

TEMPLE UNIVERSITY- OF THE COMMONWEALTH SYSTEM OF HIGHER  
EDUCATION

Report dated October 1, 2020.

1. On April 11, 2020, Temple University – Of The Commonwealth System of Higher Education (“Temple”) signed and returned to the Department of Education the required Certification and Agreement to receive emergency funding through the Coronavirus Aid, Relief and Economic Security (CARES) Act. Temple intends to use no less than 50% of the funds received under Section 18004(a)(1) of the CARES Act to provide Emergency Financial Aid Grants to students.
2. On April 27, 2020, Temple received \$14,370,189 from the Department of Education pursuant to Temple’s Certification and Agreement pertaining to Emergency Financial Aid Grants to Students.
3. As of the date of this report, \$14,722,800 Emergency Financial Aid Grants have been distributed to students under Section 18004(a)(1) of the CARES Act.
4. The estimated total number of Temple students eligible to participate in programs under Section 484 in Title IV of the Higher Education Act of 1965 and thus eligible to receive Emergency Financial Aid Grants to students under Section 18004(a)(1) of the CARES Act is 25,262.
5. As of the date of this report, 16,462 students have received an Emergency Financial Aid Grant to students under Section 18004(a)(1) of the CARES Act.
6. Temple has identified three methods for students to receive Emergency Financial Aid Grants. First, Temple will directly disburse to eligible Pell grant recipients emergency grants of \$1,000. Second, by May 17, 2020, students completed an application to identify their expenses related to the disruption of campus operations due to coronavirus and, if eligible, received \$800 grants. For remaining funds, eligible students who did not meet the above deadlines can apply for Emergency Financial Aid Grants, up to \$800, through Temple’s Student Affairs Emergency Fund process. These award amounts are intended to approximate a month’s rent and cost of living expenses for university students. Pell eligible students, as those with the most demonstrated financial need, received larger grants.
7. Temple has provided the attached notices to students regarding the availability of this funding, including information about how to set up direct deposit to receive these funds, as well as information on ways to submit grant applications through Temple’s online portal. In addition, within Temple’s portal, there will be reminders of the availability of funding for eligible students.

*For Public Posting*

## EXAMPLE COMMUNICATIONS:

*May 6, 2020 – sent to the all students except those matriculated at Temple Japan*

Dear students:

You have likely heard about the federal government’s Coronavirus Aid, Relief and Economic Security (CARES) Act and its provision of Emergency Financial Aid grants for students. We are writing to provide you with important information about CARES Act funds that Temple will be distributing to eligible undergraduate, graduate and professional students in the coming weeks and steps you need to take to receive the funds.

Temple University received about \$14.4 million for students through the federal Higher Education Emergency Relief Fund (HEERF) as part of the CARES Act. **Per federal requirements, only students who are Title IV eligible based on their 2019-2020 Free Application for Federal Student Aid (FAFSA)—meaning those who are eligible for federal student financial aid—may receive these grants.**

While we understand that each and every one of you has experienced an upheaval of your day-to-day life as a result of the COVID-19 pandemic, we want to ensure that students with the most urgent need are the first to receive these emergency funds. For this reason, students who are currently enrolled and received Federal Pell Grants for the spring 2020 semester will be automatically awarded CARES Act grants. **Please note that, based on federal guidelines, this does not apply to Pell Grant recipients who were enrolled in online-only programs prior to the suspension of in-person teaching.**

Pell Grant recipients who are eligible for CARES Act funding but who are not currently signed up for direct deposit are urged to sign up, and will receive additional communication from the Bursar’s Office with instructions on how to set up direct deposit to receive the funds online. Please act quickly if you are in this group in order to receive your funds expediently.

Other students who did not receive Pell Grants for the spring 2020 semester but who qualify for federal student financial aid (Title IV) based on their current FAFSA will have the opportunity to request consideration for a CARES Act grant online. If you meet eligibility criteria, a form to request consideration for funds will be available to you on TUportal. Students who meet eligibility criteria will also receive an email notification from Student Financial Services. Students must submit a request for CARES funding via TUportal by **May 15, 2020**, in order to be considered for a CARES Act grant. Per federal guidelines, students who were enrolled in online-only programs prior to the suspension of in-person teaching are not eligible to receive these funds.

