

Dear Parents and Families of Incoming First-Year and Transfer Students:

Welcome to the Hampton University family.

As your student prepares to begin this exciting new chapter, we want to thank you for placing your trust in Hampton University. Choosing a college is one of the most important decisions a family makes, and we are honored to partner with you in your student's educational journey.

We also want to acknowledge something equally important.

Over the past several weeks, many families have experienced delays and frustrations while working with our Offices of Financial Aid and Student Business Services. We have heard your concerns through phone calls, emails, social media messages and comments, and direct conversations. We understand that questions about financial aid, account balances, payment options, and enrollment can create uncertainty during an already exciting and emotional time. For many of you, this process has not met the Standard of Excellence you expected—or that we expect of ourselves.

For that, we sincerely apologize.

Please know that your concerns have not gone unheard. Every inquiry matters to us, and our teams are actively responding to every email, every phone call, every social media message, and every request for assistance. While the volume of inquiries during enrollment season is significant, every member of our Financial Aid, Student Business Services, Admissions, Enrollment Management, and student support teams is fully invested in helping students overcome obstacles and complete the enrollment process successfully.

This work is not easy, but it is deeply important. Our focus is not simply processing paperwork—it is helping every student who has chosen Hampton University begin the semester with confidence and peace of mind.

As part of that commitment, we continue to strengthen our communication processes, expand support for families, and provide clearer guidance throughout enrollment.

To assist you during this important time, we have enclosed two resources:

- Instructions on how to submit payments, along with information about how to sign up for the University Payment Plan
- A guide to the Parent PLUS Loan application process, including important steps and information to assist families who plan to utilize this financing option.

We hope these resources answer many of your immediate questions and make the next steps clearer as you prepare for the fall semester. Please note that payments will be accepted July 15 through August 1 to ensure that students are ready to report for the fall semester.

In addition, the Office of First-Year Experience will host virtual orientation sessions next week to walk families through the onboarding process, answer common questions, and connect you with campus resources. Additional details will be shared soon.

Thank you for your patience, your grace, and your partnership as we work through this important enrollment period. We remain committed to serving every family with care, responsiveness, and the level of excellence that defines Hampton University.

Our primary goal is to ensure that, at every level, we are developing world-ready leaders of character and consequence. That commitment begins with meeting our students' needs—academically, financially, and personally, so they can thrive from their first day on campus through graduation.

We look forward to welcoming your student to campus and supporting their success from their first day forward.

Warm regards,

Hampton University Enrollment Management Team