



CENTRAL

CONNECTICUT STATE UNIVERSITY

Circle of Care
860-832-1601

Reference Guide for Students with Food/Housing Insecurity, Financial Issues, or Homelessness

Bursar's Office: Located in Willard-DiLoreto Hall, Room W212

Website: <https://www.ccsu.edu/bursar/>

Contact: Betsy Fangiullo, Bursar

Questions about billing: billing-bursar@ccsu.edu or 860-832-2010

- There are kiosks in the Bursar's Office where Bursar's staff can assist students making credit card payments, enrolling in payment plans, setting up Authorized Users and direct depositing of refunds.
- Students who owe for a prior term will not be able to register for classes. Further, students with past due accounts may be assessed late fees and/or subjected to course cancellation, transcript holds, re-registration fees, and risk being referred to a third-party collection agency. Students should reach out to the Bursars Office and/or Financial Aid.
- CCSU offers payment plans. Refer students to <https://www.ccsu.edu/bursar/cpp.html> for enrollment into the Central Payment Plan, which allows students up to 7 installment payments (if they enroll in the plan early).
- If students wish to have a third party, such as a parent, communicate with the Bursar's Office regarding their Student Account, they must set the person up as an Authorized User, which acts as a FERPA release. Instructions are available on the Bursar's website at https://www.ccsu.edu/bursar/Instructions_all.html.

Financial Aid: Located in Willard-DiLoreto Hall, Room W208

Website: <https://www.ccsu.edu/financialaid/>

Contact: Keri Lupachino, Director, Financial Aid Questions

about financial aid: finaid@ccsu.edu or 860-832-2200

- Financial Aid starts with completion of FAFSA. To get started, students should go to: <https://www.ccsu.edu/financialaid/FAFSA.html>
- Our neediest students will be reviewed for a full-time Pell Grant, providing up to 6 years of full-time coursework. In order to complete a FAFSA, you need to provide income. Work Study is also a financial aid award.
- In order to complete the FAFSA form, students need their parents' information. In the event that the student is either estranged from his/her parents or does not have a good relationship, a Dependency Override can be completed. Proof of things like death, incarceration, abuse, drugs, etc. are often easy to verify. Two staff members in Financial Aid, Sarah Leone (Associate Director, leone@ccsu.edu, 860-832-2207) and Anthony Martinez (Assistant Director, MartinezA@ccsu.edu, 860-832-2208) can help the student with the necessary paperwork.
- No appointment is needed. The Financial Aid Office accepts walk ins!
- If a student has withdrawn from a course, faculty are required to put the last date that the student attended. Faculty should make sure that they are not just "guessing," because if a student has not completed 60% of the course, it will affect the financial aid award.
- If a student needs to withdraw from a class, encourage the student to complete 60% of the course. Then the withdrawal will NOT result in problems with the financial aid award for that term. However, moving forward, it can affect satisfactory academic progress: <https://www.ccsu.edu/financialaid/satisfactory.html>.
When in doubt, contact Financial Aid about important dates.
- If a student does not receive a financial aid package, he/she can appeal. Information about the appeal process: <http://ccsu.smartcatalogiq.com/en/current/Undergraduate-Graduate-Catalog/Undergraduate-Academic-Policies-and-Requirements/Financial-Aid-Policies/Financial-Aid-Appeal>

Financial Literacy and Advising: Located in Willard-DiLoreto, Room D307

Website: <https://www.ccsu.edu/studentFinancialLiteracy/>

Contact: Gladys Colon, Coordinator of Financial Literacy and Advising

When a student needs help with financial planning services, Contact: colon_gla@ccsu.edu or 860-832-2261.

Dr. Colon works with students one-on-one to help with financial issues, financial aid eligibility, budgeting for college, affording study abroad, understanding how to afford a degree at CCSU, counseling around loan repayment options, and consolidation of loans and default prevention.

Student Affairs: Located in Davidson Hall, Room 103

Website: <https://www.ccsu.edu/studentaffairs>

Contact: Ramón Hernández, Associate Dean

When a student is having a crisis that affects academics, Contact: student_affairs@mail.ccsu.edu or 860-832-1601.

- Dean Hernández works with students who are having difficult life situations and helps them to navigate the system. He utilizes departments across CCSU to help students solve problems that affect graduation and retention.
- Possible interventions may include retroactive withdrawals from classes; utilization of campus resources to help fund a student for a limited period of time; temporary housing, food vouchers, etc. *Note that the Dean's Office in the Academic Schools can also help with possible retroactive withdrawals.
- **Maria's Place** (CCSU Food Pantry). Located in the lower level entrance outside of the Vance Building facing the Student Center.
Website: <https://www.ccsu.edu/mariasplace/>
Students, Faculty, and Staff may visit the Pantry and are entitled to 10 items within all of the following categories: non-perishable food, personal hygiene, school supplies, and baby supplies. The pantry is open M-F. Check the website for their hours of operation.

Support:

- **Student Wellness Center – Counseling and Student Development**
Website: <https://www.ccsu.edu/counselingandwellnesscenter/default.aspdefault.asp>
Contact: 860-832-1926 for an appointment
- **Student Wellness Center - Student Health Services**
Website: <https://www.ccsu.edu/healthservices/default.asp>
Contact: 860-832-1926 for an appointment
- **LGBT Center**
Website: <https://www.ccsu.edu/lgbt/>
Location: Student Center, 3rd Floor, Rooms 304-305
E-mail: LGBT@CCSU.edu or 860-832-2090
- **Ruth Boyea Women's Center**
Website: <https://www.ccsu.edu/boyea/>
Contact: 860-832-1655
- **Veterans Affairs**
Website: <https://www.ccsu.edu/veteransaffairs/>
Contact: VetAffairs@ccsu.edu or 860-832-2838
- **Career Success Center**
Website: <https://www.ccsu.edu/csc/>
Contact: careers@ccsu.edu or 860-832-1615
- **Residence Life**
Website: <https://www.ccsu.edu/reslife/>
Contact: reslife@ccsu.edu or 860-832-1660

Emergency and Homeless Shelters: Call 2-1-1 to live chat with a referral specialist. Website: <https://www.211unitedway.org/search-category/emergency-and-homeless-shelters/>. They provide referrals for persons with mental illness, domestic violence shelters, homeless shelters, etc.

- The Friendship Center helps with food and shelter: 85 Arch Street, New Britain, 860-225-0211.
Website: <http://www.fsc-ct.org/>

Faculty:

- If a student tells you that the required book or online resources are not affordable, did you know that you can ask the publisher for a few free copies?

Reporting Form:

We are trying to keep track of services and referrals made for students. Please complete the following short reporting form for every student identified. Please note that there are no confidentiality issues with collecting this information because it is for our own internal use. To access the reporting form, go to:

<https://www.surveymonkey.com/r/circleofcarereportingform>