

Financial Services FAQs

How do I make my payment since we are not at Platt College?

Students can make payments on the student portal or on the Platt College website at www.plattcolorado.edu. If you are paying by check, it will post to your ledger, but please know that there will be a delay due to the college closure. You can mail the checks to the college address below:

Platt College (Attn: Geoff Craver)
3100 S. Parker Road Suite 200
Aurora, CO. 80014

Is my payment plan still in effect and my payments due?

Yes. The Promissory Note that you have signed with the Financial Aid team is still in effect during this quarter and it is setup to cover the costs that are incurred for the classes taken during this quarter.

How do I contact my school's Financial Services office if the school is closed?

The Financial Services team is available to assist you via email at (financialservice@plattcolorado.edu) or by phone (303-369-5151) and you can leave a message for either Geoff or Robert.

How do I know what my outstanding balance is to Platt College?

If you log on to the student portal, you will find your ledger balance under the "Financial Tab." You can also make a payment towards your balance in this same location on the portal.

When I look at my ledger it has pending charges on it, what are those charges? Do I owe these charges and if so when do they change from pending to actual charges?

Pending charges are charges that you have enrolled in or started the quarter with, once you have been enrolled in the quarter past the add/drop date of April 5 (by 11:59 PM), the pending charges will become actual charges. You will owe the balance of the actual charges once they have moved over on the ledger from pending to actual, once the add/drop date has passed.

Will I still get a stipend check for this quarter and when can I expect it?

Yes, you will get your stipend check once approved by the Financial Aid office (You must have a credit balance on your ledger and submit a request). These checks will be mailed to your address on during week 4, once all the financial aid has posted to the students ledger and the balance is determined. We are asking that the students verify your address with the registrar so we can get the checks mailed out to the correct address.

Financial Aid FAQs

Is my student financial aid impacted by Platt College moving to a temporary online format?

No. Your eligible student financial aid will not be impacted. You must continue to participate in the course work and follow your faculty member's instructions to remain eligible for financial aid.

Will the temporary shift to online courses change the minimum number of credits required to receive financial aid?

No, credit hour requirements remain the same, regardless of the method used to deliver curriculum to our students.

How do I contact my school's financial aid office if the school is closed?

The financial aid office is available to assist you via email (financialaid@plattcolorado.edu) or by phone (303-369-5151).

I am unable to pay my monthly payment plan installment due to being temporarily laid off. What should I do?

If you are not able to make payments as agreed, please contact your campus accountant, Geoff Craver (303-369-5151 and Geoff.Craver@PlattColorado.edu) to discuss options.

If I need to present a financial aid appeal for the winter quarter, can I appeal by sending in my documents? If so, how?

Yes, a student may submit documentation for his/her appeal directly via email to the financial aid office. Students who are in jeopardy will be contacted, once final grades are submitted. If illness is a possible reason, including, but not limited to, the illness of a student or family member, compliance with a quarantine period, or the general disruption resulting from such an outbreak, the financial aid satisfactory academic progress committee will work with the student.

What if I am serving in the military and am mobilized in response to the COVID-19 public health emergency? Is there someone I can speak to discuss my situation and options?

First, we thank you for your service to our nation. We encourage you to consult with our staff. The best way to reach us is through e-mail (financialaid@plattcolorado.edu) or phone (303-369-5151) to discuss options and for support.

I am receiving Post 9/11 (Chapter 33) Benefits. Will moving to an on-line format affect my benefits?

Platt College's online program has been approved by the Veterans Administration and benefits remain unchanged for the duration of the Winter term. For any future terms, GI Bill recipients' Monthly Housing Allowance will be changed to half of the national average of the Department of Defense's basic housing

allowance rates for those with an E-5 pay grade with dependents. Congress has introduced legislation that, if enacted, will alleviate the possible loss of GI Bill benefits when a program is converted to an online format. A conference call with the Veterans Administration is scheduled for Thursday 3/26/20 to learn more. If GI Bill students have questions about their specific circumstance, they may contact the Education Call Center at: 1-888-442-4551 between 8:00 a.m. and 7:00 p.m. ET on weekdays.

What can I do to help manage the stress and anxiety I feel right now?

It's perfectly understandable that you feel heightened levels of stress. Please see the CDC's website (<https://www.cdc.gov/coronavirus/2019-ncov/prepare/managing-stress-anxiety.html>) for helpful ways to get through difficult moments. And, if you haven't already registered for your free YOU at College account, you can do so at <https://you.plattcolorado.edu/> for tips how to manage stress.