

What if we have questions?

If you have questions, please know that staff are available to assist you. Students and families do not need an appointment to speak with or meet with a staff member. There is one catch. In order for staff to speak with a parent/family member about the student's application, the student must sign and submit a [Release of Information form](#), giving permission.

Office Location	Harrin Hall, Suite 200
Office Hours	M-F 8am – 4:30pm
Phone	501-450-3140
Fax	501-450-5159

Front Line Staff: We have highly trained front line staff who manage our front counter and answer our office phone. These staff are available to answer questions about the application process, the status of the student's application and many other issues.

Financial Aid Counselors: Counselors are available to speak with and see students on a walk-in basis. Students are assigned a counselor based on the first letter of the last name. The following information provides the contact information for these counselors. Counselors are available to answer questions regarding program eligibility, special circumstances and many other issues.

Letter	Name	Phone Number	Email
A-H	Lynetta Morris	501-852-7418	lmorris@uca.edu
I-P	Chelsea Riddle	501-450-5352	criddle@uca.edu
Q-Z	Travis Kunkel	501-450-5111	tkunkel1@uca.edu

Web Questions: Questions may be submitted to the office through our Financial Aid Homepage on the web at: <http://uca.edu/financialaid/contact-our-office/>. Our goal is to respond to questions within 24 hours.

Survey: We want to provide the best possible experience for our students. To do so, we need feedback. Our customer service survey may be accessed through our Financial Aid Homepage on the web at: <https://uca.campuslabs.com/engage/submitter/form/start/271713>

Did you know?

- Students may access the status of their application, including award information through their [myUCA account](#). The student is provided their user name and password with their Admissions letter.
- When students enter the office they will be asked to sign in at our computer kiosk and they will be called by name by the next available staff member.
- We have two Computers in the lobby for student use to complete the FAFSA, Entrance/Exit Counseling, Master Promissory Notes, etc.
- Our official means of communication is email. Students should check their UCA issued email account regularly.
- We often use technology to make automated courtesy calls to remind students of approaching deadlines or to submit missing information.