

2019-2020



# SHORTER COLLEGE

## *Financial Aid*

## *Policies & Procedures*

## *Manual*

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### **Financial Aid Mission Statement**

Shorter College Financial Aid Office strives to provide its students with excellent individualized customer service. Students are provided with financial assistance opportunities in the form of institutional and outside scholarships, federal financial aid (grants and student loans); and thru Arkansas Department of Higher Education, Arkansas Rehabilitation Services, Arkansas Workforce and Veteran's Administration (VA).

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## **SECTION 1: MANUAL INTRODUCTION**

### **Financial Aid Policies and Procedures**

Shorter College Financial Aid Office is responsible for developing policies and procedures related to financial aid for the College. Program policies and procedures are made in conjunction with the various department heads and program coordinators and follow federal guidelines where applicable. All decisions regarding program aid policies must be approved by the President, O. Jerome Green and/or the Board of Trustees.

The Financial Aid Office (FAO) works with the President, Chief Financial Officer (CFO), Director of Admissions (DOA) Director of Recruitment and the Dean of Academic/Student Affairs in administrating policies related to merit scholarships. Merit scholarship inquiries should be made to the Director of Admissions (DOA) and the Director of Financial Aid (DFA).

Questions regarding scholarships can be made to the Director of Financial Aid – Janice Ivory and the Director of Admissions – Arnella Hayes-Carter.

Updated policies and procedures for all programs are communicated through the Financial Aid section of the School's website. New policies or changes will also be communicated through emails made directly to students, faculty, and/or staff.

### **Federal Financial Aid Updates**

The Financial Aid Office keeps abreast of federal regulations through a variety of resources. This includes the Federal Student Financial Aid Handbook, Dear Colleague Letters, NASFAA newsletters, the IFAP website, and webinars.

The following operating policies are designed to assure that the Financial Aid Office is effective in carrying out its responsibilities:

1. All students seeking federal student aid must submit the FAFSA to Shorter College annually (School Code 001105).
2. All students seeking federal student aid must complete a Virtual Financial Aid Office interview annually.
3. All financial assistance available to students shall be administered through Financial Aid Office
4. The selection of students to receive certain designated scholarships shall be submitted by the responsible staff member to the Financial Aid Office for processing. Outside student resources received by other offices (such as the Student Accounts Office) must be reported to the Financial Aid Office via email or via a paper copy.
5. The Financial Aid Office shall maintain adequate records to ensure proper administration of aid funds. This includes ensuring that aid given is not in excess of need and/or the cost of attendance and that aggregate awards do not exceed total expenditures of funds under each program.
6. Selection of students to receive financial aid will be made without regard to age, sex, race, color, religion, sexual orientation, national origin, disability or marital status.

## **SECTION 2: ADMINISTRATIVE ORGANIZATION OF THE FINANCIAL AID OFFICE**

### **Division of Responsibility between Financial Aid and Fiscal Offices (Student Accounts)**

There exists a clear and separate division of responsibility for the administration of financial aid programs which are divided between the Financial Aid Office and Student Accounts. In order to maintain

this division, each office is accountable for the following responsibilities.

The Financial Aid Office is responsible for the following:

- Collect supporting documentation for the determination of aid eligibility
- Determine student eligibility for financial assistance
- Award federal aid in compliance with laws, regulations, and policies
- Notify students of aid eligibility (loans and scholarships/grants)
- Assist students with creating personal student budgets, FAFSA verification
- Assist students with sponsored/external scholarship payments, private loan certification, Student Accounts disbursements
- Compile and complete financial aid institutional, state and federal reports
- Prepare a master list of scholarships awarded for the current year and update as appropriate.
- Process school loan certification (done by third-party servicer, Weber and Associates)
- Administer the Direct Loan Program

The Student Accounts Office is responsible for the following:

- Maintain and disburse accurate bills
- Collect payments for student accounts
- Disburse funds to students
- Return funds to the Department of Education
- Report outside scholarships and any other outside student funding received to the Financial Aid Office
- Process Electronic Funds Transfers to the student accounts

## Financial Aid Office Operations

The Financial Aid Office is available to service students from 8:00 a.m. - 5:00 p.m., Monday through Friday or via email at any time. Financial aid forms are available within the Financial Aid section on the School website and/or via the Virtual Financial Aid Office (VFAO). Emails are responded to within 24 hours. Every attempt is made to return calls the same business day, and no later than the next business day.

Students are not required to make appointments to meet with staff regarding financial aid. However, students wishing to make an appointment can contact the Financial Aid Office directly. Federal Financial Aid and program aid questions can be made by phone: 501.374-6305 or email:

[Janice.ivory@shortercollege.edu](mailto:Janice.ivory@shortercollege.edu), [Roderick.dunn@shortercollege.edu](mailto:Roderick.dunn@shortercollege.edu), or [Pamela.conard@shortercollege.edu](mailto:Pamela.conard@shortercollege.edu).

## Records Management

All records and conversations between an aid applicant, his/her family and the staff of the Financial Aid Office are confidential and entitled to the protection ordinarily given a counseling relationship. The Dean of Academic Affairs assures the confidentiality of student educational records in accordance with institutional, state, and federal laws including the Family Educational Rights and Privacy Act (FERPA) of 1974.

The Financial Aid Office maintains a master record for each student receiving financial assistance. All financial aid files are retained while the student is enrolled or on leave and for three years from the date of graduation. Any records involved in any claim or expenditure which has been questioned by federal audit are retained until the question is resolved. After this time period Financial Aid Office records are shredded.



## 2018-2019 and 2019-2020 Academic and Financial Aid Calendars

### **Fall Semester-2018**

Faculty/Staff Development Institute	August 13, 2018
Classes Begin	August 20, 2018
Late Registration Begins	August 21, 2018
Last Day to Register/Drop/Add Schedule Change	August 27, 2018
Labor Day (No Classes/Administrative Offices Closed)	September 3, 2018
Non-Attendance Census Report Due in Registrar's Office	September 5, 2018
Faculty Senate Meeting	September 14, 2018
December 2017 Graduation Application Due in Registrar's Office	October 5, 2018
Mid-Term Examination Week	October 8-12, 2018
Mid-Term Grades Due to Registrar	October 17, 2018
Faculty Senate Meeting	October 19, 2018
Last Day to Drop a Class(s)/Grade of "W" Awarded	October 31, 2018
Spring 2018 Pre-Registration/Financial & Academic Advisement Week	November 12-16, 2018
Faculty Senate Meeting	November 16, 2018
Final Examinations for December 2016 Graduates	November 19-23, 2018
Thanksgiving Holiday Break (No Classes/Administrative Offices Closed)	November 22-23, 2018
Last Day to Withdraw from the College (All Courses)/Grade of "W" Awarded	November 29, 2018
Grades Due for December 2017 Graduates in Registrar's Office	November 29, 2018
Last Day of Instruction	November 30, 2018
Final Examinations	December 3-6, 2018
Grades Due in Registrar's Office	December 11, 2018

### **Fall 2018 Midterm Module**

Registration for Term Begins	October 11 – 12, 2018
Classes Begin	October 15, 2018
Late Registration/Last Day to Drop/Add/Register	October 16, 2018
Census Date	October 22, 2018
Non-Attendance Census Report Due in Registrar's Office	October 23, 2018
Mid-Term Examination Week	November 5 - 8, 2018
Last Day to Drop a Class(s)/Grade of "W" Awarded	November 12, 2018
Mid-Term Grades Due in Registrar's Office	November 13, 2018
Last Day to Withdraw from the College (All Courses)/Grade of "W" Awarded	November 19, 2018
Thanksgiving Holiday Break (No Classes/Administrative Offices Closed)	November 22-23, 2018
Last Day of Instruction	November 30, 2018
Final Examinations	December 3 - 6, 2018
Grades Due in Registrar's Office	December 10, 2018

### **Fall 2018-1A West Memphis / Texarkana – 2nd Chance Pell**

Registration Begins	August 13, 2018
Classes Begin	August 20, 2018
Late Registration/Last Day to Drop/Add/Register	August 23, 2018
Non-Attendance Census Report Date Due in Registrar	August 27, 2018
Mid-Term Examination Week	September 6-8, 2018
Mid-Term Grades Due in Registrar's Office	September 11, 2018
Last Day to Drop a Class(s)/Grade of "W" Awarded	September 15, 2018
Last Day to Withdraw from the College (All Courses)/Grade of "W" Awarded	September 22, 2018
Final Examination week	September 27-29, 2018
Grades due in Registrar's Office	October 03, 2018

### **Fall 2018-2A West Memphis / Texarkana – 2nd Chance Pell**

Registration Begins	October 08, 2018
Classes Begin	October 15, 2018
Late Registration/Last Day to Drop/Add/Register	October 18, 2018
Non-Attendance Census Report Due in Registrar's Office	October 22, 2018
Mid-Term Examination Week	November 1- 3, 2018
Last Day to Drop a Class(s)/Grade of "W" Awarded	November 5, 2018
Mid-Term Grades Due in Registrar's Office	November 6, 2018
Last Day to Withdraw from the College (All Courses)/Grade of "W" Awarded	November 19, 2018
Thanksgiving Holiday Break (No Classes/Administrative Offices Closed)	November 21-24, 2018

Final Examination week  
Grades due in Registrar's Office  
Term Ends

Nov .27-Dec. 1, 2018  
December 4, 2018  
December 6, 2018

**Fall 2017-1B Pine Bluff/Malvern/Wrightsville**

Registration Begins	August 13, 2018
Classes Begin	August 20, 2018
Late Registration Begins	August 21, 2018
Last Day to Register/Drop/Add Schedule Change	August 27, 2018
Labor Day (No Classes/Administrative Offices Closed)	September 4, 2018
Non-Attendance Census Report Due in Registrar's Office	September 5, 2018
Mid-Term Examination Week	October 8-12, 2018
Mid-Term Grades Due to Registrar	October 17, 2018
Last Day to Drop a Class(s)/Grade of "W" Awarded	October 31, 2018
Thanksgiving Holiday Break (No Classes/Administrative Offices Closed)	November 22-23, 2018
Last Day to Withdraw from the College (All Courses)/Grade of "W" Awarded	November 29, 2018
Last Day of Instruction	November 30, 2018
Final Examinations	December 3-6, 2018
Grades Due in Registrar's Office	December 11, 2018

**Spring Semester 2019**

Faculty/Staff Development Institute	January 2, 2019
Academic Appeals and Financial Aid Verification (Resolve Pending Issues)	January 3-4, 2019
Registration Begins	January 3-7, 2019
Classes Begin	January 7, 2019
Late Registration Begins	January 8, 2019
Martin Luther King, Jr. Holiday Observed (No Classes/Offices Closed)	January 14, 2019
Last Day to Register/Drop/Add Schedule Change	January 15, 2019
Faculty Senate Meeting	January 18, 2019
Non-Attendance Census Report Due in Registrar's Office	January 23, 2019
Faculty Senate Meeting	February 15, 2019
Spring 2018 Graduation Application Due in Registrar's Office	March 1, 2019
Mid-Term Examination Week	March 4-8, 2019
Mid-Term Grades Due in Registrar's Office	March 11, 2019
Faculty Senate Meeting	March 15, 2019
Spring Break Week	March 18-22, 2019
Last Day to Drop a Class(s)/Grade of "W" Awarded	April 2, 2019
Honor's Convocation	April 3, 2019
Summer and Fall 2018 Pre-Registration/Academic Advisement Week	April 8-12, 2019
Faculty Senate Meeting	April 19, 2019
Final Examinations for May 2018 Graduates	April 15-19, 2019
Last Day to Withdraw from the College(All Courses)/Grade of "W" Awarded	April 23, 2019
Grades Due for May 2018 Graduates in Registrar's Office	April 24, 2019
Last Day of Instruction	April 26, 2019
Day of Study	April 29, 2019
Final Examinations	April 30 – May 3, 2019
Grades Due in Registrar's Office	May 7, 2019
Baccalaureate	May 9, 2019
Spring Commencement	May 11, 2019

**Spring 2019 Midterm Module**

Registration for Term Begins	February 28 – March 1, 2019
Classes Begin	March 4, 2019
Late Registration/Last Day to Drop/Add/Register	March 5, 2019
Census Date	March 11, 2019
Non-Attendance Census Report Due in Registrar's Office	March 12, 2019
Spring Break Week	March 18-22, 2019
Mid-Term Examination Week	April 1 - 4, 2019
Mid-Term Grades Due in Registrar's Office	April 9, 2019
Last Day to Drop a Class(s)/Grade of "W" Awarded	April 15, 2019
Last Day to Withdraw from the College (All Courses)/Grade of "W" Awarded	April 22, 2019
Last Day of Instruction	April 29, 2019
Final Examinations	April 30 – May 2, 2019
End of Term	May 3, 2019

