

**ARCHIVED – Refer to Corrected Final Report posted 01/08/2021**

---

## CARES Act / HEERF Emergency Financial Aid Grants

---

In response to the unprecedented crisis caused by the coronavirus pandemic, the U.S. Congress passed the Coronavirus Aid, Relief, and Economic Security Act (the “CARES Act”), which established and funded the Higher Education Emergency Relief Fund (“HEERF”) to provide relief funding to institutions of higher education. HEERF funds are allocated to the institution with the requirement that at least 50% of the HEERF funds must be used to provide Emergency Financial Aid Grants to students to help with expenses related to the disruption of campus operations due to the coronavirus. Institutions may use up to 50% of the HEERF funds for institutional costs associated with significant changes to the delivery of instruction due to the coronavirus. The University of Phoenix will use [100% of the HEERF funds](#) received to provide Emergency Financial Aid Grants to eligible students.

As [directed by the U.S. Department of Education](#) (“ED”) in a Federal Register notice published August 31, 2020, institutions receiving HEERF funds must publicly report the following information no later than 10 days after the end of each calendar quarter:

***NOTE:** In compliance with ED’s directive to separately report expenditures of the Institutional Portion of the HEERF allocation, this Final Report has been updated to reflect only the Student Aid Portion of the University’s HEERF allocation.*

**1. An acknowledgement that the institution signed and returned the certification and agreement form and that the institution has used, or intends to use the funds to provide the mandated amount of at least 50% of the emergency financial aid grants to students.**

University of Phoenix acknowledges signing and returning its “Certification and Agreement” forms for student grants and institutional funding to the U.S. Department of Education. The University received its allocation of the HEERF funds for student grants on May 4, 2020, and the allocation of HEERF funds for the institutional portion on May 8, 2020.

**2. The total amount of funds that the institution will receive or has received from the Department pursuant to the institution’s Certification and Agreement [for] Emergency Financial Aid Grants to Students.**

The University of Phoenix has received its HEERF allocation for Emergency Financial Aid Grants to Students in the amount of \$3,294,717.

**3. The total amount of Emergency Financial Aid Grants distributed to students under Section 18004(a)(1) of the CARES Act as of the date of submission (i.e., as of the 30-day Report and every 45 days thereafter).**

University of Phoenix has distributed \$3,294,717 directly to students as of September 30, 2020.

(This section will be updated, as required.)

**4. The estimated total number of students at the institution 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.**

University of Phoenix estimates 3,634 students were eligible to receive Emergency Financial Aid Grants.

**5. The total number of students who have received an Emergency Financial Aid Grant to students under Section 18004(a)(1) of the CARES Act.**

University of Phoenix has distributed an Emergency Financial Aid Grant to 3203 students as of September 30, 2020.

(This section will be updated, as required.)

**6. The method(s) used by the institution to determine which students receive Emergency Financial Aid Grants and how much they would receive under Section 18004(a)(1) of the CARES Act.**

In accordance with the CARES Act and [guidance provided from ED](#), University of Phoenix distributed Emergency Financial Aid Grants to as many eligible students as possible, while making available additional funds to students with more significant needs. Eligible students were offered an Emergency Financial Aid Grant in the amount of \$800. The University determined the amount of this baseline Grant by evaluating costs likely incurred by any student impacted by the disruption of campus operations due to coronavirus, and in conjunction with the estimated number of eligible students. The amount of the baseline Grant also ensured that additional funds would be available for impacted eligible students with more significant needs caused by the disruption of campus operations.

To receive a baseline Grant of \$800, the University of Phoenix student must meet the eligibility criteria as [detailed by ED](#) (including, but not limited to, being enrolled as of March 13, 2020 in a program that was not exclusively an online program). The University also requires the student to submit a Request Form attesting that the student incurred expenses related to the disruption of campus operations due to the coronavirus. Students were also given an additional opportunity to attest to having more significant needs caused by the disruption of campus operations. These students were provided an additional Grant of \$1611.63.

In addition, students enrolled in the University's Master of Science in Counseling program (MSC) whose practicum was moved to telehealth as a result of the disruption to campus operations received a Grant to assist with technology expenses related to the telehealth practicum. The Grant amounts ranged from \$100 to \$1000 and was calculated as \$100 (per month) multiplied by the number of months for the telehealth practicum.

**7. Any instructions, directions, or guidance provided by the institution to students concerning the Emergency Financial Aid Grants.**

University of Phoenix notified eligible students about the availability of Emergency Financial Aid Grants via the following email from the University's president on May 5, 2020. Additionally, the University sent follow-up emails and text messages, placed outbound phone calls, and provided reminder alerts through the student online portal to student who have not responded.

[Copy of initial email notification to students]:

May 5, 2020

Dear Students:

The recently passed Coronavirus Aid, Relief, and Economic Security (CARES) Act provides emergency funding to schools and students to offset any expenses related to the interruption of campus operations due to the Coronavirus (COVID-19). The CARES Act requires colleges and universities provide at least 50 percent of this funding directly to students who have been impacted. We want you to know that University of Phoenix will exceed that requirement and use 100 percent of its share of these relief funds to support our impacted students through emergency grants provided directly to students. Students will not need to repay these grants.

