



January 13, 2025

Immediate Changes to Financial Aid Distribution and Tuition Payment Deadlines

This email is a follow-up to the important communications distributed to students, faculty, and staff over the weekend regarding information technology security, email phishing activity, and immediate implementation of a Virtual Private Network for off-campus access to university systems.

Due to this enhanced activity, which resulted in some accounts being compromised, we are keenly aware that some students have not received their financial aid disbursements/refunds. We apologize for this delay and wish to assure you that the university is working diligently to ensure timely and secure delivery of these funds to affected students.

We will have more detailed instructions within the next 24 hours. For now, deadlines for tuition payments for the spring semester are being extended while we work to process and disburse financial aid funds to the affected students.

Students do not need to take any action regarding financial aid or tuition payments until additional instructions are issued Tuesday. Meanwhile, any questions regarding financial aid should be referred to the Office of Financial Aid at finaid@pfw.edu.

Please closely monitor your university email accounts and text alerts for additional information. As a reminder, please continue to remain very careful about clicking on emails or links from unknown or suspicious sources.

Thank you for your continued patience as the university addresses these information technology issues and helps get everyone off on the right foot this semester.

Sincerely,

Krissy Surface
Vice Chancellor
Enrollment Management and the Student Experience

Don Life is an official university communication sent weekly on Wednesday to all currently enrolled students. Don Life Special Edition is a supplement to the regularly scheduled newsletter. It covers breaking news and time-sensitive information directly related to university operations.

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