CARES funding is intended and should be used for student expenses related to the disruption of campus operations due to coronavirus, such as food, housing, course materials, technology, health care and child-care expenses.

A list of frequently asked questions about CARES Act grant eligibility and the request for funds process will also be made available on Temple’s COVID-19 updates page.

Temple students who are in need of financial support to continue their degrees are able to access funding through a number of avenues. If a student is not eligible for a CARES Act grant, but is still facing financial hardship due to the COVID-19 pandemic, some support is available through the resources listed below.

*For Public Posting*

- The [Student Emergency Aid Fund](#) provides short-term financial assistance to students who have faced unforeseen circumstances and need support to continue their education.
- The [Broad Street Finish Line Grant](#) program provides grants of \$500 to \$5,000 to students with demonstrated financial need to ensure they can complete their degree programs.
- The [Cherry Pantry](#) remains open and accessible in its temporary location in the Temple University Police Morgan Hall Substation at 1601 Park Ave., on the side of Morgan Hall South.

If you have any questions, please contact Student Financial Services at [sfs@temple.edu](mailto:sfs@temple.edu).

We understand that this has been a difficult and uncertain time, and we are grateful for the strength and dedication of everyone in the Temple community.

Sincerely,

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*May 7, 2020 – sent to Title IV eligible students and including those matriculated at Temple Japan*

Dear (Student Name),

I hope this email finds you well during this challenging time. I am writing today to let you know how to request a **Temple Cares Act grant**.

Current degree-seeking students enrolled in on-campus classes during the spring 2020 semester who are **eligible to receive federal financial aid** can now complete the survey to request the Temple CARES Act grant. Per federal guidelines, students who were enrolled exclusively online prior to the suspension of in-person teaching are not eligible to receive these funds. Students who meet the federal financial aid criteria, must also demonstrate that they incurred expenses related to the disruption of campus operations.

**Complete the survey now** to request funding, <https://tuportal.temple.edu/web/home-community/cares-act> and no later than **May 15, 2020**.

CARES funding is intended and should be used for student expenses related to the disruption of campus operations due to coronavirus, such as food, housing, course materials, technology, health care and child-care expenses.

Finally, if a student is not eligible for a Temple CARES Act grant, but is still facing financial hardship due to the COVID-19 pandemic, some support is available through the resources listed below.

The [Student Emergency Aid Fund](#) provides short-term financial assistance to students who have faced unforeseen circumstances and need support to continue their education.

- The [Broad Street Finish Line Grant](#) program provides grants of \$500 to \$5,000 to students with demonstrated financial need to ensure they can complete their degree programs.
- The [Cherry Pantry](#) remains open and accessible in its temporary location in the Temple University Police Morgan Hall Substation at 1601 Park Ave., on the side of Morgan Hall South.

If you have questions, please contact Student Financial Services at [sfs@temple.edu](mailto:sfs@temple.edu).

*For Public Posting*

Sincerely,

Office of Student Financial Services

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*May 6, 2020 – sent to Pell recipients that were not signed up for direct deposit*

Dear Temple Student:

You will be receiving emergency relief funding made possible by the CARES Act. As a result, we are reaching out to give you instruction on the safest and most efficient way to receive a refund from Temple University.

Click [TUpay Student Choice Refunds](#) and you will be taken directly into the direct deposit system. Follow the steps below to complete the process.

- Select 'Manage My Student Choice Refunds Account'
- Under 'Refund Method' select 'Edit Refund Method'
- You will receive an 'Authentication Code' in your Temple email account
- Enter the Authentication code number and click submit
- Select 'Bank Account (Direct Deposit)' and enter the required information

The sign-up process is quick and easy. With direct deposit, you will have your refund in days as opposed to weeks with a paper check so be sure to enroll.

We hope you and your family are staying safe.

Thank you,  
Office of the Bursar

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*May 8, 2020 – sent to Title IV eligible students matriculated at Temple Japan*

Dear students:

You have likely heard about the U.S. federal government's Coronavirus Aid, Relief and Economic Security (CARES) Act and its provision of Emergency Financial Aid grants for students. We are writing to provide you with important information about CARES Act funds that Temple will be distributing to eligible undergraduate, graduate and professional students in the coming weeks and steps you need to take to receive the funds.