Grades Due in Registrar's Office

May 11, 2019

**Spring 2019-1A ACC Locations Only – 2nd Chance Pell**

Registration Begins	January 3, 2019
Classes Begin	January 7, 2019
Non-Attendance Census Report Date Due in Registrar	January 15, 2019
Mid-Term Examination Week	January 22 – 26, 2019
Mid-Term Grades Due in Registrar's Office	January 29, 2019
Last Day to Drop a Class(s)/Grade of "W" Awarded	January 29, 2019
Last Day to Withdraw from the College(All Courses)/Grade of "W" Awarded	February 5, 2019
Final Examination week	February 12 - 16, 2019
Grades due in Registrar's Office	February 19, 2019

**Spring 2019-2A ACC Locations Only – 2nd Chance Pell**

Registration Begins	February 25, 2019
Classes Begin	March 4, 2019
Late Registration/Last Day to Drop/Add/Register	March 7, 2019
Non-Attendance Census Report Due in Registrar's Office	March 11, 2019
Spring Break Week	March 18-22, 2019
Mid-Term Examination Week	March 26-30, 2019
Last Day to Drop a Class(s)/Grade of "W" Awarded	April 1, 2019
Mid-Term Grades Due in Registrar's Office	April 2, 2019
Last Day to Withdraw from the College (All Courses)/Grade of "W" Awarded	April 8, 2019
Final Examination week	April 18-20, 2019
Grades due in Registrar's Office	April 24, 2019
Term Ends	May 3, 2019

**First Summer Session – 2019**

Registration for First and Second Summer Term Begins	May 16 – 17, 2019
Classes Begin	May 20, 2019
Late Registration/Last Day to Drop/Add/Register	May 21, 2019
Memorial Day Observed	May 27, 2019
Census Date	May 28, 2019
Non-Attendance Census Report Due in Registrar's Office	May 29, 2019
Last Day to Drop a Class(s)/Grade of "W" Awarded	June 10, 2019
Last Day to Withdraw from the College(All Courses)/Grade of "W" Awarded	June 17, 2019
Last Day of Instruction	June 19, 2019
Final Examinations	June 20, 2019
Grades Due in Registrar's Office	June 24, 2019

**Second Summer Session – 2019**

Registration for Second Summer Term Continues	June 25 - 26, 2019
Classes Begin	June 27, 2019
Late Registration/Last Day to Drop/Add/Register	July 1, 2019
Independence Day Observed (No Classes/Offices Closed)	July 4, 2019
Census Date	July 5, 2019
Non-Attendance Census Report Due in Registrar's Office	July 6, 2019
Last Day to Drop a Class(s)/Grade of "W" Awarded	July 18, 2019
Last Day to Withdraw from the College (All Courses)/Grade of "W" Awarded	July 25, 2019
Last Day of Instruction	July 31, 2019
Final Examinations	August 1, 2019
Grades Due in Registrar's Office	August 5, 2019

**Fall Semester-2019**

Faculty/Staff Development Institute	August 12, 2019
Classes Begin	August 19, 2019
Late Registration Begins	August 21, 2018
Last Day to Register/Drop/Add Schedule Change	August 26, 2019
Labor Day (No Classes/Administrative Offices Closed)	September 2, 2019
Non-Attendance Census Report Due in Registrar's Office	September 4, 2019
Faculty Senate Meeting	September 13, 2019
December 2019 Graduation Application Due in Registrar's Office	October 4, 2019
Mid-Term Examination Week	October 7-11, 2019
Mid-Term Grades Due to Registrar	October 16, 2019

Faculty Senate Meeting	October 18, 2019
Last Day to Drop a Class(s)/Grade of "W" Awarded	October 30, 2019
Spring 2020 Pre-Registration/Financial & Academic Advisement Week	November 11-15, 2019
Faculty Senate Meeting	November 15, 2019
Final Examinations for December 2019 Graduates	November 18-22, 2019
Thanksgiving Holiday Break (No Classes/Administrative Offices Closed)	November 21-22, 2019
Last Day to Withdraw from the College (All Courses)/Grade of "W" Awarded	November 28, 2019
Grades Due for December 2019 Graduates in Registrar's Office	November 28, 2019
Last Day of Instruction	November 29, 2019
Final Examinations	December 2-5, 2019
Grades Due in Registrar's Office	December 10, 2019

### Fall 2019 Midterm Module

Registration for Term Begins	October 10 – 11, 2019
Classes Begin	October 14, 2019
Late Registration/Last Day to Drop/Add/Register	October 15, 2019
Census Date	October 21, 2019
Non-Attendance Census Report Due in Registrar's Office	October 22, 2019
Mid-Term Examination Week	November 4 - 7, 2018
Mid-Term Grades Due in Registrar's Office	November 12, 2019
Last Day to Drop a Class(s)/Grade of "W" Awarded	November 18, 2019
Last Day to Withdraw from the College (All Courses)/Grade of "W" Awarded	November 25, 2019
Thanksgiving Holiday Break (No Classes/Administrative Offices Closed)	November 21-22, 2019
Last Day of Instruction	November 29, 2019
Final Examinations	December 2 - 5, 2019
Grades Due in Registrar's Office	December 10, 2019

### Spring Semester 2020

Faculty/Staff Development Institute	January 2, 2020
Academic Appeals and Financial Aid Verification (Resolve Pending Issues)	January 3-6, 2020
Registration Begins	January 3-6, 2020
Classes Begin	January 6, 2020
Late Registration Begins	January 7, 2020
Martin Luther King, Jr. Holiday Observed (No Classes/Offices Closed)	January 13, 2020
Last Day to Register/Drop/Add Schedule Change	January 14, 2020
Faculty Senate Meeting	January 17, 2020
Non-Attendance Census Report Due in Registrar's Office	January 22, 2020
Faculty Senate Meeting	February 14, 2020
Spring 2020 Graduation Application Due in Registrar's Office	March 2, 2020
Mid-Term Examination Week	March 2-6, 2020
Mid-Term Grades Due in Registrar's Office	March 10, 2020
Faculty Senate Meeting	March 13, 2020
Spring Break Week	March 18-20, 2020
Last Day to Drop a Class(s)/Grade of "W" Awarded	April 1, 2020
Honor's Convocation	April 2, 2020
Summer and Fall 2020 Pre-Registration/Academic Advisement Week	April 6-10, 2020
Faculty Senate Meeting	April 17, 2020
Final Examinations for May 2020 Graduates	April 20-24, 2020
Last Day to Withdraw from the College (All Courses)/Grade of "W" Awarded	April 28, 2020
Grades Due for May 2020 Graduates in Registrar's Office	April 28, 2020
Last Day of Instruction	May 1, 2020
Day of Study	May 4, 2020
Final Examinations	May 5 –8, 2020
Baccalaureate	May 7, 2020
Spring Commencement	May 9, 2020
Grades Due in Registrar's Office	May 12, 2020

### Spring 2020 Midterm Module

Registration for Term Begins	February 27 – 28, 2020
Classes Begin	March 2, 2020
Late Registration/Last Day to Drop/Add/Register	March 3, 2020
Census Date	March 9, 2020
Non-Attendance Census Report Due in Registrar's Office	March 10, 2020
Spring Break Week	March 18 - 20, 2020

Mid-Term Examination Week	March 30 – April 2, 2020
Mid-Term Grades Due in Registrar's Office	April 7, 2020
Last Day to Drop a Class(s)/Grade of "W" Awarded	April 20, 2020
Last Day to Withdraw from the College (All Courses)/Grade of "W" Awarded	April 27, 2020
Last Day of Instruction	April 30, 2020
Final Examinations	May 4 - 7, 2020
End of Term	May 8, 2020
Grades Due in Registrar's Office	May 12, 2020

### **First Summer Session – 2020**

Registration for First and Second Summer Term Begins	May 14 – 15, 2020
Classes Begin	May 18, 2020
Late Registration/Last Day to Drop/Add/Register	May 19, 2020
Memorial Day Observed	May 25, 2020
Census Date	May 26, 2020
Non-Attendance Census Report Due in Registrar's Office	May 27, 2020
Last Day to Drop a Class(s)/Grade of "W" Awarded	June 8, 2020
Last Day to Withdraw from the College (All Courses)/Grade of "W" Awarded	June 15, 2020
Last Day of Instruction	June 17, 2020
Final Examinations	June 18, 2020
Grades Due in Registrar's Office	June 22, 2020

### **Second Summer Session – 2020**

Registration for Second Summer Term Continues	June 23 - 24, 2020
Classes Begin	June 25, 2020
Late Registration/Last Day to Drop/Add/Register	June 30, 2020
Independence Day Observed (No Classes/Offices Closed)	July 4, 2019
Census Date	July 6, 2020
Non-Attendance Census Report Due in Registrar's Office	July 7, 2020
Last Day to Drop a Class(s)/Grade of "W" Awarded	July 16, 2020
Last Day to Withdraw from the College (All Courses)/Grade of "W" Awarded	July 23, 2020
Last Day of Instruction	July 29, 2020
Final Examinations	July 30, 2020
Grades Due in Registrar's Office	August 3, 2020

## **SECTION 3: FINANCIAL AID PROGRAMS**

Financial aid programs which are available to students attending Shorter College are listed in the Financial Aid section of the School websites. The Financial Aid Office awards federal and institutional resources listed below based on the eligibility criteria outlined.

### **Federal Resources**

- Federal Pell Grant
- Federal Direct Loan
- Federal Work-study
- Federal Supplemental Educational Opportunity Grant (FSEOG)

### **Institutional Resources**

- Institutional Scholarships

### **Other Sources of Aid**

- Private Scholarships
- Academic Challenge Scholarship (Arkansas Scholarship Lottery)
- Veteran's Administration
- Arkansas Rehabilitation Services
- Arkansas Workforce
- Arkansas Single Parent Scholarship

## Federal Financial Aid Requirements

To be eligible to receive Federal financial aid assistance, a student must:

- be enrolled as a regular student in an eligible program of study on at least a half-time basis (with the exception of Pell);
- have a high school diploma or the equivalent;
  - has a high school diploma (this can be from a foreign school if it is equivalent to a U.S. high school diploma);
  - has the recognized equivalent of a high school diploma, such as a general educational development or GED certificate; or
  - has completed homeschooling at the secondary level as defined by state law in which the student home-schooled.
  - If you do not have a high school transcript or the recognized equivalency, such as a GED, you must take and pass an ability to benefit (ATB) exam to be eligible to apply for federal aid.
- be a U.S. citizen or national or an eligible noncitizen; verification of eligible non-citizen status may be required;
- have financial need (except for some loan programs) as determined by a need analysis system approved by the Department of Education;
- maintain satisfactory academic progress;
- provide required documentation for the verification process and determination of dependency status;
- have a valid Social Security Number;
- have borrowed less than the annual aggregate loan limits for the Title IV financial aid programs; and
- be registered for the Selective Service, if required.

Federal aid is awarded in accordance with the Department of Education guidelines. Federal Direct Loans are awarded after any grants or scholarships (including outside scholarships and other sources of outside funding which must be reported to the Financial Aid Office and are applied toward any unmet cost of attendance.

## Institutional Resource Requirements

All institutional scholarships are awarded prior to the beginning of a student's semester and may or may not be carried throughout the student's career. These scholarships must be applied toward tuition and any institutional fees. Shorter's institutional resources are need based and used to satisfy gaps.

### SECTION 4: STUDENT LOAN POLICIES AND PROCEDURES

Student loan policies and procedures are created and maintained by the Financial Aid Office. Federal student loan information is published in Shorter College's Consumer Information Guide. For more information, please contact Janice Ivory at [janice.ivory@shortercollege.edu](mailto:janice.ivory@shortercollege.edu).

## Loan Periods and the Academic Calendar

Shorter College offers credit-hour programs only, with standard terms. For credit-hour programs, the minimum loan period is the lesser of:

1. The academic year as defined by the school;
2. The length of the student's program (if the program is shorter than an academic year); or
3. The remaining portion of the program (if the remaining portion of the student's program is less than an academic year).

Loan periods are derived from the begin and end dates of the terms/semesters as shown on the official and published academic calendar. At times, Shorter College's academic calendar may warrant a revision; and this revision may occur after the calendar has been published in the Academic Catalog and distributed. Any and all changes to the academic calendar must be communicated to the School's third-party servicer, Weber and Associates. Weber and Associates is responsible for ensuring that Shorter College's student loan periods are correct.

