to your account at the beginning of the semester. After you are still enrolled full time by a certain date (like the 12th class day or something like that), then any balance left over will be refunded to you. Usually receive it about a month after school starts. You will want to sign up for the automatic deposit, otherwise they will send you a paper check which takes longer.

V: Alright, thanks a bunch!

## Chat

A: Hi how can I help you today?

V: Hi sorry, still me Daniel. One more question. So I’ve already received financial aid offers that aren’t Cougar Promise. If I submit the form, do they change? Should I reject the loans?

A: Your other financial aid shouldn't change. FYI, as I understand it, the Cougar Promise will only cover the rest of your tuition and fees. It will not cover housing and meal plan, if you are staying on campus.

V: Alright, thank you for the quick answer!

## Chat

A: Hello, how may I help you?

V: I just got an email saying that if i don’t fully pay off the remainder of my tuition by Friday I will be charged a $50 severance of service fee. Idk what that is and was wondering if it’ll affect my schooling as of rn or if I’ll be unenrolled in school

A: Well, U will get dropped immediately.. jk means what ever u owe at 50 to it .. wont affect anything now but u cant enroll for summer or fall.

V: Like even if I do pay it off before the next semester?

A: Takes like 1-2 days to update once u pay it off.

## Chat

A: Hi, what can I do for you, sir?

V: I haven't lived in America for 5 years and graduated in a DODEA High school. Any way, I can get in-state tuition? or any discount? Thank you

A: Yes if you can get $1000 in scholarships it becomes in state tuition.

V: Could u elaborate further? I don't quite understand this

A: UH offers an incentive where if you get $1000 in any kind of scholarships over a given year, we will reduce your tuition from out of state or international to the in state rate ($1000 per 3 credit class)

V: Oh, got it. Thank you very much.

## Chat

A: Hello, how can I help you today?

V: Hi. I'm a freshman who doesn't really know the game too well yet with scholarships and financial aid.

V: I have grants that will basically pay the tuition entirely from UH, but those are disbursed 6 days later, on the 23rd.

V: Am I screwed, like will I get kicked or something because at this rate I'm paying my tuition 6 days late.

A: Hi, The system recognizes pending aid. As long as the difference between your total term balance and pending financial aid is zero, you are fine.

V: Oh, thank you so much.

## Chat

A: Hi what can I do for you?

V: I’m an international transfer student. Do you know how much it’ll cost for international transfer student?

A: Hi, you can check this link for details: <https://www.uh.edu/financial/undergraduate/tuition-fees/>

## Chat

A: Hello, how can I help you today?

V: Hi, I wonder if there will be emergency grants for the Fall 2022-Spring 2023 academic year?

A: As I know, that was only for COVID. So currently there is no emergency grants currently.

V: Oh. OK. Thanks.

## Chat

A: Hi Peter, what is your inquiry today?

V: Hi, I wonder if there is any student grants or funds I can apply right now for financial help?

A: There’s a scholarship portal in your AcessUH account with over $1.4 million dollars in scholarships. You can check that.

V: where is it exactly?

A: You can open the AccessUH, there is a menu called scholarships.

V: Oh, found it. Thank you.

## Chat

A: Hi, how can I help you today, Steve?

V: Hi, I suck at FAFSA. I got a pell grant for next Spring but I’m supposed to graduate this Fall 🤞🏽. Is there any chance that I can get the spring one combined with the fall semester?

A: Sorry, no. Grants are per semester not year, so you’ll just get one semesters worth.

V: Alright. Thanks anyway.

## Chat

A: Hi what can I help you today?

V: Hi, I see TEXAS Grant comes up in my financial aid package but doesn’t show up under pending financial aid on the payment page.

A: OK, let me check. What’s your full name please?

V: Peter Parker.

A: Your full name is Peter Parker? The same with Spiderman?

V: Yeah, how to say, my parents are comic fans. Haha.

A: All right, Peter, please wait, let me check.

A: Hi Peter, I’ve found your profile. I see that your estimate hasn't been processed and I don't see any note of it being processed.