Temple University received about \$14.4 million for students through the federal Higher Education Emergency Relief Fund (HEERF) as part of the CARES Act. Per federal requirements, only students who are Title IV eligible based on their 2019-2020 Free Application for Federal Student Aid (FAFSA)—meaning those who are eligible for federal student financial aid—may receive these grants.

While we understand that each and every one of you has experienced an upheaval of your day-to-day life as a result of the COVID-19 pandemic, we want to ensure that students with the most urgent need are the first to receive these emergency funds. For this reason, students who are currently enrolled and

*For Public Posting*

received Federal Pell Grants for the spring 2020 semester will be automatically awarded CARES Act grants. Please note that, based on federal guidelines, this does not apply to Pell Grant recipients who were enrolled in online-only programs prior to the suspension of in-person teaching.

Other students who did not receive Pell Grants for the spring 2020 semester but who qualify for federal student financial aid (Title IV) based on their current FAFSA will have the opportunity to request consideration for a CARES Act grant online. If you meet eligibility criteria, a survey is now available to you on TUportal. Students who meet eligibility criteria have also received an email notification from Student Financial Services. Students must submit a request for CARES funding via TUportal by May 15, 2020, in order to be considered for a CARES Act grant. Per federal guidelines, students who were enrolled in online-only programs prior to the suspension of in-person teaching are not eligible to receive these funds.

CARES funding is intended and should be used for student expenses related to the disruption of campus operations due to coronavirus, such as food, housing, course materials, technology, health care and child-care expenses.

A list of frequently asked questions about CARES Act grant eligibility and the request for funds process is available on Temple's COVID-19 updates page.

For those of you in need who ultimately do not qualify for the CARES Act grant, our colleagues at Temple Japan will be following up with information about the Temple Japan Student Emergency Aid Fund.

If you have any questions, please email [tujfinaid@tuj.temple.edu](mailto:tujfinaid@tuj.temple.edu).

We understand that this has been a difficult and uncertain time, and we are grateful for the strength and dedication of everyone in the Temple community.

Sincerely,

Office of Student Financial Services

**May 7, 2020 TUportal request survey for Title IV eligible students (excluding eligible Pell recipients that are automatically receiving CARES Act funding)**



Temple CARES Act

Deadline: May 15, 2020

By completing this form you are requesting direct-to-student emergency funding to help cover unexpected expenses related to the disruption of campus operations due to coronavirus. You **must** meet the federal student eligibility criteria to participate in federal financial aid programs and be enrolled at Temple for in-person classes during the **Spring 2020** semester.

What **expenses** have you incurred as a result of the **disruption** to campus caused by the **coronavirus**?

*Check all that apply.*

- Child care expense    Health insurance expense    Technology expense    Food expense    Housing expense    Course materials expense    Other

Submit



Temple CARES Act

Deadline: May 15, 2020

Thank you for completing the survey.

We will review all responses **after the deadline passes** and provide you with your updated status as soon as possible.

*For Public Posting*



Temple CARES Act

Deadline: May 15, 2020

You **are eligible** to receive the Temple CARES Emergency funding.  
Funds will be disbursed to your student account. Check TUpay for the status of your refund.

[Check TUpay](#)



Temple CARES Act

Deadline: May 15, 2020

Unfortunately, you are **not** eligible to receive the Temple CARES Emergency funding.  
However, support may be available through the resources listed below:

- The [Student Emergency Aid Fund](#) provides short-term financial assistance to students who have faced unforeseen circumstances and need support to continue their education.
- The [Broad Street Finish Line Grant](#) program provides grants of \$500 to \$5,000 to students with demonstrated financial need to ensure they can complete their degree programs.
- The [Cherry Pantry](#) remains open and accessible in its temporary location in the Temple University Police Morgan Hall Substation at 1601 Park Ave., on the side of Morgan Hall South.