## Procedure for Changes to the Academic Calendar

Academic Affairs is responsible for developing and publishing the School's academic calendar. Once approved, the Registrar is responsible for notification and forwarding the approved academic calendar to all. As changes to the academic calendar occur, this same process is followed.

### Forwarding the Academic Calendar and Communicating Changes to External Customers

Division and department heads are responsible for providing the academic calendar and communicating any revisions to the academic calendar to those external customers and other entities with a need to know; and as soon as the information is available for public distribution.

#### Weber and Associates

The Director of Financial Aid will be responsible for forwarding the academic calendar and submitting academic calendar revisions to Weber and Associates immediately upon receipt of such.

To notify Weber and Associates of any revisions to the academic calendar that occur after Weber has finalized the initial setup for the award year, the Office of Financial Aid will create a customer ticket via Weber and Associates' VFAO system notifying them of the revisions and the need to recalculate/revise confirmed award letters, resulting in loan periods changing.

Weber and Associates will be responsible for ensuring that the student award letters are updated and that previously certified loan periods are updated also.

## SECTION 5: STUDENT CONSUMER INFORMATION

The staff in the Financial Aid Office recognizes that in order to understand the complications of Federal Financial Aid, accurate and timely dissemination of information to consumers is vital. Several policies have been implemented to ensure appropriate dissemination is achieved. The consumer information policies are developed and maintained by the Director of Financial Aid. For more information, please contact Janice Ivory at [Janice.ivory@shortercollege.edu](mailto:Janice.ivory@shortercollege.edu).

## Federal Subsidized and Unsubsidized Direct Loans

The Federal Subsidized Student Loan is free of interest to the student while enrolled at least half time, during the grace period after enrollment ends and during periods of authorized deferment. The Federal Unsubsidized Student Loan is not interest-free at any time. The student is responsible for the interest from the date of disbursement. However, interest payments are deferred while the student is in school at

least half time, during the grace period, and during authorized periods of deferments. The interest will continue to accrue and will be added (capitalized) to the principal balance once repayment begins. Both loan programs have a six-month grace period after the student graduates or drops below half-time enrollment. That means a student has six months before he or she has to start making payments on the loans.

### Entrance Loan Counseling and the Master Promissory Note (MPN)

Before a student receives loans funds, the student will be required to complete entrance counseling, ensuring that the student understands the obligation to repay the loan and sign a master promissory note (MPN) agreeing to the terms of the loan.

### Exit Loan Counseling

Exit Counseling is required when the student graduates, leaves school, or drops below half-time enrollment. Exit counseling provides important information needed in preparing to repay federal student loan(s). The student will need to provide the name, address, e-mail address, and telephone number for their closest living relative, two references who live in the U.S., and current or expected employer (if known).

Students have the option of completing exit counseling online at [www.studentloans.gov](http://www.studentloans.gov). There you will find more information on student loans, terms and conditions, repayment options, and estimating payments. Students also have the option of completing exit counseling by requesting printed material. Printed material may be requested and obtained from the Office at Financial Aid at Shorter College at 604 North Locust Street, North Little Rock, Arkansas 72114.

### Required Elements of Exit Counseling

- Review terms and conditions of the loan including the current interest rate, the applicable grace period, and the approximate date the first installment payment will be due.
- Inform the student as to the average anticipated monthly repayment amount based on the student's indebtedness or on the average indebtedness of students who have obtained Federal Perkins Loans for attendance at the school or in the borrower's program of study. It is recommend giving the borrower a sample loan repayment schedule based on his or her total indebtedness. A loan repayment schedule usually will provide more information than just the expected monthly payment—for instance, it would show the varying monthly amounts expected in a graduated repayment plan.
- Suggest debt-management strategies that would facilitate repayment. Stress the importance of developing a realistic budget based on the student's minimum salary requirements. It's helpful to have the student compare these costs with the estimated monthly loan payments and to emphasize that the loan payment is a fixed cost, like rent or utilities.
- Emphasize to the borrower the seriousness and importance of the repayment obligation the borrower is assuming.
- Provide a general description of the types of tax benefits that might be available to borrowers.
- Explain options the borrower has to change repayment plans.
- Explain the use of an MPN.
- Explain options the borrower has to prepay a loan without penalty.
- Provide information on forbearance provisions and a general description of terms and conditions under which the borrower may defer repayment of principal or interest or be granted an extension of the repayment period.
- Provide information on loan forgiveness and cancellation and the conditions under which the borrower may obtain full or partial forgiveness or cancellation of principal and interest.
- Describe the consequences of default, including adverse credit reports, federal offset, and litigation. We also recommend that you tell the borrower of the charges that might be imposed for delinquency



or default, such as the school's collection expenses, late charges, and attorney's fees. Defaulters often find that repayment schedules for loans that have been accelerated are more stringent than the original repayment schedule. A defaulter is no longer eligible for any deferment provisions, even if he or she would otherwise qualify. Finally, a defaulter's federal and state tax refunds may be seized and wages garnished, and the borrower loses eligibility for any further funding from the FSA programs.

- Emphasize that the borrower is obligated to repay the full amount of the loan even if the borrower has not completed the program, is unable to obtain employment upon completion, or is otherwise dissatisfied with or does not receive the educational or other services that the borrower purchased from the school.
- Explain to first-time borrowers:
  - The maximum eligibility period, remaining eligibility period, and subsidized usage period. Including, the sum of the student borrower's subsidized usage periods at the time of the exit counseling;
  - The consequences of continued borrowing or enrollment, which include the possible loss of eligibility for additional Direct Subsidized Loans and the possibility that the student borrower could become responsible for accruing interest on previously received Direct Subsidized including the portion of a Direct Consolidation Loan that repaid a Direct Subsidized Loan during an in-school status, a grace period, an authorized period of deferment, and certain periods under the Income-Based Repayment and Pay As You Earn Repayment plans;
  - Explain the responsibility of the student borrower for the accruing interest on the total student debt;
  - That the Secretary will inform the student borrower of whether he or she is responsible for accruing interest on his or her Direct Subsidized Loans; and
  - That the student borrower can access NSLDS to determine whether he or she is responsible for accruing interest on his or her Direct Subsidized Loan.
- Require the borrower to provide current information concerning name, address, Social Security number, references, and driver's license number; and the borrower's expected permanent address, the address of the borrower's next of kin, and the name and address of the borrower's expected employer.
- Remind the borrower that, in a timely manner, he or she must inform the school of any changes to the aforementioned information.
- Remind the borrower of the existence and purpose of the FSA Ombudsman Group. The FSA Ombudsman Group is a resource for borrowers when other approaches to resolving student loan problems have failed.
- Inform the borrower of the availability of FSA loan information in the National Student Loan Data System (NSLDS at [www.nsls.ed.gov](http://www.nsls.ed.gov)).
- Review the opportunity for and effects of loan consolidation.

## **Rights and Responsibilities of Students on Aid**

As a recipient of federal financial aid, there are certain rights and responsibilities of which students should be aware. These rights and responsibilities of students on financial aid are listed in the following documents:

1. The Student Handbook
2. The Financial Aid Award Notification via the Virtual Financial Aid Office (VFAO)
3. The Master Promissory Note

Students have the right to know the:

1. Financial aid programs available at Shorter College
2. Application process which must be followed to be considered for aid

3. Criteria used to select recipients and calculate need
4. Shorter College refund and repayment policy
5. Financial Aid Office policies surrounding satisfactory academic progress
6. Special facilities and services available for the handicapped

Students are responsible for:

1. Completing all forms accurately and by published deadlines
2. Submitting information requested by Financial Aid Office staff in a timely manner
3. Keeping the Financial Aid Office informed of any changes in address, name, marital status, financial situation, or any change in student status
4. Reporting to the Financial Aid Office any additional assistance from outside sources such as scholarships, loans, and educational benefits
5. Notifying the Financial Aid Office of a change in enrollment status
6. Maintaining satisfactory academic progress
7. Re-applying for aid each year

A description of the fees for attendance and an estimated budget for the total cost of attendance, along with the Net Price Calculator is published on the School website at [www.shortercollege.edu](http://www.shortercollege.edu) and as follows

## Tuition and Fees

Tuition and fees for both in-state and out-of-state students are the same.

### On-Campus Tuition and Fees (per Semester)

Tuition: (12- 15 hours)	\$2052.00 per semester (flat rate)
Tuition: (1-11 hours)	\$ 171.00 per credit hour
Tuition: (Above 15 credit hours)	\$ 171.00 each additional credit hour above 15
Institutional Fees (total)	\$ 698.00
<input type="checkbox"/> Student Services Fee	\$ 50.00
<input type="checkbox"/> Technology Fee	\$ 398.00
<input type="checkbox"/> Activity Fee	\$ 50.00
<input type="checkbox"/> Library Fee	\$ 100.00
<input type="checkbox"/> Science Lab Fee	\$ 50.00
<input type="checkbox"/> Records Fee	\$ 25.00
<input type="checkbox"/> Student ID	\$ 15.00
<input type="checkbox"/> Vehicle Decal Fee	\$ 10.00
Book Fee	\$ 250.00
Total Tuition, Fees & Books (Fulltime: 12-15 credit hours)	\$3000.00

### Second Chance Pell Tuition and Fees (per Semester)

Tuition: (12- 15 hours)	\$2052.00 per semester (flat rate)
Tuition: (1-11 hours)	\$ 171.00 per credit hour
Tuition: (Above 15 credit hours)	\$ 171.00 each additional credit hour above 15
Institutional Fees (total)	\$ 748.00
<input type="checkbox"/> Student Services Fee	\$ 205.00
<input type="checkbox"/> Technology Fee	\$ 398.00
<input type="checkbox"/> Activity Fee	\$ 50.00
<input type="checkbox"/> Library Fee	\$ 0.00
<input type="checkbox"/> Science Lab Fee	\$ 0.00
<input type="checkbox"/> Records Fee	\$ 25.00
<input type="checkbox"/> Student ID	\$ 0.00

□ Vehicle Decal Fee	\$ 0.00
Supplies (fulltime)	\$ 70.00
Book Fee	\$ 250.00
Total Tuition, Fees & Books (Fulltime: 12-15 credit hours)	\$3050.00

### Special Fees

Application/Registration/Reentry Fee	\$ 0.00
Student ID Replacement	\$15.00
Vehicle Decal Replacement	\$10.00
Installment Payment Plan	\$26.00
Returned Check Charge	\$25.00
Stop Payment on a Check	\$35.00
Transcript	\$ 5.00
Supplies for Part-time hours*	\$35.00*
Supplies for Full-time hours*	\$70.00*

\*2<sup>nd</sup> Chance Pell Students Only

### Cost of Attendance Budgets (Second Chance Pell)

STUDENT		Fulltime	3/4 Time	Half Time	Less than 1/2 Time
Academic Year Costs	TOTAL	8 months	8 months	8 months	8 months
Tuition	4104	4104	3078	2052	1026
Fees	1996	1996	1926	1926	1926
Book Fee	0	0	0	0	0
Supplies					
Room and Board					
* Personal Expense					
* Transportation					
Other 1					
Other 2					
	TOTAL	6100	5004	3978	2952

### Cost of Attendance Budgets (On-Campus)

STUDENT LIVES WITH PARENT		Fulltime	3/4 Time	Half Time	Less than 1/2 Time
Academic Year Costs	TOTAL	8 months	8 months	8 months	8 months
Tuition	4104	4104	3078	2052	1026
Fees	1396	1396	1396	1396	1396
Book Fee	500	500	500	500	500
Supplies					
Room and Board		3583	3583	3583	0
* Personal Expense		2036	2036	2036	0
* Transportation		2044	2044	2044	2044

Other 1	0	0	0	0	0
Other 2	0	0	0	0	0
	TOTAL	13664	12638	11612	4966

STUDENT DOES NOT LIVE WITH PARENT		Fulltime	3/4 Time	Half Time	Less than 1/2 Time
Academic Year Costs	TOTAL	8 months	8 months	8 months	8 months
Tuition	4104	4104	3078	2052	1026
Fees	1396	1396	1396	1396	1396
Book Fee	500	500	500	500	500
Supplies					
Room and Board		8975	8975	8975	0
* Personal Expense		3803	3803	3803	0
* Transportation		2044	2044	2044	2044
Other 1	0	0	0	0	0
Other 2	0	0	0	0	0
	TOTAL	20822	19796	18770	4966

\* 2018-2019 ROOM AND BOARD, PERSONAL EXPENSE AND TRANSPORTATION HAVE BEEN INCREASED BY 1.8% FROM 2017-2018. THIS IS ALIGNED WITH THE U.S. DEPT. OF LABOR CONSUMER PRICE INDEX FOR 12 MONTHS.

