

TOEFL Listening Lesson 33

Setting: A conversation between a student and the financial aid office.

Questions

1. What is the main purpose of the student's visit to the financial aid office?

- A. To apply for a new scholarship
- B. To inquire about eligibility for federal loans
- C. To check if all documents for a scholarship renewal have been submitted
- D. To change the amount of a scholarship award

2. What document is the financial aid office still missing from the student?

- A. A copy of the student's class schedule
- B. A letter of recommendation from a professor
- C. Proof of completed community service hours
- D. An updated FAFSA form

3. What does the financial aid officer imply about submitting the verification form by the deadline?

- A. The deadline can be extended if necessary
- B. Submitting it on the final day could be risky

- C. The form is not required if the student volunteered off-campus
- D. Students can ignore the deadline if they email the office

4. According to the financial aid officer, what happens after the office receives and approves the completed form?

- A. The scholarship amount is automatically increased
- B. The student is contacted by the scholarship committee
- C. The student receives an email confirmation, and the funds are applied at the start of the next term
- D. The student must reapply for financial aid

5. What can be inferred about the student's attitude toward the renewal process by the end of the conversation?

- A. The student is frustrated and unsure of what to do
- B. The student is confident and understands the next steps
- C. The student decides not to renew the scholarship after all
- D. The student is concerned about qualifying due to GPA

Script

Student: Hi, excuse me. I'm here because I have a scholarship that's up for renewal, and I'm trying to make sure I've submitted everything I need to. But I've gotten a couple of mixed messages, so I just wanted to clarify things in person.

Financial Aid Officer: Of course, happy to help. Do you know the name of the scholarship?

Student: Yeah—it's the Academic Excellence Scholarship. I got it last year, and the email said I'm eligible to renew it for next semester if I meet all the requirements.

Financial Aid Officer: Got it. Let me just pull up your file... Okay, I see it here. So far, we've received your updated FAFSA and your transcript from the registrar. Your GPA still qualifies you, which is great. But it looks like we're still waiting on documentation of your community service hours.

Student: Oh—I thought the organization I volunteered with was supposed to send that directly. Did they not?

Financial Aid Officer: Some organizations do, but for this scholarship, we ask that the student take the initiative to submit the service verification form. It needs to be signed by a supervisor and include their contact information. We haven't gotten anything like that yet.

Student: Okay, I didn't realize that. I volunteered at a literacy nonprofit off-campus. I definitely put in the hours—I just didn't know I had to fill something out for it.

Financial Aid Officer: No problem—it happens. We actually have the form online. You can download it from our scholarship renewal webpage. Or I can print one out for you right now if you'd prefer.

Student: That'd be great, actually. Could you print it?

Financial Aid Officer: Sure, just a moment... [*She prints a form and hands it over.*] Here you go. Once your supervisor signs it and fills out their section, you can either scan and email it to our office or drop it off in person.

Student: Is email preferred?

Financial Aid Officer: It's faster, and you'll get a confirmation email from us when we receive it. So yes, that's probably your best bet.

Student: Alright, I'll get this to my supervisor today. What's the deadline?

Financial Aid Officer: The deadline is next Friday at 5 p.m. That's a firm deadline. We have to process the renewal paperwork and submit our list of eligible students to the disbursement office shortly after.

Student: If I submit it on Friday, is that cutting it too close?

Financial Aid Officer: Not necessarily. As long as it's in by 5 p.m., you'll be fine. But if anything is incomplete or if we need a clarification, you'd have less time to fix it. So it's better to get it in early if you can.

Student: Got it. Is there any kind of confirmation I should expect once the form is approved?

Financial Aid Officer: Yes. After we receive your completed form and verify the details, you'll get a confirmation email saying your renewal is being processed. Then, assuming everything checks out, the scholarship funds will be applied to your account during the first week of the next term.

Student: Okay, and I'm assuming the award amount is the same as last year?

Financial Aid Officer: In most cases, yes. The Academic Excellence Scholarship amount doesn't usually change year to year, unless your enrollment status changes—like if you drop to part-time. You're still full-time, right?

Student: Yeah, I'm planning to take 15 credits next semester.

Financial Aid Officer: Perfect, then the amount should stay the same. One more thing—just make sure to check your student portal around the start of the semester. That's where you'll see the funds posted.

Student: Good to know. Oh—just curious: is it possible to renew this scholarship again for next year?

Financial Aid Officer: Yes, it can be renewed for up to four semesters, as long as you continue to meet the eligibility criteria—mainly GPA, full-time enrollment, and the community service requirement.

Student: Awesome. That clears things up a lot. Thanks so much for walking me through this.

Financial Aid Officer: No problem at all. That's what we're here for. Let me know if you have trouble getting the form signed, or if your supervisor has any questions about it. We're happy to talk with them too.

Student: Will do. I'll get on this right away. Thanks again!

Financial Aid Officer: You're welcome—good luck with your renewal, and have a great rest of your semester!

Answers

1. What is the main purpose of the student's visit to the financial aid office?

Correct Answer: C. To check if all documents for a scholarship renewal have been submitted

2. What document is the financial aid office still missing from the student?

Correct Answer: C. Proof of completed community service hours

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Correct Answer: B. The student is confident and understands the next steps