V: So what should I do?

A: Don’t worry, I'll send them an email right now. The Grant should get processed by tomorrow morning.

V: Oh really?

A: Yes.

V: what happens if I don't receive it by tmr morning since payments are due by 5 pm tmr.

A: I think you will receive that my tomorrow morning. But if you are worried about that, you can just set up an emergency deferment plan for 90 days so that way your enrollment doesn't get dropped.

V: OK. I’ll wait and see tomorrow. You really saved me. Thank you sooooo much!

A: You are welcome. Glad to help.

## Chat

A: hello, how may I help you madam?

V: Hi, I wonder when I am supposed to be awarded my Texas grant? According to the requirements, I still qualify but I wasn't awarded it when I got my financial aid offer.

A: Hi don’t worry, Grants are awarded the first to second week or September. Please wait in patient.

V: Thank you for your help! I appreciate it.

## Chat

A: Hi, how may I help you today?

V: Hi I got an email earlier today from the office of financial aid saying that is “The Texas Public Education Grant (TPEG) for Housing is a one-time award. To be eligible to receive this award, you must be living on-campus and enrolled in at least 9 credit hours each fall and spring semester.”

V: It says it’s a one-time award. I got the grant last year and then again this year, so does this mean it may have been an error and it’s going to be removed from my financial aid soon?

A: I believe the “one-time” means you can only get it one time for each application. So if you already got the grant this year, that won’t be taken away. And you can still apply for that next year. Sorry for the confusing description in the email.

V: Oh, that really helpful. Thank you very much!

## Chat

A: Hi, sir, how may I help you today?

V: So I don’t know if this is a dumb question or not but why I cannot see how much we need to pay for enrolled classes for the summer and fall semesters?

V: Mine says $0! idk what’s going on, even for my future balance it says $0

A: Don’t worry, it is not ready yet. I think the number will be ready next Monday.

V: Oh. OK. Thank you for that.

## Chat

A: Hi sir, how can I help you today?

V: Can I use federal and Texas grant on parking fee?

A: Yes it’s a fee on your account u can use ur grants/loans no problem

V: OK. Thank you for that.

## Chat

A: Good morning sir, how may I help you today?

V: Hi, If my financial aid (including grants) covers my balance and my balance is negative, do I have to pay anything on the due date?

V: My balance is negative in my UH account so that makes me think I'll be fine, but I dont want the 18th to come around and find out my grants wont be applied until a later date.

A: Ah, don’t worry, Grants and Scholarships will cover your tuition. And the negative balance is the money that will be refunded to you after everything is paid for.

V: Oh ok awesome. Thanks!

## Chat

A: Hi, Peter, what is you inquiry today?

V: I got an email saying that there will be money disbursed in the form of a 'refund'.

V: It is called CARES Act Grant.

V: Is it real? And if so, how much will I get?

A: Yes. It is real. I will be on your account under “accept financial aid” on the student center. You will get $200.

V: Oh, that’s great. Thank you.

## Chat

A: Hi, anything I can help?

V: Hi, I’m a transfer student. Can I receive the Texas Grant?

A: Yes. You can try to apply that. It has $6000 in max.

V: Oh, great, thank you.

## Chat

A: Hi, Nancy here, how can I help you today?

V: Hi Nancy.

V: I recently completed my FAFSA application for the 2022-2023 school year. It says that the expected family contribution is 5903. I had always been a recipient of the Federal Pell Grant. This is the first time I have been denied. My family does not pay for my tuition. I do so myself. I work full-time during the summers and part-time during the semesters to afford my full-time tuition. I save 100 percent of my checks to do so, but that is not enough to cover my tuition. I depend on the grant to pay the leftover amount.

V: What should I do? Can I dispute this with the financial aid office?

A: Do you know why you were denied?

V: No, I don’t know the reason.

A: OK. In this case, I think you can try to appeal your FAFSA.

V: How to do that?