THESE FIGURES MAY, WITH DOCUMENTATION, BE ADJUSTED TO MEET INDIVIDUAL STUDENT SPECIAL NEEDS.

## Adequate Award Notification, Direct Loan Notice of Disbursement, and Right-to-Cancel

Before an institution disburses Title IV, HEA funds for any award year, the institution must notify a student of the amount of funds that the student or his or her parent can expect to receive under each Title IV, HEA program, and how and when those funds will be disbursed. If those funds include Direct Loan funds, the notice must indicate which funds are from subsidized loans and which are from unsubsidized loans.

### Award Package Notification

All students will receive an email notification when an award or change is made to the student's financial aid package. The award notification will include the amount of funds the student and his or her parent can expect to receive from each federal student aid program, including federal work-study (FWS), and how and when the funds will be disbursed. Students will receive this award notification prior to disbursement.

Each student receives an award notification annually that includes: all federal financial aid awarded by Shorter College and notification to contact the School's Financial Aid Office for any additional assistance. Information is included regarding the process for receiving federal financial aid to include direct student loans. For direct loan funds, the notice will indicate which funds are from subsidized loans and which are from unsubsidized loans. The award notification will include the gross amount of the loan disbursement and a close approximation of the net disbursement amount.

## Award Package Revisions

The Office of Financial Aid updates student budgets and revises financial aid awards as needed. Awards are reviewed and any necessary adjustments are made. If loan reductions are needed, they will be made in the following order: unsubsidized and then subsidized.

## Disbursements

Financial aid disburses to the student's account no sooner than 10 days prior to the start of classes.

Shorter College will provide disbursement notices no earlier than 30 days before, and no later than seven days after, crediting the student account at the institution.

## Notice of Disbursement and Right to Cancel

As a student or parent borrower, the borrower has the right to cancel the entire loan or any portion (a specific disbursement) of any federal subsidized or unsubsidized loans or PLUS loans. The borrower will receive a notification about your right to cancel or reduce your loans. (If your parent borrowed a Direct Parent PLUS loan, he or she will get a letter as well.) Requests to cancel a specific loan disbursement may be submitted prior to the date of crediting to your account or within 14 days of notification. To request cancellation of a loan disbursement, the borrower should contact the Office of Financial Aid.

## Title IV, HEA Credit Balance Authorization

Federal regulations regarding the use of Title IV financial aid funds (Pell Grant, Supplemental Educational Opportunity Grant (SEOG), Direct Student Loan, and Direct Parent PLUS Loan) awarded to students provide that an institution may directly credit Title IV awards to a student's account at an institution to satisfy current charges for tuition and fees. Additionally, students may authorize the institution to apply any Title IV credit balances to satisfy other outstanding charges beyond tuition and fees for the current and prior award years, or to hold a Federal student aid (FSA) credit balance for future charges. A Title IV balance is created when the total of all FSA funds credited to a student's account exceeds the total of tuition, fees, and other eligible educational charges on a student's account.

Unless a student or parent (in the case of a Parent PLUS loan) authorizes a school to hold a credit balance or to use it to satisfy other outstanding charges, the credit balance must be paid to the student or parent as soon as possible, but no later than 14 calendar days after the balance is created.

## Authorization to Apply Federal Financial Aid to Non-Institutional Charges and Prior Year Charges

### Non-Institutional Charges

Federal student financial aid can only cover "institutional charges" as defined by the U.S. Department of Education. This definition includes current year charges for tuition and fees, and on-campus room and board. It also includes other fees such as: lab fees, workshops, university registration fees, facilities usage fees, and other specialized departmental or college fees associated directly with taking a class. Unless authorization is received, federal financial aid cannot be used to cover non-institutional charges such as: health insurance, bookstore charges, library fines, breakage fees, returned check fees,

deferred fees for short-term installment plans or any charges not directly tied to taking a class.

The only way federal student aid funds can be used to pay for "non-institutional charges" is to obtain the student's written authorization to pay those charges.

### Prior Year Charges

Federal student financial aid can only cover the "current" academic year institutional charges as defined by the U.S. Department of Education. Therefore, in order to pay "prior year" charges with current academic year's financial aid up to a maximum of \$200.00, the student must provide written authorization for the College to do so. If the student has enough financial aid to cover the current year charges and have excess financial aid they would like to apply to pay off a prior year balance due on their student account, the student may do so by completing the authorization form and returning it to Student Accounts.

### Refunds

In the event of death, refund of full tuition and fees for the term will be granted. In all other cases of withdrawal from the School, students may have tuition refunded according to the following schedule as set by the Arkansas State Board of Private Career Education (APSBCE) Refund Policy and Shorter College Student Accounts Office:

Schools shall publish and adhere to a refund policy that provides not less than:

1. The registration fee not to exceed one hundred dollars (\$100) paid to the school by the student may be retained as an enrollment or application fee.
2. All amounts paid in excess of one hundred dollars (\$100) shall be refundable.
3. The refund shall be based on the cost for each payment period of the program. All tuition beyond the current payment period shall be refunded when a student terminates.
4. During the first twenty five percent (25%) of the payment period the refunds shall be made on a pro rata basis.
5. At completion of 25% of the payment period the student owes 50% of the tuition.
6. At completion of 50% of the payment period the student owes 75% of the tuition.
7. At completion of 75% of the payment period the student owes 100% of the tuition.

Federal student financial aid must also be returned according to the U.S. Department of Education required formula. (See SECTION 13: Return of Title IV funds.) Once a withdrawal form is completed, Student Accounts will notify the student about the amount of funds to be returned.

## SECTION 6: APPLICATIONS AND FORMS

### Federal Financial Aid Application Process

As federal financial aid is the main resource offered to the students of Shorter College, the FAFSA is the primary application requirement for financial aid and the federal EFC is the basis for determining financial need. Students should submit their FAFSA to Shorter College school code 001105.

Students are encouraged to file 2016 federal tax returns at least three weeks prior to completing the FAFSA so that IRS information may be imported into the FAFSA via the IRS data retrieval tool.

A Virtual Financial Aid Office (VFAO) Interview is also required annually for all students. A link to the Virtual Financial Aid Office is on the School's website where the student can find the Cost of Attendance

(COA) and other financial aid information.

Additional documents may be requested to complete processing of the aid request. Notifications of these additional required documents are sent to students by email. Below is a list of documents which may be required.

1. Dependency Override Request
2. Dependent 400 401 Code Verification Form
3. Dependent Filing Status Worksheet
4. Dependent Household Information Worksheet
5. Dependent PJ for Income Reduction
6. Dependent PJ for Unusual Medical Expenses
7. Dependent Student Survival Statement
8. Independent Filing Status Worksheet
9. Independent 400 401 Code Verification Form
10. Independent Household Information Worksheet
11. Independent Student Survival Statement
12. Independent PJ for Income Reduction
13. Independent PJ for Unusual Medical Expenses
14. PJ for Marital Status Update Affecting Dependency Status
15. Verification of High School Completion Status
16. Statement of Educational Purpose
17. Unusual Enrollment History Resolution Form Flag 2
18. Unusual Enrollment History Resolution Form Flag 3

Note: Also see the section on “Data Elements to be Verified and Required Documentation”.

## **Federal Financial Aid Application Review Procedure**

Shorter College's entire financial aid process for the student can be completed online with the exception of the “Financial Aid Responsibility Contract” form which is required for the registration of classes. This form is the last step in the student completing and/or starting the financial Aid process. Before signing off on this form, financial aid staff checks all systems to ensure that the student has no outstanding documents currently being requested, preventing the student from being awarded. The Virtual Financial Aid Office (VFAO) notifies students of any outstanding documents via an email to their personal and/or school email. The VFAO system also has a reporting function that allows financial aid staff to know what students and what documents are currently needed from a student. Although the VFAO system notifies a student of outstanding documents, financial aid staff also notifies the student via email and/or a phone call. Once a student submits the additional documentation, financial aid scans and submits such via the VFAO system. The VFAO system updates the student's documents and continues the process until the student is awarded.

The VFAO system identifies students who are selected for verification. If students are missing information or if additional information is needed due to Federal Verification selection, the student is emailed notifying him/her of the missing documents, links to forms (if applicable), and where/how to send the information. If the student has made an error on the FAFSA, the student is instructed to go to <http://www.fafsa.ed.gov> and correct this information.

If student has submitted a FAFSA and it is not received, the FAFSA record (ISIR) is requested through the Department of Education via FAA Access. For Second Chance Pell students that have a FAFSA on file and is not able to add Shorter College's school code, the student provides a statement to the Office of Financial Aid requesting the U.S. Department of Education to add Shorter College's school code.



## Shorter College Forms

As previously mentioned, the Virtual Financial Aid Office interview is required for newly admitted students as part of the need-based review process. The VFAO houses all the needed forms for processing federal aid for a student. These forms can be downloaded from the VFAO system, but a hardcopy of all the forms is filed in the Financial Aid Office along with all other financial aid documentation collected by the Financial Aid Office.

All financial aid forms are available on the School website.

## Deadlines

All students are asked to complete their FAFSA as soon as possible to speed financial aid processing.

The 2018-2019 FAFSA is available until June 30, 2019. However, FAFSA information and any additional documents required for federal verification or to resolve FAFSA comment codes must be received to the School within 30 days of the request. No federal financial aid will disburse until all documentation is received.

## Document Assignment, Collection, and Tracking

Financial aid documentation is kept in hard copy files securely stored in the Financial Aid Office. FAFSAs will be stored electronically in VFAO and SpringCM. Students are notified of required documents via email and/or a phone call.

A small percentage of students are selected for federal verification and/or require additional information, and the VFAO system and Financial Aid staff will email the student to inform him/her of the reason for the request and any required forms or the next steps needed by the student.

Once additional information is received, the VFAO system finalizes the award(s) and the Financial Aid Office includes the information in the student's file. If the information is incomplete, the student is notified by the VFAO system and Financial Aid staff via phone or email. When all required documents are received, the student is considered complete and ready to be packaged/awarded. The Financial Aid staff gathers all documentation and creates a student file for new students and updates previous year files for returning students.

## Pre-Award Appeals

The School has limited scholarship funds available and; therefore, appeals of the scholarship award decisions are not applicable.

Students not able to join Shorter College due to financial constraints may send a letter explaining the situation to the Director of Admissions and Director of Financial Aid. Triggers for appeals typically involve involuntary loss of employment by the student or spouse, high medical expenses, or child or elder care. Students will be instructed to provide documentation of the change in income or out-of-pocket expenses for a particular time period (typically a calendar year for income and academic year for expenses). Students would be notified of appeal decision by email or appointment. Any changes to a financial aid award would be available for view on VFAO as well.



## SECTION 7: FILE REVIEW

### Verification

Verification is the process of confirming the accuracy of student reported data on the FAFSA. Only a portion of the student population is selected for verification. Students are notified that they are selected for verification on the FAFSA/Student Aid Report (SAR). In addition, the student is notified via email that he/she has been selected for verification via the VFAO system.

The Financial Aid Office verifies only those applicants identified by the Department of Education (DOE) or if there is a discrepancy or a condition which is unusual and warrants investigation. Shorter College verifies only those data elements required by the DOE. However, the Financial Aid Office may request additional information if further investigation is needed to resolve a discrepancy.

The Financial Aid Office is required to resolve any discrepancies discovered in a student's file, regardless of whether the student is selected for verification. The Financial Aid Office will request additional information from the student to resolve the discrepancy.

For students selected for verification, the Financial Aid Coordinator sends an email to the student as well as a reminder of the specific items needed and to let the student know the information may be mailed, faxed, or scanned and sent electronically. **All verification requirements must be satisfied within 30 days of the request.**

### Verification Exclusions

In the circumstances below, student verification is not required. The Financial Aid Office documents the specific reason within the student's file if any of the following applies:

1. An applicant who died during the award year
2. A student who does not receive Title IV funds
3. A student who is eligible to receive only unsubsidized loans
4. Student was selected for verification after ceasing to be enrolled at the School and after all Title IV aid has disbursed.

### Data Elements to be Verified and Required Documentation

#### Income information for tax filers

- a. Adjusted Gross Income (AGI)
- b. U.S. Income Tax Paid.
- c. Untaxed Portions of IRA Distributions
- d. Untaxed Portions of Pensions
- e. IRA Deductions and Payments
- f. Tax Exempt Interest Income
- g. Education Credits

#### Acceptable documentation

(1) 2016 tax account information of the tax filer that the Secretary has identified as having been obtained from the Internal Revenue Service (IRS) through the IRS Data Retrieval Tool and that has not been changed after the information was obtained from the IRS; or

(2) A transcript 1 obtained at no cost from the IRS or other relevant tax authority of a U.S. territory Guam, American Samoa, the U.S. Virgin Islands) or commonwealth (Puerto Rico and the Northern Mariana Islands), or a foreign government that lists 2016 tax account information of the tax filer.