*May 12, 2020- sent to 7,630 eligible Federal Pell Grant recipients*

From: Student Financial Services [mailto:FINAID@temple.edu]

Subject: Temple CARES Act Funding

Dear (student name),

I hope this email finds you well during this challenging time. I am writing to let you know that the Temple CARES Act grant has been processed for you. This funding was provided by the U.S. Department of Education as a result of the CARES Act. As a federal Pell grant recipient, you have been identified as one of Temple's students with the greatest financial need.

CARES funding is intended and should be used for student expenses related to the disruption of campus operations due to coronavirus, such as food, housing, course materials, technology, health care and child-care expenses.

*For Public Posting*

The Temple CARES Act grant has applied to your spring semester account and will process as a refund within 24 hours directly to you. You can track the status of your refund in your TUpay account (access TUportal > select the Costs and Aid tab > select TUpay > select Student Choice Refunds).

If you have any questions or concerns please let us know by emailing [sfs@temple.edu](mailto:sfs@temple.edu).

Sincerely,

Office of Student Financial Services

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*May 15, 2020- Email sent to advise students that hadn't completed the survey (who were eligible) the deadline was now May 17, 2020*

From: Student Financial Services [mailto:FINAID@temple.edu]

Subject: Temple CARES Act Funding

Dear (student name),

I hope this email finds you well during this challenging time. I am writing today to let you know how to request a **Temple CARES Act grant**.

Current degree-seeking students enrolled in on-campus classes during the spring 2020 semester who are **eligible to receive federal financial aid** can now complete the survey to request the Temple CARES Act grant. Per federal guidelines, students who were enrolled exclusively online prior to the suspension of in-person teaching are not eligible to receive these funds. Students who meet the federal financial aid criteria, must also demonstrate that they incurred expenses related to the disruption of campus operations.

**Complete the survey now** to request funding, <https://tuportal.temple.edu/web/home-community/cares-act> and not later than **May 17, 2020**.

CARES funding is intended and should be used for student expenses related to the disruption of campus operations due to coronavirus, such as food, housing, course materials, technology, health care and child-care expenses.

A list of frequently asked questions about the Temple CARES Act grant and the request process is available on the SFS website [sfs.temple.edu/about/faqs](https://sfs.temple.edu/about/faqs).

Finally, if a student is not eligible for a Temple CARES Act grant, but is still facing financial hardship due to the COVID-19 pandemic, some support is available through the resources listed below:

The [Student Emergency Aid Fund](#) provides short-term financial assistance to students who have faced unforeseen circumstances and need support to continue their education.

The [Broad Street Finish Line Grant](#) program provides grants of \$500 to \$5,000 to students with demonstrated financial need to ensure they can complete their degree programs.



*For Public Posting*

The [Cherry Pantry](#) remains open and accessible in its temporary location in the Temple University Police Morgan Hall Substation at 1601 Park Ave., on the side of Morgan Hall South.

If you have questions, please contact our office at [sfs@temple.edu](mailto:sfs@temple.edu).

Sincerely,

Emilie Van Trieste, M.Ed.  
Director, Student Financial Services  
Temple University

*May 15, 2020 deadline for Temple Cares Act TUportal survey completion for Title IV eligible students extended to May 17, 2020*



Temple CARES Act

Deadline: May 17, 2020

Thank you for completing the survey.

We will review all responses **after the deadline passes** and provide you with your updated status as soon as possible.

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*For Public Posting*

*May 18, 2020- email from Temple Japan to eligible Pell recipients with bank account information on file*

Dear CARES Act Recipient,

I am writing to let you know that the Temple CARES Act grant has been processed for you. This funding was provided by the U.S. Department of Education as a result of the CARES Act. As a federal Pell grant recipient, you have been identified as one of Temple's students with the greatest financial need.

CARES funding is intended and should be used for student expenses related to the disruption of campus operations due to coronavirus, such as food, housing, course materials, technology, health care and child-care expenses.

Under this Act you will be receiving **\$800 USD**. We will apply the appropriate exchange rate once we receive the funds from main campus and will transfer the funds to the bank account we have on file for you. We expect to complete this process by early June.

The bank information we have on file for you is an account at:

Bank name (embedded data from Netsuite)

Bank Branch (embedded data from Netsuite)

Please contact us if this bank account is no longer valid. If you have any questions regarding this matter, please email [tujfinaid@tuj.temple.edu](mailto:tujfinaid@tuj.temple.edu).