A: You can start by making an appointment with a financial aid officer. Please visit this link and make an appointment: <https://uh.edu/financial/>

V: OK. I’ll do that. Thank you.

## Chat

A: Hi Nathen, Karol here. How can I help you today?

V: Hi, when does financial aid/ pell grants gets applied to the next semester?

V: It says I'm getting $1200 back

A: You can check this

A: Disbursement Schedule: <https://www.uh.edu/financial/undergraduate/how-apply/disbursement-aid/>

## Chat

A: Hello, what can I do for you?

V: Hi, about Cougar Promise

V: How does it work exactly and how will i know if I am eligible/qualify to receive it?

A: You’re a new applicant to the school, right? They will send an email to you by May if you are qualified for it. It just makes sure your expenses are covered.

V: OK. I’ll wait then, thank you.

## Chat

A: Good afternoon. How may I help you today?

V: Hi. My tuition fee for classes is less than my grants (TEXAS, etc.) and Academic Excellence Scholarship.

V: What will happen to this unused amount? Will I get to keep it? Thanks in advance!

A: Yes, you will be eligible for a refund in the amount left over after tuition/fees/housing costs have been processed.

V: Great, where can I get it then?

A: You can expect an email from a refund selection site about getting the money back and they’ll either mail it to your address in your myUH info or you can make an account and have it sent through your bank account.

V: Oh, OK. Thank you very much for this.

## Chat

A: Hello. How can I help you today?

V: Hi, If I only take one class (3 credit hours) can I still get my pell grant to pay for the class? :/

A: No, you have to be full time. 12 credits minimum.

V: Oh. How can I save that?

A: I think you could take like really easy classes, THEA 1331, WGSS 2350, HDFS 1311 are some good easier ones.

V: OK. Thank you for that.

## Chat

A: Hi, how may I help?

V: Just a quick question regarding grants.

V: I'm an incoming freshmen, and I received 2 or 3 grants this year. However, I heard that they give you less or even no grants at all after your freshman year. Is this true or does it just depend on your FAFSA for that year?

V: I'm just worried because I don't want to be in a situation where I don't have enough money to attend UH after my freshman year.

A: Hi, that is not true. You will get grants depending on family income through FAFSA, unless your family greatly changes income upwards, you should have no issue.

V: Great, thank you for your answer.

## Chat

A: Hi, how may I help you?

V: Hey, I just got a PUBLIC ED GRANT--BOOK GRANT from UofH and I was wondering how to use.

V: Is it automatically given to me or do I need to follow some special instructions on how to use it?

A: Let me see, please wait.

A: The Texas Public Education Book Grants are to help offset the cost of books and do not require any activity between you and the bookstore.

A: The credit will be applied to your tuition balance. If you owe money to the University, it will reduce it by the amount of the grant. If it results in a credit balance, you should have a refund preference established so any credit balance is direct deposited into your own bank account. If you don't have a bank account, you can set up your Bank Mobile Vibe account. More information about getting your refund can be found here: <https://www.uh.edu/financial/payment/refunds/>

V: OK. I’ll check this. Thank you very much.

## Chat

A: Hello. How may I help you today?

V: Hi, i got my loans but the grants are just sitting there and thats the extra money i need for supplies :(

V: when do grants disburse?

A: The grants are always disbursed on ORD. Check the academic calendar: <https://www.uh.edu/grants/academic_calendar>

V: Why so late? i’ve never had to wait that long. that kind of defeats the purpose of financial aide if i cant use it for books

A: Don’t worry about that. If you already paid for books, the grants will be refunded to your bank account.

V: Oh, that’s good to know. Thank you.

## Chat

A: Hello. How may I help you today?

V: I want to know why one of my grants is still pending (I’m supposed to get refunds).

A: In your balances and stuff, do you have a negative total number?

V: Yeah the balance is a negative number. The account shows that I still owe an amount but I also have pending aid, and in the balance tab I have a negative number.

A: In this case, you’ll be fine. Don't apply for refund manually or anything. It all happens by itself. It could actually take a few more days, depending on how fast it gets to your personal bank.