If you have expenses related to the interruption of campus operations due to COVID-19, please complete the Request for Higher Education Emergency Relief Funds form found on the account tab of [ecampus.phoenix.edu](http://ecampus.phoenix.edu). From the account tab, click on "Additional Forms and Upload" link at the bottom of the page. The Request for Higher Education Emergency Relief Fund form will be found at the bottom of the page under miscellaneous forms. Once completed and e-signed, the form will be processed. No further action is required by you.

Additionally, to assist us in understanding our students' areas of need, we are asking you to identify any challenges you are facing. We may be able to provide additional assistance, if we have a better idea of your circumstances. Although optional, sharing this information will aid us in helping you.

Finally, the emergency financial aid grant will be processed using the University's normal student refund process. To ensure you receive emergency funds as quickly as possible and without delay, please ensure that your banking information (ACH) and permanent address (paper check) is current. The University's goal is to provide these funds as quickly as possible, so your accurate student refund information is critical. If you need to update your information, please complete the steps in this [link](#).

The COVID-19 pandemic has had a dramatic impact on our lives and our world. Please know we are here for you now, and always, and we will get through this together. Please contact us at 1-888-FIN-UOPX with any questions you may have.


Stay safe and be well.

Sincerely,

Peter Cohen, President  
University of Phoenix

Eligible students submitted a Request Form to the University in which the student attested to having incurred expenses related to the disruption of campus operations due to the coronavirus. Students with more significant needs were able to self-identify. The Request Form is available below.

[Copy of Request Form]:



## Request for Higher Education Emergency Relief Funds

To request a grant from the Higher Education Emergency Relief Fund, please complete this form no later than May 20th, 2020.

**Please Note:** The University intends to distribute the initial emergency grant funds as widely as possible, but the funds will be distributed on a first-come, first-served basis.

Student Legal Last Name	First Name	Middle Initial
Student IRN		

The Coronavirus Aid, Relief, and Economic Security (CARES) Act has made available emergency funds to students like you, who may have incurred expenses related to the disruption of campus operations due to the coronavirus (COVID-19). The University will allocate \$800 per impacted student. (If you do not want to request an emergency grant, do not return this form.)

I request this grant of emergency funds and acknowledge that I incurred expenses related to the disruption of campus operations due to COVID-19.

Please indicate if any of the following items apply to you. Also, please understand that your response to this section is optional but may be considered for any subsequent emergency grant funds should they become available to students.

- Student or spouse loss of job
- Frontline healthcare worker or first responder
- Single Parent
- Significant technology costs to transition to online learning

I certify that the submitted information is true and correct to the best of my knowledge and belief.

Student Signature: Date:

Students who returned the Request Form and indicated that one or more of the identified circumstances applied to them were offered a supplemental grant amount. No further action was required by the student; instead, the University sent the following email on July 6, 2020 to notify students of their eligibility prior to disbursing the grant funds.

[Date]

Dear Student:

Recently, you received a Higher Education Emergency Relief (HEERF) Grant under the Coronavirus Aid, Relief, and Economic Security (CARES) Act, which provides emergency funding to schools and students to offset any expenses related to the interruption of campus operations due to the Coronavirus (COVID-19).

You may be eligible for an additional grant.

The University recently received the second allocation of HEERF Grants that will be distributed to eligible students in the near future. No action is required from you at this time. If eligible, you will receive the grant dollars via ACH or paper check—the same way you received your first grant. If you have questions, please contact us at 1-888-FIN-UOPX. Thank you.

Stay safe and be well.

University of Phoenix notified MSC students enrolled in a practicum via telehealth about the availability of Emergency Financial Aid Grants via the following email from the University's president on July 6, 2020.

[Copy of notification to MSC students]:

SUBJECT LINE: Emergency Grant Funds Available to MSC Students completing Practicum course via SimplePractice  
HEADLINE: Notice to MSC Students completing their current practicum course vis Simple Health

[Date]

Dear Students:

The recently passed Coronavirus Aid, Relief, and Economic Security (CARES) Act provides emergency funding to schools and students to offset any expenses related to the interruption of campus operations due to the Coronavirus (COVID-19). Students will not need to repay these grants.

The University understands that your practicum course enrollment has been impacted by the disruption of campus operations. As such, you will be completing the remainder of your counseling practicum using the telehealth platform SimplePractice and will require high speed internet access or other technology upgrades. To assist with these additional technology expenses, the University will provide \$100 per month for each month remaining in your practicum to be completed via telehealth. No further action is required by you.

The emergency financial aid grant will be processed using the University's normal student refund process. To ensure you receive emergency funds as quickly as possible and without delay, please ensure that your banking information (ACH) and permanent address (paper check) is current. The University's goal is to provide these funds as quickly as possible, so your accurate student refund information is critical. If you need to update your information, please complete the steps in this [link](#).

The COVID-19 pandemic has had a dramatic impact on our lives and our world. Please know we are here for you now, and always, and we will get through this together. Please contact us at 1-888-FIN-UOPX with any questions you may have.

Stay safe and be well.

Sincerely,

Peter Cohen, President  
University of Phoenix