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*May 18, 2020- email from Temple Japan to eligible Pell recipients without bank account information on file*

Dear CARES Act Recipient,

I am writing to let you know that the Temple CARES Act grant has been processed for you. This funding was provided by the U.S. Department of Education as a result of the CARES Act. As a federal Pell grant recipient, you have been identified as one of Temple's students with the greatest financial need.

CARES funding is intended and should be used for student expenses related to the disruption of campus operations due to coronavirus, such as food, housing, course materials, technology, health care and child-care expenses.

Under this Act you will be receiving **\$800 USD**. We will apply the appropriate exchange rate once we receive the funds from main campus and will transfer the funds to your bank account by early June.

We currently do not have your bank information on file. Please fill out the form below to provide us with your account details:

Form link (embedded form from Netsuite)

*For Public Posting*

Please add or update your bank account information by **5pm Friday 22nd of May**.

If you have any questions regarding this matter, please email [tujfinaid@tuj.temple.edu](mailto:tujfinaid@tuj.temple.edu).

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*May 26, 2020 email from Temple Japan to eligible CARES survey recipients with bank account information on file*

Dear CARES Act Recipient,

I am writing to let you know that the Temple CARES Act grant has been processed for you. This funding was provided by the U.S. Department of Education as a result of the CARES Act. As a qualified Title IV recipient, you have been identified as one of Temple's students with financial need based on your survey response.

CARES funding is intended and should be used for student expenses related to the disruption of campus operations due to coronavirus, such as food, housing, course materials, technology, health care and child-care expenses.

Under this Act you will be receiving \$800 USD. We will apply the appropriate exchange rate once we receive the funds from the main campus and will transfer the funds to the bank account we have on file for you. We expect to complete this process by the end of June.

The bank information we have on file for you is an account at:

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Please contact us if this bank account is no longer valid. If you have any questions regarding this matter, please email [tujfinaid@tuj.temple.edu](mailto:tujfinaid@tuj.temple.edu).

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*May 27, 2020 email sent to 8,561 students that completed the CARES survey and were eligible for the \$800 CARES funding posted to their account*

From: Student Financial Services [mailto:FINAID@temple.edu]

Subject: Temple CARES Act Funding

Dear (student name),

I hope this email finds you well during this challenging time. I am writing to let you know that the \$800 Temple CARES Act grant has been processed for you. This funding was provided by the U.S. Department of Education as a result of the CARES Act.

CARES funding is intended and should be used for student expenses related to the disruption of campus operations due to coronavirus, such as food, housing, course materials, technology, health care and child-care expenses.

*For Public Posting*

The Temple CARES Act grant has applied to your spring semester account and will process as a refund within 2-3 business days directly to you. You can track the status of your refund in your TUpay account (access TUportal > select the Costs and Aid tab > select TUpay > select Student Choice Refunds).

If you have any questions or concerns please let us know by emailing [sfs@temple.edu](mailto:sfs@temple.edu).

Sincerely,

Office of Student Financial Services

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*May 28, 2020 email sent to 7,629 Pell recipients that an additional \$200 from CARES funding was posted to their account*

From: Student Financial Services [mailto:FINAID@temple.edu]

Subject: Temple CARES Act Funding

Dear (student name),

I hope this email finds you well during this challenging time. I am writing to let you know that the Temple CARES Act grant has been increased for you. This additional funding was provided by the U.S. Department of Education as a result of the CARES Act.

CARES funding is intended and should be used for student expenses related to the disruption of campus operations due to coronavirus, such as food, housing, course materials, technology, health care and child-care expenses.

The Temple CARES Act grant has applied to your spring semester account and is in the process of being refunded directly to you. You can track the status of your refund in your TUpay account (access TUportal > select the Costs and Aid tab > select TUpay > select Student Choice Refunds). The refund will take approximately 2-3 business days to process.

If you have any questions or concerns please let us know by emailing [sfs@temple.edu](mailto:sfs@temple.edu).