V: OK. I’ll wait a couple more days, thanks!

## Chat

A: Hi, how may I help?

V: I've received an email confirming that I am eligible for the CARES Act Grant but I don't know where to find the funds as it says I can find them in the myUH account. Does anyone know where I can find it?

A: Please access MyUh self service -> Financial Aid -> Accept/Decline awards. Still hasn't pop up then just wait within a week.

V: Are you sure this is correct? I checked my student financials and there’s now a -$150 balance that definitely wasn’t there before.

A: If it's a negative balance, it means the money that will be refunded. So you don’t need to worry about that.

V: Oh. Thank you.

## Chat

A: Hi, David, how can I help you today?

V: Hi, I wonder when I get a refund for my grants.

A: I can check for you. You full name please?  
V: David Trump.

A: OK, please wait.

A: Hi, I’ve checked that you will get your refund in September 9th.

V: OOK. Thank you so much.

A: You are welcome.

## Chat

A: Hi, Peter. My name is Lisa. Glad to help you.

V: Hi Lisa, I received the ugrad institutional grant last academic year (2020-2021) but not this year (2021-2022). I'm pretty sure I meet the requirements for the grant but didn't receive it for some reason.

A: Did you received the email from financial aid that your aid was already awarded?

V: I received an email from UH office of scholarship & financial aid that I've been offered financial assistance but I only recieved loans. Is this what you mean?

A: Yes, that's what I meant. I think you should call the financial aid office on Monday and find out why you weren't offered grants. The number is +14923783432

V: OK. I’ll call them. Thank you.

## Chat

A: Hi, how may I help you?

V: Hi, it is about CARES Grant. I was told it'd take 4-6 weeks, but it's been over 6 weeks now since I submitted my application.

A: Well, I believe it is still in processing. It usually takes 10 weeks to process. Please wait in patient.

V: OK. Thanks.

## Chat

A: Hi, how can I help you today?

V: Hi, I'm graduating in the Spring but I only need 3 more classes, but to qualify for the university pell grant I have to have 12 hours.

A: Yes. You need to have 12 hours to remain the pell grant.

V: So I need to take another class?

A: Yes. Take the fourth class. Online Kine 1304 or Soci 1300 are super easy as long as you do the assignments.

V: OK. I’ll do that, thank you.

## Chat

A: Hello dear, how may I help you?

V: Hi, I got some money back because I had extra money from the semester from a grant and scholarship. Is it limited to what I can spend the money on? Like legally or anything??

A: Do you mean the refund from your grant?

V: Yes. What can I spend my grant and scholarship refund on?

A: There is no limit for that. It’s your money.

V: Oh. Great. Thank you.

## Chat

A: Hi dear, Nancy here, what can I do to help you?

V: Hi, Nancy, for the 2017- 2018 yar, I was awarded an academic excellence scholarship. Today I got an email saying I didn't meet the completion ratio.

A: OK. What’s your inquiry?

V: I understand that I didn't do what was necessary to keep it and that I'll most likely lose it, but does this affect the Pell Grant and Texas Grant I also received?

A: Nope. Those have different requirements.

V: All right. Thank you very much.

## Chat

A: Hi, how can I help you today?

V: Hi I think UH accidentally took my refund money back from me. I saw it on my account one day, and the next it was gone lol

A: What refund please?

V: Housing. I officially moved out early april but still havent recieved refund.

A: OK. I think you need to call the housing department to check, or check at your front desk. The housing number is: +14392847163.

V: Alright, thank you. I’ll call them.

## Chat

A: Hi, Peter, how can I help you today?

V: Hi I wonder If i drop a summer class. Will i get a refund after paying? The class starts at june 1st.

A: Yes, you will get a refund if you drop the class before the start date.

V: will it go into my record?

A: No, it will not go on your record.

V: OK. That helps. Thank you.

## Chat

A: Hello, what can I do for you now?

V: HI, I was notified that the refund has been disbursed but I haven’t gotten it in yet.

