



**TEXAS HIGHER EDUCATION
COORDINATING BOARD**
Agency Operations and Communications
P.O. Box 12788 Austin, Texas 78711

LINDA BATTLES, M.P.AFF.
*Deputy Commissioner
Agency Operations and
Communications/Chief Operating
Officer*
512-427-6205
Fax 512-427-6127

KEN MARTIN
*Assistant Commissioner for
Financial Services/Chief Financial
Officer*
512-427-6173
Fax 512-427-6169

CHARLES W. PULS, Ed.D
*Deputy Assistant Commissioner
for Student Financial Aid Programs*
512-427-6365
Fax 512-427-6423

ZHEN ZHEN SUN
*Assistant Commissioner for
Information Solutions & Services*
512-427-6259
Fax 512-427-6447

TONIA SCAPERLANDA
*Director
Human Resources*
512-427-6193
Fax 512-427-6510

JOHN WYATT
*Director
External Relations*
512-427-6586
Fax 512-427-6127

TO: Directors of Financial Aid
Public and Private/Independent Institutions of Higher Education

FROM: DeChà Reid
Director, Financial Aid Services

DATE: March 20, 2018

RE: Online Questions and Answers (Q&A) Unavailable

In the coming months, the Financial Aid Services area will be redesigning the Q&As that were previously available on the [Student Financial Aid Programs Information Website \(SFAP\)](#) under "**Resources**". During the redesign process, the documents will be unavailable, and a notification will be sent out to the institutions once they are reposted.

If you have any questions, please contact Financial Aid Services at (844) 792-2640 or [CONTACT US](#). (Select the "State and Federal Grants and Scholarships" option in the drop-down selection under **Contact Reason**).

cc: Ken Martin, Assistant Commissioner
Charles W. Puls, Deputy Assistant Commissioner