Sincerely,

Office of Student Financial Services

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*For Public Posting*

*June 18, 2020- sent to 16 eligible Pell recipients (including eligible Temple Japan students)*

From: Student Financial Services [mailto:FINAID@temple.edu]  
Subject: Temple CARES Act Funding

Dear (student name),

I hope this email finds you well during this challenging time. I am writing to let you know that the Temple CARES Act grant has been processed for you. This funding was provided by the U.S. Department of Education as a result of the CARES Act. As a federal Pell grant recipient, you have been identified as one of Temple's students with the greatest financial need.

CARES funding is intended and should be used for student expenses related to the disruption of campus operations due to coronavirus, such as food, housing, course materials, technology, health care and child-care expenses.

The Temple CARES Act grant has applied to your spring semester account and will process as a refund within 48 hours directly to you. You can track the status of your refund in your TUpay account (access TUportal > select the Costs and Aid tab > select TUpay > select Student Choice Refunds).

If you have any questions or concerns please let us know by emailing sfs@temple.edu.

Sincerely,

Office of Student Financial Services

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*June 18, 2020- sent to 57 recipients (including eligible Temple Japan students)*

From: Student Financial Services [mailto:FINAID@temple.edu]  
Subject: Temple CARES Act Funding

Dear (student name),

I hope this email finds you well during this challenging time. I am writing to let you know that the \$800 Temple CARES Act grant has been processed for you. This funding was provided by the U.S. Department of Education as a result of the CARES Act.

CARES funding is intended and should be used for student expenses related to the disruption of campus operations due to coronavirus, such as food, housing, course materials, technology, health care and child-care expenses.

The Temple CARES Act grant has applied to your spring semester account and will process as a refund within 2-3 business days directly to you. You can track the status of your refund in your TUpay account (access TUportal > select the Costs and Aid tab > select TUpay > select Student Choice Refunds).

*For Public Posting*

If you have any questions or concerns please let us know by emailing [sfs@temple.edu](mailto:sfs@temple.edu).

Sincerely,

Office of Student Financial Services

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*July 27, 2020- sent to 1 recipient*

From: Student Financial Services [mailto:FINAID@temple.edu]

Subject: Temple CARES Act Funding

Dear (student name),

I hope this email finds you well during this challenging time. I am writing to let you know that the \$800 Temple CARES Act grant has been processed for you. This funding was provided by the U.S. Department of Education as a result of the CARES Act.

CARES funding is intended and should be used for student expenses related to the disruption of campus operations due to coronavirus, such as food, housing, course materials, technology, health care and child-care expenses.

The Temple CARES Act grant has applied to your spring semester account and will process as a refund within 2-3 business days directly to you. You can track the status of your refund in your TUpay account (access TUportal > select the Costs and Aid tab > select TUpay > select Student Choice Refunds).

If you have any questions or concerns please let us know by emailing [sfs@temple.edu](mailto:sfs@temple.edu).

Sincerely,

Office of Student Financial Services

*For Public Posting*

*August 11, 2020- sent to 1 recipient*

From: Student Financial Services [mailto:FINAID@temple.edu]

Subject: Temple CARES Act Funding

Dear (student name),

I hope this email finds you well during this challenging time. I am writing to let you know that the \$800 Temple CARES Act grant has been processed for you. This funding was provided by the U.S. Department of Education as a result of the CARES Act.

CARES funding is intended and should be used for student expenses related to the disruption of campus operations due to coronavirus, such as food, housing, course materials, technology, health care and child-care expenses.

The Temple CARES Act grant has applied to your spring semester account and will process as a refund within 2-3 business days directly to you. You can track the status of your refund in your TUpay account (access TUportal > select the Costs and Aid tab > select TUpay > select Student Choice Refunds).

If you have any questions or concerns please let us know by emailing [sfs@temple.edu](mailto:sfs@temple.edu).

Sincerely,

Office of Student Financial Services

*August 26, 2020 and September 11, 2020- a total of 15 emails were sent to advise on uncashed paper refund checks*

From: Student Financial Services [mailto:FINAID@temple.edu]

Subject: Temple CARES Act Funding

Dear (student name),

This email is to confirm the \$xxx CARES funding check you were sent on or around x/xx/xx went uncashed for 90 days. Temple University attempted to reach you numerous times with no success, therefore the check has now been voided and the funding is no longer available to you.

Sincerely,

Office of Student Financial Services