A: Let me check. What’s your full name please?  
V: Daniel Shawn.

A: OK Daniel, please wait.

A: Hi, Daniel. I’ve checked that your refund has not been disbursed yet. It will be posted after next Monday.

V: Oh. OK. Thank you.

## Chat

A: Hi, how can I help you?

V: Hello, I got an email this morning and it says every student can get a Bank mobile refund. Is this true? Do every student automatically get a small emergency grant?

A: Yes, this is true. But no everyone doesn't get it, you have to apply for it.

V: Oh. How to reply then?

A: You can directly reply to that email and say you want to apply for that grant. You will receive a reply later about the applying process.

V: OK. Thanks.

## Chat

A: Good morning. Frank. How can I help you today?

V: Hi, do you know when my refunds will start processing into my band account?

A: Grants and Scholarship refunds will begin generating refunds Feb 3.

V: Oh, it is Loan.

A: Loans have already been refunded.

A: If you’re looking for a loan refund, try these steps: Access.uh.edu -> myselfservice -> student center -> refund request.

V: Thank you. I’ll check that.

## Chat

A: Hi, how can I help you today?

V: I was wondering if I dropped a course before the Official Reporting Day(ORD) would I be refunded my money by UH?

A: No. You have to drop before the class starts, otherwise you cannot be refunded.

V: Ah, I was hoping to get in a class that I am still wait listed on but just in case I signed up for a different course.

V: Thank you anyway.

## Chat

A: Hello Nathen, how can I help you?

V: I got on a waitlist for the garage parking and ended up getting a permit, but i no longer need the pass because I’m not going to be driving to school anymore.

V: Can I get a full refund if I return the parking permit before school starts?

A: If you return the pass to one of the [two parking customer service centers](http://www.uh.edu/af-university-services/_images/office-locations.png) on campus (Stadium Garage and University Lofts) before the 12th day of classes, you will receive a full refund. After that, the refund is prorated.

V: Okay cool thanks! Relieved knowing I don’t need to do it today since I’m flying out of town tonight 😅

## Chat

A: Hi, what is your inquiry today?

V: Hi I will have an emergency refund. If I choose to route the money to my bank account, do I have to make sure I accept it in my access UH before I do?

A: No, you don’t. It will be accepted automatically and just direct deposited to your bank account.

V: Good to know that, thank you.

## Chat

A: Hi Peter, how can I help you?  
V: Hi, I may want to drop one of my classes. Will that affect FAFSA Grant?

A: FAFSA grant depends on your credits. If you're taking 12 hours now, and after you drop a class you're at 9 hours, you'll be considered part time and you will lose some grant and scholarship money. If you stay at or above 12 credits you'll be fine.

V: Oh. OK. I won’t drop below 12 hours. So I’ll be fine right?

A: Yes. You will be fine.

V: OK. Thank you very much.

## Chat

A: Hello Daniel, what can I do for you today?

V: I have a BIG question. Why my Texas Grant is reduced?

A: OK. Could you tell me what happened?

V: so at the start of the semester I had been given the Texas Grant and it was about 9000 for both semesters, meaning about 4500 per semester. That was enough to get me by and I was alright. School started and everything was going good until yesterday when I got a disbursement notification saying that only about 1600 had been disbursed, and when I went to check my financial aid I had found that my Texas grant had been reduced to about 3200 for both semesters! I had already accepted the 9000 before the semester had begun, and I meet all the requirements for the Texas grant so I have no idea whats going on.

A: OK. Let me check for you. It’s Daniel House, right?

V: Yes. Please.

A: OK, please wait.

A: Hi Daniel, I check that the Texas Grant dropped reason is because your income changed this year. It is higher than last year, right?

V: Yes, a little higher. But I don’t think it should affect so much. And how can I NOT be notified about this?

A: Sorry, I cannot see the details of that. I think the best option is to visit the Financial Aid office in Monday and talk with the officer about your problem.

V: OK. I’ll talk to them. Thank you anyway.

A: You are welcome.