

## **FAQ's: Current Students**

**Q:** How do I receive the benefits offered to me through the Education Alliance program?

**A:** If you have not already completed an Eligibility & Billing form, contact your designated customer service representative toll free at 877.543.3879 to determine your eligibility. If you have already completed an Eligibility & Billing form and are enrolled as a corporate student, you will continue to receive Educational Alliance benefits until: (1.) you are no longer employed by your company or (2.) until you are no longer a student at DeVry University or its Keller Graduate School of Management\*.

\*Note: Resuming students who have missed at least three complete semesters must request readmission through standard admission procedures. Those who have missed fewer than three semesters must sign an enrollment agreement addendum. All students must be current in their financial obligations to DeVry prior to resuming.

**Q:** I'm interested in knowing more about the Educational Alliance benefits offered to me. Who do I contact?

**A:** One benefit of the Educational Alliance with DeVry is having a designated customer service representative to help you with any questions, concerns, or issues you may have. You can contact your designated customer service representative toll free at 877.543.3879 for more information.

**Q:** What information can my financial advisor provide?

**A:** Your financial advisor can provide you with:

- Information on your financial aid opportunities\*
- The status of loans and payments
- Information regarding government loans, grants, and regulations
- Information about scholarships and how they relate to your financial aid
- Average cost per program of study (when completed within x years)
- Deadlines for paperwork submissions for government funding
- EDUCARD information

...and much more!

\*Financial aid is available for those qualify

**Q:** How do I find information on my financial advisor so that I may contact them?

**A:** Login to [my.devry.edu](http://my.devry.edu) with your student DSI number and the associated password. Then, on the left navigation area, click "My Financial Advisor" to find the advisor's name and contact information.

**Q:** Who do I contact if I'm having difficulty contacting someone at DeVry University or its Keller Graduate School of Management to answer my questions or resolve an issue?

**A:** Your designated customer service representative may be able to assist you by answering your questions or help you by contact the necessary department to resolve issues in a timely manner. You can contact your customer service representative toll free at 877.543.3879.

**Q:** Can I receive the benefits of the Educational Alliance between DeVry and my company, as well as scholarships and/or other program benefits (such as Military/Veteran programs)?

**A:** A student may participate in one DeVry-based scholarship or tuition benefit program only. Students who qualify for more than one program will be presumed to accept the program with the highest reduction in by-semester cost. Students who qualify for and prefer a different scholarship or tuition benefit program must confirm, in writing, the alternate program in which they wish to participate prior to starting classes at DeVry.