**Income information for tax filers with special circumstances.**

- a. Adjusted Gross Income (AGI)
- b. U.S. Income Tax Paid
- c. Untaxed Portions of IRA Distributions
- d. Untaxed Portions of Pensions
- e. IRA Deductions and Payments
- f. Tax Exempt Interest Income
- g. Education Credits.

**Acceptable documentation**

(1) For a student, or the parent(s) of a dependent student, who filed a 2016 joint income tax return and whose income is used in the calculation of the applicant's expected family contribution and who at the time the FAFSA was completed was separated, divorced, widowed, or married to someone other than the individual included on the 2016 joint income tax return—

(a) A transcript obtained from the IRS or other relevant tax authority that lists 2016 tax account information of the tax filer(s); and

(b) A copy of IRS Form W-2 for each source of 2016 employment income received or an equivalent document.<sup>2</sup>

(2) For an individual who is required to file a 2016 IRS income tax return and has been granted a filing extension by the IRS beyond the automatic six-month extension for tax year 2016—

(a) A copy of IRS Form 4868,<sup>3</sup> "Application for Automatic Extension of Time to File U.S. Individual Income Tax Return," the individual filed with the IRS for tax year 2016;

(b) A copy of the IRS's approval of an extension beyond the automatic six-month extension for tax year 2016;

(c) Confirmation of non-filing from the IRS dated on or after October 1, 2017;

(d) A copy of IRS Form W-2 for each source of 2016 employment income received or an equivalent document; <sup>2</sup> and

(e) If self-employed, a signed statement certifying the amount of AGI and U.S. income tax paid for tax year 2016.

**Note:** An institution may require that, after the income tax return is filed, an individual granted a filing extension beyond the automatic six-month extension submit tax information using the IRS Data Retrieval Tool or by obtaining a transcript from the IRS that lists 2016 tax account information. When an institution receives such information, it must be used to re-verify the FAFSA information included on the transcript.

(3) For an individual who was the victim of IRS tax-related identity theft—

(a) A Tax Return Database View (TRDBV) transcript obtained from the IRS; and

(b) A statement signed and dated by the tax filer indicating that he or she was a victim of IRS tax-related identity theft and that the IRS has been made aware of the tax-related identity theft.

**Note:** Tax filers may inform the IRS of the tax-related identity theft and obtain a TRDBV transcript by calling the IRS's Identity Protection Specialized Unit (IPSU) at 1-800-908-4490.

Tax filers who cannot obtain a TRDBV transcript may instead submit another official IRS transcript or equivalent document provided by the IRS if it includes all of the income and tax information required to be verified. Unless the institution has reason to suspect the authenticity of the TRDBV transcript or an equivalent document provided by the IRS, a signature or stamp or any other validation from the IRS is not needed.

(4) For an individual who filed an amended tax return with the IRS—

(a) A transcript obtained from the IRS that lists 2016 tax account information of the tax filer(s); and

- (b) A signed copy of the IRS Form 1040X that was filed with the IRS.

## **Income Information for Nontax Filers**

### **Income Earned from Work**

#### **Acceptable Documentation**

For an individual who has not filed and, under IRS or other relevant tax authority rules (e.g., the Republic of the Marshall Islands, the Republic of Palau, the Federated States of Micronesia, a U.S. territory or commonwealth or a foreign government), is not required to file a 2016 income tax return—

- (1) A signed statement certifying—
- (a) That the individual has not filed and is not required to file a 2016 income tax return; and
  - (b) The sources of 2016 income earned from work and the amount of income from each source;
- (2) A copy of IRS Form W-2 for each source of 2016 employment income received or an equivalent document; and
- (3) Except for dependent students, confirmation of non-filing from the IRS or other relevant tax authority dated on or after October 1, 2017.

### **Number of Household Members**

#### **Acceptable Documentation**

A statement signed by the applicant and, if the applicant is a dependent student, by one of the applicant's parents, that lists the name and age of each household member for the 2018–2019 award year and the relationship of that household member to the applicant.

**Note:** Verification of number of household members is not required if—

- For a dependent student, the household size indicated on the ISIR is two and the parent is single, separated, divorced, or widowed, or the household size indicated on the ISIR is three if the parents are married or unmarried and living together; or
- For an independent student, the household size indicated on the ISIR is one and the applicant is single, separated, divorced, or widowed, or the household size indicated on the ISIR is two if the applicant is married.

### **Number in College**

#### **Acceptable Documentation**

(1) A statement signed by the applicant and, if the applicant is a dependent student, by one of the applicant's parents listing the name and age of each household member who is or will be attending an eligible postsecondary educational institution as at least a half-time student in the 2018–2019 award year in a program that leads to a degree or certificate and the name of that educational institution.

(2) If an institution has reason to believe that the signed statement provided by the applicant regarding the number of household members enrolled in eligible postsecondary institutions is inaccurate, the institution must obtain documentation from each institution named by the applicant that the household member in question is, or will be, attending on at least a halftime basis unless—

- (a) The applicant's institution determines that such documentation is not available because the household member in question has not yet registered at the institution the household member plans to attend; or
- (b) The institution has documentation indicating that the household member in question will be attending the same institution as the applicant.

**Note:** Verification of the number of household members in college is not required if the number in college indicated on the ISIR is "1."

### **High School Completion Status**

#### **Acceptable Documentation**

The applicant's high school completion status when the applicant attends the institution in 2018–2019.

(1) *High School Diploma*

- (a) A copy of the applicant's high school diploma;
- (b) A copy of the applicant's final official high school transcript that shows the date when the diploma was awarded; or
- (c) A copy of the "secondary school leaving certificate" (or other similar document) for students who completed secondary education in a foreign country and are unable to obtain a copy of their high school diploma or transcript.

**Note:** Institutions that have the expertise may evaluate foreign secondary school credentials to determine their equivalence to U.S. high school diplomas. Institutions may also use a foreign diploma evaluation service for this purpose.

(2) *Recognized Equivalent of a High School Diploma*

- (a) General Educational Development (GED) Certificate or GED transcript;
- (b) A State certificate or transcript received by a student after the student has passed a State-authorized examination (HiSET, TASC, or other State-authorized examination) that the State recognizes as the equivalent of a high school diploma;
- (c) An academic transcript that indicates the student successfully completed at least a two year program that is acceptable for full credit toward a bachelor's degree at any participating institution; or
- (d) For a person who is seeking enrollment in an educational program that leads to at least an associate degree or its equivalent and who excelled academically in high school but did not complete high school, documentation from the high school that the student excelled academically and documentation from the postsecondary institution that the student has met its written policies for admitting such students.

(3) *Homeschool*

- (a) If the State where the student was homeschooled requires by law that such students obtain a secondary school completion credential for homeschool (other than a high school diploma or its recognized equivalent), a copy of that credential; or
- (b) If such State law does not require the credential noted in (3a), a transcript or the equivalent signed by the student's parent or guardian that lists the secondary school courses the student completed and documents the successful completion of a secondary school education in a homeschool setting.

**Note:** In cases where documentation of an applicant's completion of a secondary school education is unavailable, *e.g.*, the secondary school is closed and information is not available from another source, such as the local school district or a State Department of Education, or in the case of homeschooling, the parent(s)/guardian(s) who provided the homeschooling is deceased, an institution may accept alternative documentation to verify the applicant's high school completion status (*e.g.*, DD Form 214 Certificate of Release or Discharge From Active Duty that indicates the individual is a high school graduate or equivalent). When documenting an applicant's high school completion status, an institution may rely on documentation it has already collected for purposes other than the Title IV verification requirements (*e.g.*, high school transcripts maintained in the admissions office) if the documentation meets the criteria outlined above. Verification of high school completion status is not required if the institution successfully verified and documented the applicant's high school completion status for a prior award year.

### **Identity/Statement of Educational Purpose**

#### Acceptable Documentation

- (1) An applicant must appear in person and present the following documentation to an institutionally authorized individual to verify the applicant's identity—

(a) An unexpired valid government-issued photo identification 4 such as, but not limited to, a driver's license, non-driver's identification card, other State-issued identification, or U.S. passport. The institution must maintain an annotated copy of the unexpired valid government-issued photo identification that includes—

- i. The date the identification was presented; and
- ii. The name of the institutionally authorized individual who reviewed the identification; and

(b) A signed statement using the exact language as follows, except that the student's identification number is optional if collected elsewhere on the same page as the statement:

#### Acceptable Documentation for Statement of Educational Purpose

I certify that I (Student's Name) the individual signing this Statement of Educational Purpose and that the Federal student financial assistance I may receive will only be used for educational purposes and to pay the cost of attending (Name of Postsecondary Educational Institution) for 2018–2019.

(Student's Signature) (Date)

(Student's ID Number)

(2) If an institution determines that an applicant is unable to appear in person to present an unexpired valid photo identification and execute the Statement of Educational Purpose, the applicant must provide the institution with—

(a) A copy of an unexpired valid government-issued photo identification 4 such as, but not limited to, a driver's license, non-driver's identification card, other State-issued identification, or U.S. passport, that is acknowledged in a notary statement or that is presented to a notary; and

(b) An original notarized statement signed by the applicant using the exact language as follows, except that the student's identification number is optional if collected elsewhere on the same page as the statement:

#### Acceptable Documentation for Statement of Educational Purpose

I certify that I (Print Student's Name) the individual signing this Statement of Educational Purpose and that the Federal student financial assistance I may receive will only be used for educational purposes and to pay the cost of attending (Name of Postsecondary Educational Institution) for 2018–2019.

(Student's Signature) (Date)

(Student's ID Number)

## **Database Matches, Reject Codes, & C-Codes Clearance**

For database match and c-codes on the FAFSA, the VFAO system and the Financial Aid Office sends an email to the student notifying them of this requirement and any missing documentation needed for such. The Financial Aid Office would also follow up with an email to the student, providing additional explanation. Financial aid awards are not final until the appropriate documentation is received and verified. Common FAFSA messages and required documentation to clear the message and proceed with a final financial aid award are listed below.

#### Social Security Administration (SSA)

The student is required to submit a copy of the social security card, confirming the name and SSN, or to correct the FAFSA if errors were made during the initial FAFSA filing.

#### Department of Homeland Security (DHS)

If the Department of Homeland Security could not verify the student's citizenship, the student must submit additional information. US citizens or permanent residents must submit a copy of a US passport, birth certificate, or naturalization certificate confirming citizenship status. The checklist item is

completed by the Financial Aid Office and a copy of the documentation is stored in the student file. Eligible non-citizens whose A-number did not pass secondary confirmation by Homeland Security must bring unexpired immigration status verification documentation in person to the Financial Aid Office. The Financial Aid Office completes form G-845 and makes a copy of the front and back of student documentation. This information is sent to the Department of Homeland Security for review. No financial aid is awarded until the Financial Aid Office has received confirmation from the Department of Homeland Security regarding student's eligibility for federal financial aid or until 15 business days after the date the documentation was sent, whichever occurs first.

### Selective Service System

Males aged 18-25 are required to complete selective service registration. The Financial Aid Office will verify registration status at <http://www.sss.gov>. If the registration is not complete, the student is instructed to go to the website to complete registration. If the student is female, the FAFSA information is corrected and the request for additional documentation is waived.

Male students are exempt from selective service registration if any of the following are true:

- Current active duty military
- Not yet 18 as of the date the FAFSA is completed
- Born before 1960
- Noncitizens who first entered the US after age 26 or who entered the US as lawful non-immigrants on a valid visa and remained in the US on that visa until after they turned 26

If the Financial Aid Office has adequate information to determine that the student is not required to register, the Financial Aid Office would note this in the student file and proceed accordingly. Otherwise, the student will be asked to register or provide appropriate documentation regarding the selective service registration exemption. If a student has not registered and cannot provide documentation of an exemption, he must contact the Selective Service to get a status information letter addressing his failure to register. This letter will be used to determine if the student is exempt from registration or if he knowingly and willfully failed to register. If the student knowingly and willfully failed to register, he is not eligible for federal student aid.

### National Student Loan Data System (NSLDS)

As a part of the financial aid process at Shorter College, NSLDS will be obtained on all students submitting an application for enrollment and a Financial Aid Application. In addition, if the student's FAFSA indicates that s/he is at or near the federal aggregate loan limit or may be in default or owes an overpayment, the Financial Aid Office pulls the student's NSLDS record and retains this in the student's file. If the student is at or near a federal aggregate limit, the financial award is completed accordingly, to either omit any funding from the pertinent federal program or with a reduction from the standard award amount. If the student is in default or owes an overpayment, the Financial Aid Office contacts the student to request additional information before completing the financial aid award.

