



August 8, 2018

Dear Colleagues:

With a few weeks remaining before summer courses end and the new academic year begins, we are writing to you about the Excelsior Scholarship Program. The program is just about to complete its first year providing free tuition to nearly 23,000 students. This has been made possible through the ongoing, close partnership between our organizations – particularly on our campuses.

To you, our leaders and financial aid professionals, we greatly appreciate your direct assistance with New York families and the students who are entering our classrooms with a dream of higher education. To help with that process, we want to draw your attention to new resources through HESC. These include:

Excelsior Scholarship Answer Center

<https://www.ny.gov/programs/excelsior-scholarship-answer-center>

This dedicated webpage serves as an organized repository for all information and guidance provided throughout the first year of the program. This is specifically designed for financial aid officers. For students and their families, please continue to direct them to hesc.ny.gov.

This new webpage includes a more user friendly format and specific information for any questions that you may have. HESC will continue to review and refine the new website to add additional content and to make it as user friendly as possible. HESC is also including the Excelsior Priority Services Hotline where you can call and have your questions answered by a HESC representative. This may be helpful particularly when you need to address unique, student-specific questions that arise from time to time.

Included on the dedicated Excelsior Scholarship webpage will be a resource guide containing rules governing the program, along with policy bulletins and memos providing guidance that has been issued since 2017 and frequently asked questions and answers. This is a compilation of the program guidance and includes answers to many of the questions we have received over the last year.

The Excelsior Scholarship Call Center Extended Hours

Please call 1-866-431-4372, Option 3 from 8:00 a.m. to 9:00 p.m. on weekdays or email ExcelsiorAnswerCenter@hesc.ny.gov for any other questions.

We also want you to know you can contact us or members of our leadership team at any time.

We thank you for your hard work and look forward to our ongoing partnership to make the dream of college a reality for so many of our young people.

Thank you.

SUNY Chancellor
Kristina M. Johnson

Interim CUNY Chancellor
Vita C. Rabinowitz