

OFFICE OF FINANCIAL AID:

CUSTOMER SERVICE HOURS

The Office of Financial Aid staff is committed to your success and being accessible to you. There are now several ways to get in contact with our office!

Standard Hours of Operation: Monday – Friday (8:00am-4:30pm)

- During our Standard Hours of Operation, the Financial Aid Staff is working diligently to process your financial aid and respond to inquiries!

Call Center Hours: Monday – Friday (8:00am-6:00pm)

- For the quickest way to get in touch with our office, please call us at 717-871-5100 to speak with a Financial Aid Representative.
 - *During our Call Center Hours, a Financial Aid Representative is available to speak with over the phone and help answer your questions!*
 - *Please make sure to have your Millersville ID number ready and be prepared to verify your identity.*

CALL US!

Walk-in Hours: Monday – Friday (8:30am-4:00pm)

- On Tuesday, Wednesday, and Thursday you can visit our office in Lyle Hall from 9:00am-4:00pm to drop off paperwork or have other general questions addressed.
 - *Fully vaccinated persons are not required to wear a mask when entering the building.*
 - *If you are not fully vaccinated, please make sure you wear your mask when entering the building and adhere to social distancing guidelines.*
 - *If you need to meet with a counselor, please note that all appointments are currently in a virtual format. If you need to speak with a counselor at length, please make sure to schedule an appointment.*

VISIT US!

Email Hours: Monday – Friday (8:00am-4:30pm)

- You can also reach us via email during this time.
 - *Please note that due to an extremely high-volume of emails, you may experience longer than normal wait times for a response.*
 - *If you are emailing us, please make sure to include your full name and Millersville ID number in your email.*

EMAIL US

Appointments: Monday, Tuesday, Thursday & Friday (9:00am-2:00pm)

- If you need to schedule an appointment with a Financial Aid Counselor, we are available via phone and Zoom appointments.
 - The quickest way to schedule an appointment is to call our office Monday-Friday between 8:00am-6:00pm!
 - If you are emailing us to schedule an appointment, please email us and make sure to change your subject line to "Request for Appointment". Don't forget to include in your email:
 - Your Millersville ID number
 - Your questions/reason for appointment
 - Phone number to be reached at
 - Preferred method of appointment (phone or Zoom)
 - Dates and times you are available for an appointment

CALL US TO SCHEDULE AN APPOINTMENT

EMAIL US TO SCHEDULE AN APPOINTMENT