### Drug Conviction

If a student has a federal or state drug conviction during a period of enrollment for which the student was receiving federal aid, the student is disqualified from federal financial aid funding. Students self-report this information on the FAFSA. However, in situations of conflicting information, the School is required to confirm this information.

The student regains eligibility based on the timeline in the chart below (Please note- if the student is convicted for both possession and sale, the longer period applies):

	<b>Possession of Illegal Drugs</b>	<b>Sale of Illegal Dorugs</b>
<b>1st offense</b>	1 year from date of conviction	2 years from date of conviction
<b>2nd offense</b>	2 years from date of conviction	indefinite period
<b>3+ offenses</b>	Indefinite period	

Students regain eligibility one day after the period of ineligibility ends or after successfully completing a qualified drug rehabilitation program or passing two unannounced drug tests given by such a program. It is the student's responsibility to provide this documentation. Qualified drug rehabilitation programs must include at least two unannounced drug tests and satisfy at least one of the following:

- Be qualified to receive funds directly or indirectly from a federal, state, or local government program.
- Be qualified to receive payment directly or indirectly from a federally-or state-licensed insurance company.
- Be administered or recognized by a federal, state, or local government agency or court.
- Be administered or recognized by a federally- or state-licensed hospital, health clinic, or medical doctor.

Students identified as ineligible due to a drug conviction (either through the FAFSA information or through confirmation of conflicting information) will be notified in writing of the loss of eligibility, as well as additional information regarding when and how to regain eligibility.

## Review of Subsequent ISIR Transactions

Subsequent ISIRS will be reviewed upon receipt to identify students with additional federal financial aid eligibility due to subsequent ISIR transactions. Reviewing such will also be used to identify students who are in a federal over-award situation or who are no longer eligible for federal financial aid due to subsequent ISIR transactions.

## SECTION 8: STUDENT BUDGETS

Student budgets are an important component in the financial aid process. Standard student budgets reflecting the Shorter College average student population cost of attendance at a modest, but adequate standard of living are used to award financial aid. Special budget considerations are approved through the Professional Judgment process by the Financial Aid Office on a case-by-case basis.

## Budget Components

The Financial Aid Office collects information on an annual basis to prepare standard budgets by academic program and cohort/admit term. The budget components are as follows:

### Tuition and Fees

Tuition rates and fees are approved by the Board of Trustees on an annual basis, during the month of January, with an effective date of July 1 of the same year. Tuition and fees information will be available on the School website on the Admissions page at <http://www.shortercollege.edu/tuition.htm>. Loan fees are reviewed on an annual basis using the most recent data available.

### Books and Supplies

A survey of Shorter College students will be conducted each January on the costs of books and

supplies.

### Room and Board

Room and board is aligned with the U.S. Department of Labor Consumer Price Index for 12 months. This amount will be used for all Shorter College student budgets.

### Transportation

Transportation cost is aligned with the U.S. Department of Labor Consumer Price Index for 12 months. This amount is used for all student budgets.

### Miscellaneous Expenses

Miscellaneous expenses are aligned with the U.S. Department of Labor Consumer Price Index for 12 months. This amount is used for all student budgets.

### Health Insurance

All students are required to have health insurance. Students will be responsible for purchasing their own health coverage and providing documentation to Shorter College for his/her student budget.

## **Budget Amounts**

Shorter College Tuition and Fees for 2018-2019:

Registration fee - \$0

Tuition and fees for both in-state and out-of-state students are the same.

Tuition: (12-15 hours)	\$2,052.00 per semester (flat rate)
Tuition: (1-11 hours)	\$ 171.00 per credit hour
Tuition: Overload Classes - (Above 15 hours)	\$ 171.00 each credit above 15 credit hours
Institutional Fees (total)	\$ 698.00
Student Services Fee	\$ 50.00
Technology Fee	\$ 398.00
Activity Fee	\$ 50.00
Library Fee	\$ 100.00
Science Lab Fee	\$ 50.00
Records Fee	\$ 25.00
Student ID	\$ 15.00
Vehicle Decal Fee	\$ 10.00
Tuition and Fees per semester	\$2,750.00
Book fee	\$ 250.00
TOTAL Tuition, Fees, Book Fee (fulltime)	\$3,000.00

## **Special Fees**

Application/Registration/Reentry Fee	\$ 0.00
Student ID Replacement	\$15.00
Vehicle Decal Replacement	\$10.00
Installment Payment Plan	\$26.00
Returned Check Charge	\$25.00



Stop Payment on a Check	\$35.00
Transcript	\$ 5.00
*Supplies (per semester for Fulltime)	\$70.00*
*Supplies (per semester for less than Fulltime)	\$35.00*

\* *Second Chance Pell Students Only.*

All student budgets include a standard allowance for housing, food, transportation, books, loan fees and miscellaneous expenses, as detailed below:

<u>2018-2019:</u>	<u>Independent</u>	<u>Dependent</u>	<u>Second Chance Pell</u>
Rent/Housing/Food	\$4,487	\$1,792	\$0
Books/Supplies	\$ 250	\$ 250	\$320
Transportation	\$1,022	\$1,022	\$0
Miscellaneous/Personal	\$1,902	\$1,018	\$0
Health insurance:	\$TBD based upon individual student cost		

*Note: Dollar amounts are based upon fulltime enrollment per semester.*

## Special Budget Considerations

Upon request, the Financial Aid Office may review, and if appropriate, adjust a student's budget. Students must submit supporting documentation.

Examples of changes to standard budgets include, but are not limited to:

1. Child care - the cost of day care with dependent children may be added to a standard budget with appropriate dollar specific documentation. Maximum allowance is \$5,000 per child per year. Allowance is for costs incurred by the student during the months of enrollment in the aid year ONLY.
2. Large out of-pocket medical expenses - medical expenses incurred by the student during the months of enrollment that exceed the normal allowance provided by the Department of Education (generally about 2% of income) may be added to the student budget with appropriate dollar-specific documentation.
3. Additional educational expenses - educational expenses required for the program and that are not included in our budget or exceed our allocation may be considered with dollar-specific documentation. This may include one-time purchase of a computer, books and supplies that exceed the allowance.

Shorter College will not consider budget adjustments for living expenses to increase federal loan eligibility.

## Budget Waivers

If a student receives a resource toward a budget item, the amount must either be included in the financial aid award as an outside resource (such as tuition benefits or stipends) or the budget item must be removed (such as a student living in military housing rent-free). Students are required to report these resources to the Financial Aid Office.

## **SECTION 9: AWARDING AND PACKAGING FINANCIAL AID**

### **Packaging Philosophies**

Shorter College may offer admitted students (without full tuition/fees paid) an institutional scholarship. This scholarship is need-based (made with regard to financial need). Shorter College offers a limited number of partial tuition scholarships based on merit and need.

The Financial Aid office works in conjunction with the President, the Chief Financial Officer (CFO), Director of Admissions and the Dean of Academic Affairs to develop policies and procedures related to institutional scholarship awarding. Together, they have oversight of all financial aid policies and procedures to ensure they are aligned with the School's mission.

Packaging guidelines and philosophies are evaluated by the Financial Aid Office on an annual basis. Tuition scholarship awarding procedures are reviewed at least annually, and often prior to the beginning of each application cycle.

### **Available Funds & Number of Eligible Students**

For Shorter College, the President, CFO, Director of Financial Aid, Director of Admissions, and the Dean of Academic Affairs work together to develop the model for merit - based scholarship awarding with approval going through the President. Student Accounts is responsible for institutional scholarship fund management and communicates specific fund award information to the Financial Aid Office. Student Accounts oversees the use of institutional funds and works with the Financial Aid office in the awarding procedure.

### **Package Construction**

Student files are reviewed upon receipt of a FAFSA and the Virtual Financial Aid Office interview. Standard budgets are used for all Shorter College programs. Students selected for verification are contacted regarding supplemental information needed before a financial aid award may be finalized.

Shorter College's financial aid packaging policy is to offer assistance up to the total cost of attendance, so there is not any gap. Cost of attendance is defined as tuition and fees plus a standard allocation for books and living expenses.

Outside resources are considered first, then institutional scholarships, followed by federal financial aid (Pell Grant, Subsidized and Unsubsidized Direct Loans). If scholarship, grants, and federal grants and loans do not cover the total cost of attendance or if the student is not eligible for federal aid, the remaining gap may be covered by a private loan. The student is responsible for seeking any outside loan opportunities.

The Financial Aid Office pulls an Outstanding Verification Request report. If the student is selected for verification or if additional information is needed, the VFAO system and/or the Financial Aid Office emails the student. If the file is complete, the VFAO system will continue processing the student's file until the award letter notification is issued.

FAFSA information is used to verify eligibility for federal financial aid. Outside scholarships or tuition benefits are manually awarded, as are Shorter College's need and merit-based institutional scholarships.

## Packaging Other Educational Resources

Outside scholarships and grants are considered as a resource against federal need and cost of attendance. Students are asked to report other resources. This process will help aid in eliminating over-awarding and over-payments.

## Summer Awards

Shorter College's programs are on a continuous basis; and therefore, Shorter College does offer summer term credits and federal financial aid may be used to cover this term.

## Award Package Notification

All students will receive an email notification when an award or change is made to the student's financial aid package.

Each student receives an award letter annually that includes: all federal financial aid awarded by Shorter College and notification to contact the School's Financial Aid Office for any additional assistance. Information is included regarding the process for receiving federal financial aid to include student loans, namely that they must be accepted and the required paperwork for approval and disbursement.

## Federal Financial Aid Packaging Appeals

Students may submit documentation for appeals based on change to financial income, such as involuntary loss of employment by the student or spouse or based on additional cost of attendance, such as child care or computer expenses. Appeals are reviewed by the Financial Aid Office.

Appeals to income or other FAFSA data elements may not change aid eligibility. The outcome of the appeal and additional aid eligibility (if applicable) is communicated to the student by email and through an adjustment to the financial aid award, if applicable. A revision email would be sent to the student. The appeal process is as follows:

1. Request for appeal is communicated to the Financial Aid Office.
2. Additional information and documentation required is communicated to the student.
3. Completed appeal is reviewed by the Financial Aid Office.
4. Any applicable changes to FAFSA, cost of attendance, and/or financial aid award are made by the Financial Aid Office.

Student is emailed regarding the result of the appeal. Professional Judgment is documented in the student's file.

## Award Package Revisions

The Financial Aid Office updates student budgets and revises financial aid awards as needed. Awards are reviewed and any necessary adjustments are made. If loan reductions are needed, they will be made in the following order: unsubsidized and then subsidized.

## Over-awards & Over-payments

Over-awards are rare and can be due to a change in the student's program, due to new external funding/scholarships or to receipt of a subsequent FAFSA/ISIR. An adjustment is made to the student's financial aid award, reducing private loans first, then Unsubsidized Direct Loan, then the Subsidized

Direct loan. If possible, the over-award is resolved by reducing future loan disbursements. If the additional resources must be applied toward tuition only, other funds that are specific to tuition may need to be reduced first - this includes the Shorter College institutional scholarship. Before returning funds already disbursed and creating a balance on the student account, Shorter College will review the budget to determine if there are additional expenses that warrant an increase to the Cost of Attendance. If loan disbursements have already been made and funds must be returned, the Student Accounts office is notified of the funds that need to be returned. The student is emailed regarding the change to the award and the reason.

## Repeated Course Work

Students may repeat any coursework previously taken.

Any student who registers for credit for any course and who satisfies the requirements shall receive credit for that course; however, no student shall receive credit for the same course twice, unless the course description specifically states that the course may be repeated for credit.

Students may repeat courses to improve their grade point averages. Only the highest grade will be included in his or her grade point average. Credit will be allowed only once. All grades will be included on the student's records. This applies only to courses repeated at Shorter College.

## Previously Passed

Students may repeat any coursework previously taken and passed. Shorter College will count the previously taken course's credit(s) towards the student's enrollment status and award Title IV funds to the student who is repeating, for the first time only, a previously passed course. For added clarification, if a student passed a class once and then is repaid for retaking it and fails the second time, that failure counts as the paid retake and the student may not be paid for retaking the class a third time. For this purpose, passed means any grade higher than an "F", regardless of Shorter College requiring a higher qualitative grade or measure to be considered having passed the course. For example, although the grade "D" is considered passing, there is an exception to such. The grade "D" in any course, excluding College Orientation, Microcomputer Applications, and Arkansas History courses, is considered a failing grade and may be repeated; but may only receive financial aid for one repeated attempt.

## Previously Failed

A student may be repeatedly paid for repeatedly failing the same course (normal SAP policy still applies to such cases). If a student withdraws before completing the course that they are being paid Title IV funds for retaking, then that is not counted as their one allowed retake for that course.

Any student who has taken a course may repeat the course in order to change the original grade. An "F", "W", "XF", "XW", and "I" received for courses will be considered as failed, courses attempted and not earned. The grade of "D" in any course, excluding College Orientation, Microcomputer Applications, and Arkansas History courses, is considered a failing grade and may be repeated; but may only receive financial aid for one repeated attempt.

A student who fails a required course should repeat the course at the next opportunity. A student may be encouraged to repeat an elective course in which he or she receives a grade of "F" by his or her advisor or Dean of Academic Affairs.

Any student registered in Accelerated Classes (remedial or developmental courses) cumulative GPA is calculated based on the number of hours attempted. See the table below.

Grades	Grade Points per Semester Hour
--------	--------------------------------

A	4
B	3
C	2
D	1
F	0
I (Incomplete)	0
W (Withdrawn)	0
XF (Unearned F-excessive absences)	0
PP (Pass for Remedial Courses)	0
FF (Fail for Remedial Courses)	0
XW (Administrative Withdraw)	0

### **SECTION 10: PROFESSIONAL JUDGMENT**

Students may submit documentation for professional judgment based on change to financial income, such as involuntary loss of employment by the student or a spouse or based on additional cost of attendance, such as child care, or computer expenses. Professional judgment requests may result in no change in aid eligibility. Professional judgment decisions are noted in the student's file and emailed to the student. Documentation for professional judgment decisions are placed in the student's financial aid file. A revision email would be sent to the student if applicable.

The professional judgment process is as follows:

1. Request for professional judgment is communicated to the Financial Aid office.
2. Professional judgment form is emailed to the student requesting additional information and documentation required.
3. Professional judgment request is reviewed by the Financial Aid Office.
4. Any applicable changes to FAFSA, cost of attendance, and/or financial aid award are made by the Office.

The student is emailed regarding the result of the appeal. Professional Judgment is documented in the student's file.

### **SECTION 11: DISBURSEMENTS**

Financial aid disburses to the student's account no sooner than 10 days prior to the start of classes. Beginning the Fall 2016 semester and going forward, loan disbursements will be in two equal disbursements per semester.

## **Confirming Student Eligibility Prior to and at the Time of Disbursement of Title IV, HEA Funds**

Shorter College may disburse Title IV, HEA funds to a student or parent for a payment period only if the student is enrolled for classes for that payment period and is eligible to receive those funds. At the time a disbursement is made to a student for a payment period, Shorter College must confirm that the student remains eligible for the type and amount of Title IV, HEA program funds identified by that disbursement.

### **Class Attendance**

All students are required to be present for all class meetings for all courses for which they are enrolled. Students are responsible for learning about, becoming knowledgeable of, and complying with the

attendance policy stated in the catalog and/or faculty syllabus. Faculty members will provide details on the rules for attendance in their classes in their course syllabi. Faculty members will keep students' attendance records.

### Attendance Tracking

Academic staff will be able to track students' attendance through CAMS. On a weekly basis, the Registrar will provide staff and faculty with a report that will be able to identify if students are absent, late, or in class within a 14-day timeframe. *See the "Consecutive Absence Faculty/Staff Guidelines" below.*

### Provide Early Alert Regarding Student Attendance

Faculty will ensure that attendance is placed in CAMS each day. Daily notification of absences will be sent to the Academic Dean, Financial Aid, Program Coordinators, Student Organization Leaders by the Registrar.

Weekly meetings whereby the Offices of Academic Affairs, Student Affairs, Financial Aid, and Fiscal Affairs meet every Friday to review and discuss attendance, counseling and retention.

*See the "Consecutive Absence Faculty/Staff Guidelines" below.*

### Resolving Conflicting Attendance

Weekly meetings whereby the Offices of Academic Affairs, Student Affairs, Financial Aid, Fiscal Affairs, and Institutional Effectiveness meet every Friday to review and discuss attendance, counseling and retention. Any attendance conflicts are also resolved during these meetings, along with agreement on the student's last day of attendance. Corrections to attendance is the responsibility of the Academic Dean and/or Registrar through notification to the instructor that such is warranted.

### Student Enrollment Status Reporting

The Registrar is responsible for reporting the student's enrollment status via Weber and Associate's Student Update Reporting Exchange (SURE) tool which interfaces with National Student Loan Data System (NSLDS) Enrollment Reporting. Initial reporting for the semester is done after census. All other enrollment status changes are submitted throughout the payment period or period of enrollment as students are:

- withdrawn officially from the college,
- administratively withdrawn from the college (unofficial withdrawal); and
- adding and/or dropping courses

### National Student Loan Data System (NSLDS)

The National Student Loan Data System (NSLDS) is the U.S. Department of Education's (ED's) central database for student aid. NSLDS receives data from schools, guaranty agencies, the Direct Loan program, and other Department of ED programs. All federal student loans (by the parent and/or student) will be submitted to the National Student Loan Data System (NSLDS), and will be accessible by guaranty agencies, lenders, and schools determined to be authorized users of the data system.

## NSLDS Student Access

NSLDS Student Access provides a centralized, integrated view of Title IV loans and grants so that recipients of Title IV aid can access and inquire about their Title IV loans and/or grant data. Students may access their federal financial aid history (to include loans and grants) by going to [https://nslds.ed.gov/nslds/nslds\\_SA/](https://nslds.ed.gov/nslds/nslds_SA/).

## Checking Eligibility Prior to Disbursement

Upon receipt of the payment list from Weber and Associates, requesting Shorter College to determine the student's eligibility prior to disbursement, the following process is followed.

- The payment list is received via the VFAO ticketing system from Weber and Associates.
- In return, the Office of Financial Aid checks the student's eligibility status and notates such on the payment list.
- Students are notated as "pay", "hold", or "cancel". "Pay" equates to the student meets eligibility for the disbursement. "Hold" equates to the student not meeting all the eligibility requirements for disbursement at that time. "Cancel" equates to the student that does not and will not meet the eligibility requirements for disbursement due to never starting, has since withdrawn, etc.
- In checking eligibility prior to disbursement, the Office of Financial Aid performs the following tasks.
  - ✓ Prints the payment list.
  - ✓ Runs the registered credit report for the semester/term. The report shows the number of credits the student is registered for during the semester.
  - ✓ Submits the completed payment list back to Weber and Associates for processing/payment via a VFAO ticket.

## Checking Eligibility at the Time of Disbursement

Once disbursements are received and the funds have been posted to the students' ledger cards by Fiscal Affairs, the following tasks are performed by the following Shorter College offices.

- Fiscal Affairs creates a spreadsheet consisting of all students who had funds disbursed and posted to their ledger cards.
- Fiscal Affairs provides a copy of the spreadsheet to:
  - ✓ The Office of the Registrar – to notate students that have since withdrawn or dropped from any of their courses.
  - ✓ Division of Academic Affairs – to check the students' most recent attendance.
  - ✓ The Office of Financial Aid - to review all the information from the Registrar's Office and Academic Affairs; and make any adjustments to financial aid dollar amounts if needed. The adjustments may require refund of funds since the initial/last eligibility check.
- Fiscal Affairs makes the necessary adjustments, processes the refund to the student within 14 days and to ED (if applicable).

## Returning Ineligible Disbursements Timely

Weber makes available the student payment lists on a weekly basis depending upon the student anticipated dates for disbursements. The process for checking eligibility at the time of disbursement is also done on a weekly basis. For students that will not or have not begun attendance in the payment and for those that have added, dropped, or withdrawn from courses for the payment period or period of enrollment, Shorter College's practice is to refund ineligible funds back to ED as soon as they are



identified; but no later than the 30 days.

## **Reporting of Disbursement Dates to the Common Origination and Disbursement (COD)**

Institutions are required to submit Federal Pell Grant and/or Direct Loan disbursement records to the COD system no later than 15 days after making a disbursement or becoming aware of the need to adjust a student's previously reported disbursement information. The disbursement date to be reported to COD is the date that the institution credits funds to a student's account or pays funds to a student or parent directly.

### **Accurate Reporting to the COD System**

Once funds are requested by Weber & Associates, scheduled for deposit on a specified date; and the G5 confirmation(s) and check register are forwarded to Shorter College; it will be Shorter College's responsibility to credit funds to the student account referencing the check date on the check register and the deposit date on the G5 confirmation. These two dates from both sources should be the same date; and therefore, used as the disbursement date on the student's ledger account.

Prior to posting funds to the student's ledger account, Shorter College is to confirm that the check date on the check register and the deposit date on the G5 confirmation are the same as the "date disbursed" for the student's "award disbursements information" in the COD system.

### **Conflicting Dates**

When the check register date, the G5 deposit date, and COD's date disbursed are not the same, Shorter College will always use COD's date disbursed when posting funds to the student's ledger card. Furthermore, Shorter College will make Weber and Associates aware of the discrepancy by submitting a VFAO ticket.

## **SECTION 12: SATISFACTORY ACADEMIC PROGRESS (SAP)**

### **Definition of SAP**

Satisfactory Academic Progress (SAP) is defined as proceeding toward successful completion of degree requirements. It is measured in two ways, qualitatively (cumulative grade point average) and quantitatively (completion rate as it compares to the hours attempted).

Federal regulations require Shorter College to establish and implement a policy to measure whether students applying for and/or receiving federal financial aid are making satisfactory academic progress (SAP) towards program completion. This regulation applies to all students applying for aid, whether or not financial aid has been previously received. SAP is the successful completion of degree requirements according to established increments that lead to awarding the degree within published time limits. There are three measurements that are used to determine eligibility: Credit Hour Requirement, Grade Point Average and Maximum Time Frame. Not meeting these requirements may result in loss of all financial aid.



## Monitoring of Academic Progress

SAP will be reviewed at the end of each semester, after grades are finalized at the end of each semester. A determination of eligibility to receive financial aid for subsequent enrollment periods will be made by the Financial Aid Office, the Dean of Academic Affairs, and/or the Registrar. Although the student will receive a notification from the School if they aren't meeting program standards, the student is fully responsible for monitoring their own academic progress as it relates to financial aid eligibility. The student should review their grades on an on-going basis and compare it to the standards set forth in this SAP policy to determine if they are meeting (or failing to meet) the established criteria. The SAP policy for Title IV aid recipients is aligned with the School's academic policy.

## SAP Policy

Academic success is important and necessary for students to receive federal Title IV financial aid. At the end of each semester (fall, spring and summer), students' academic records will be reviewed to verify satisfactory academic progress toward earning a degree. Satisfactory academic progress (SAP) requires students to pass a required number of hours with a minimum cumulative grade point average in a maximum timeframe. The policy applies to all students—continuing, transfer, and re-entry.

### SAP Qualitative Requirement: Minimum Grade Point Average

Students must maintain the following minimum cumulative grade point (GPA) averages.

Undergraduate Students: The minimum GPA requirement is based on the number of attempted hours.

Hours Attempted	<u>1 – 15</u>	<u>16 – 30</u>	<u>31 and above</u>
Minimum Cumulative GPA	1.50	1.75	2.00

### SAP Quantitative Requirement: Pace or Successful Completion of Course Work Attempted

To be considered as progressing successfully, students must complete at least 67% of all attempted credit hours. Successful completion of a course is defined as a passing grade. The following grades indicate successful completion of a course: A, B, C, D, and PP (pass for remedial courses). Grades of W (withdrawn), XW (Administrative Withdraw), F (failed), FF (fail for remedial courses), XF (unofficial withdrawal, unearned F - excessive absences) or I (incomplete) are not considered successful completion. **Special Note:** The “D” grade is only considered successful completion if earned in coursework in “Orientation”, “Computer”, and “Arkansas History”. Otherwise, the grade of “D” earned for all other courses is not successful completion.

Pace is calculated using the following formula:

$$\frac{\text{Cumulative number of hours student successfully completed}}{\text{Cumulative number of hours student attempted}}$$

### SAP Requirement: Maximum Timeframe

The maximum timeframe to complete a program measured in credit hours cannot be longer than 150% of the published length of the educational program, as measured in credit hours. The following is the maximum number of hours a student may attempt in completion of his/her degree and remain eligible for federal Title IV financial aid.

Program of Study	Program Length	Maximum Timeframe
Associates of Arts – General Studies	65 credit hours / 0.67	97 credit hours

Associates of Arts – Childhood Development	68 credit hours / 0.67	102 credit hours
Associates of Arts – Christian Leadership	68 credit hours / 0.67	102 credit hours
Associates of Arts – Entrepreneurial Studies	68 credit hours / 0.67	102 credit hours
Associates of Arts – Criminal Justice	65 credit hours / 0.67	97 credit hours

All coursework attempted including periods when student do not receive federal Title IV aid will be considered in determining the maximum time frame students have to complete a degree and in the calculations of the cumulative grade point average and pace.

Transfer Hours: All transfer work accepted by Shorter College will be counted in the ratio to determine the successful completion of course work, the grade point average (GPA), and in the determination of the maximum timeframe.

Remedial Coursework: All remedial coursework will be counted in determination of the ratio to determine the successful completion of coursework and in the determination of the maximum time frame.

Repeated Coursework: If a student repeats a course, the highest grade earned will be used to calculate his/her academic grade point average; however, for SAP purposes, all grades will be included in the determination of the qualitative component. All hours attempted including repeated course will be used to determine the student's pace and maximum timeframe. Only one repeat per course will be eligible for financial aid.

Academic Clemency: The Office of Financial Aid must count all prior work attempted in determining eligibility for federal financial aid including hours forfeited through the Academic Clemency Policy.

Grade Changes: Once a grade change occurs, it is the responsibility of the student to contact the Financial Aid Office if they wish to have their eligibility for financial aid recalculated based on the grade change.

#### Financial Aid Warning

If a student fails to meet satisfactory academic progress standards, the student will be placed on financial aid warning status and be permitted to receive federal financial aid for one additional semester. Students are strongly encouraged to take advantage of all academic services available to improve their academic progress during this semester. If satisfactory progress standards are not met at the end of the warning semester, the student will NOT be eligible to receive federal financial aid for the next semester.

#### Financial Aid Termination

If a student fails to meet satisfactory academic progress standards after the warning semester, federal financial aid eligibility will be terminated. Students will be responsible for all charges during semesters for which he/she registers for classes and does not receive federal financial aid.

#### Financial Aid Appeal

Students who have extenuating circumstances may appeal the termination of federal financial aid. Examples of extenuating or mitigating circumstances include illness under a doctor's care, illness or accidents requiring hospitalization or the prolonged illness of a dependent, death of an immediate family

member, or other life altering events. The appeal may not be based on the need for assistance or lack of knowledge of the academic requirements. The appeal must be submitted in writing and include why the student failed to meet the standards with an explanation of what has changed that will now allow the standards to be met. Supporting documentation of the extenuating circumstance is required.

The deadline for submitting an appeal is no later than the fifth (5th) day of class of the term for which the appeal is requested. The decision of the Financial Aid Appeals Committee is final; there is no further avenue of appeal. An appeal will either be:

- Denied: Students who are denied will not be eligible to receive federal financial aid.
- Probation: The appeal is approved and the student is eligible to receive federal financial aid for one additional semester. The student must meet the satisfactory academic progress standards at the end of the semester or financial aid eligibility will be terminated.
- Academic Plan: The appeal is approved and the student will be given an academic plan with performance standards that must be adhered to for the student to remain eligible for federal financial aid.

The Financial Aid Appeals Committee cannot guarantee a favorable decision; therefore, students will be responsible for payment of any outstanding student account charges by the due date even if an appeal decision is pending.

#### Reinstatement of Financial Aid

After federal financial aid termination, students may be eligible for reinstatement of financial aid after the student enrolls in courses at his/her own expense and meets the terms of the satisfactory academic progress policy. The student must meet the following:

- Not exceed the maximum timeframe;
- Complete at least 67% of the attempted cumulative hours as calculated; and
- Achieve the required Shorter College GPA.

#### Notifications

Students who fail to meet minimum satisfactory academic progress standards will be notified of their status through an email sent to their Shorter College email and/or via U.S. mail.

Students who do not regain eligibility for financial aid through the appeal process will be notified of the decision through a letter sent to their Shorter College email and/or via U.S. mail. It is the student's responsibility to check their email on a weekly basis.

#### **SECTION 13: RETURN OF TITLE IV FUNDS**

When a student withdraws, the student may no longer be eligible for the full amount of Title IV funds that the student was originally scheduled to receive. In this event, the amount of Federal funds earned must be determined. If the amount disbursed is greater than the amount earned, unearned funds must be returned.

## Process Overview & Applicability

### *Steps in Federally Mandated Process*

1. Determine the withdrawal date. If the student officially withdraws, the withdrawal date is the date Shorter College determines the student either began the withdrawal process, or the date the student provided official notification to Shorter College, in writing or verbally, of his or her intent to withdraw. If the student does not provide official notification of his or her intent to withdraw, the withdrawal date will be determined as the date Shorter College became aware the student was not attending class. If a student does not return from an approved leave of absence, the withdrawal date is the date Shorter College determines the student began the leave of absence. If a student takes a leave of absence that does not meet the requirements of an official leave of absence, the withdrawal date is the date the student began the leave of absence.
2. Calculate the percentage of enrollment period completed. The percentage of enrollment period completed is determined by dividing the total number of calendar days in the enrollment period into the number of calendar days completed in that period as of the withdrawal date. The total number of calendar days in a payment period includes all days (including weekends) within the period. Scheduled breaks of at least five consecutive days are excluded from the total number of calendar days in the enrollment period and the number of calendar days completed in that period.
3. Calculate the amount of Title IV aid earned. If the withdrawal date is equal to or greater than 60 percent of the enrollment period (semester) the student has earned 100 percent of the Title IV funding disbursed for that semester. If the withdrawal date is less than 60 percent of the semester, the amount of Title IV funding the student has earned is calculated by using the federally mandated calculation to determine the percentage of Title IV funds that have been earned by the student for that semester. This percentage is then applied to the total amount of Title IV funding that was disbursable for the semester as of the withdrawal date.
4. Determine the amount of Title IV aid unearned. The amount of Title IV funding the student has not earned is calculated by subtracting the amount of Title IV funding the student earned from the total Title IV funding disbursed/or was disbursable.
5. Allocate unearned aid. Shorter College is required to return the lesser of the total amount of Title IV funds the student has not earned or an amount equal to the charges if the total amount to be returned exceeds the charges incurred by the student. Charges include tuition and fees, and can include other education-related expenses assessed by Shorter College.
6. Unearned Title IV funds must be returned within 45 days of the student's withdrawal. Shorter College will return the student's unearned Title IV funding on his or her behalf and consider the returned funds as the student's debt to the College. Students must make arrangements with the Student Accounts Office for repayment of the debt. Consequences of non-payment include blocks on re-enrollment, transcript and diploma holds, and student account placement with Collections. Title IV loan amounts to be returned by Shorter College will be credited to the appropriate programs in the following order: Unsubsidized Federal Direct loans, Subsidized Federal Direct Loans, and Pell Grant. If amounts to be returned remain after repayment of all outstanding loan amounts, the remaining excess must be credited to any amount awarded for the semester for which a return of funds is required. Federal Work Study is excluded from this policy.
7. Communication of return of funds. Students for which a portion of Title IV aid must be returned will receive a communication from the Financial Aid Office sent to their Shorter College email address indicating an adjustment has been made and funds have been returned on the student's behalf. This communication further instructs any resulting balances on the student account must be paid by the student and arrangements for payment must be made directly with the Student Accounts Office.

## Termination of Enrollment

Termination of enrollment can be the result of any of the following actions:

1. Student initiates an official withdrawal from Shorter College.
2. Student does not complete all the days in the payment period or the period of enrollment that the student was scheduled to complete. Therefore, the student is administratively dropped by instructors from all courses due to non-attendance.
3. Student is administratively withdrawn from all courses as a result of disciplinary action.
4. Student is considered an unofficial withdrawal by receiving all failing grades (excluding grades of "F" and "FF") or a combination of failing grades (grades of "XF" and "W"), and either the instructor or the student initiated the drop or withdrawal respectively. Students with grades of "F" and "FF" are assumed to have completed the period of enrollment or payment period; and that these are earned grades and attendance did not affect the grading.

The amount of Title IV aid an institution must refund to the federal aid

## The Effect of Withdrawal on Financial Aid

Recipients of financial aid, who withdraw before the 60 percent point in time of the period of enrollment, calculated using calendar days, will be required to return a portion of Title IV funds awarded in accordance with the Higher Education Amendments of 1998. Title IV funds to be refunded include Federal Pell Grant, Federal Supplemental Educational Opportunity Grant, Academic Competitiveness Grant, Federal Subsidized and Unsubsidized Direct Loans, but not Federal Work-Study. The calculation of the return of these funds may result in the student owing a balance to the college and/or the federal government. Students who intend to return will have their eligibility evaluated under the applicable satisfactory academic progress policy. Students who borrowed under the Direct Loan program will be required to complete an exit interview at the time of their withdrawal, and their lender will be notified of their current status.

## Withdrawal Date

### Policy

The withdrawal date is determined by the student's instructor(s) and is the date the student began the withdrawal process, or the date the student provided official notification, in writing of his or her intent to withdraw. If the student does not provide official notification of his or her intent to withdraw, the withdrawal date will be the last date of academic attendance, as determined by the school from its attendance records.

### Procedures

Instructors provide withdrawal dates to the Registrar; and an official attrition notice via the Student Update Reporting Exchange (SURE) feature in VFAO notifies the Financial Aid Office.

## Formula Calculation

### Policies

Upon receipt of an attrition notice from the Registrar via SURE reporting, the Financial Aid Office performs a return of Title IV funds calculation using the web-based application provided by CPS Online: <https://faaaccess.ed.gov/FOTWWebApp/faa/faa.jsp>.

The School calendar is determined by:

1. Calculating the days in the particular term from the first day of classes to the last day of finals.
2. Weekend days are included in the total number of days.
3. Breaks of five or more days are excluded.
4. When counting the number of days attended the date of withdrawal is counted as a day attended.

Institutional costs are used to determine the amount of refund due from the School versus the student, but do not change the amount of aid earned by the student. These costs refer to the original amounts charged to the student for educational expenses for the term of withdrawal and not pro-rated amounts used by the School based on the date of withdrawal. Required fees are included. Health insurance charged through the School can be included, but parking permits, parking tickets, flex account deposits, and similar non-academic expenses are not included. Aid disbursed or aid that could have been disbursed is determined by:

1. Counting the aid accepted for the term in question only.
2. Aid that could have been disbursed refers to aid accepted by the student and for which all paperwork/application materials and federal verification have been completed by the student.
3. If loan fees are taken out, the net amount disbursed or that could have been disbursed is used.

#### Procedures

The withdrawal notice is received by the Financial Aid Office. The Financial Aid Office performs the Return to Title IV calculation on the web. The Office saves a copy of the withdrawal notice in the student's file. The calculation is then sent to Student Accounts. Student Accounts adjusts the student's account and returns any federal financial aid within 45 days of the date of student's withdrawal.

## **Post-Withdrawal Disbursements**

#### Policies

If an amount of Title IV aid a student has earned is greater than the amount of Title IV aid that has been disbursed, the difference is treated as a post-withdrawal disbursement to the student. Any post-withdrawal disbursement must be made within 180 days of the date the institution determines that the student withdrew. Aid for which all requirements (paperwork/application materials and federal verification) have been satisfied is disbursed to the student account 10 days prior to the start of classes. Refunds of applicable aid are provided to the student immediately after the drop/add date for each term.

#### Procedures

If a student has undisbursed aid for which all requirements have been satisfied, a Return to Title IV calculation must be performed to ensure that funds for which a student was eligible and had earned at the time of withdrawal but had not been disbursed are offered as a post-withdrawal disbursement. The School must disburse any amount of a post-withdrawal disbursement of grant funds that is not credited to the student's account as soon as possible but no later than 180 days after the date it is determined the student withdrew. A post-withdrawal disbursement of Title IV funds does not require permission from the student. Written notification will be sent to the student within 30 days of the date it is determined that the student withdrew and confirmation received before making any post-withdrawal disbursement of loan funds. The notification will include:

A request for confirmation.

1. A confirmation deadline of fourteen (14) days or more.
2. The type and amount of the loan funds it wishes to credit to the student's account or disburse directly.
3. An option to accept or decline the post-withdrawal disbursement.
4. A notice of obligation to repay loan funds.
5. A notice the student may not receive, as a direct disbursement, loan funds that the institution wishes to credit to the student's account unless the institution agrees to do so.
6. A post-withdrawal disbursement must be made from available grant funds before available loan funds.

## **Returning Unearned Funds**

### Policies

The amount of Title IV funds the student has not earned is calculated by subtracting the amount of Title IV funds the student earned from the total Title IV funding disbursed/or was disbursable. Unearned Title IV funds must be returned to the applicable Title IV program within 45 days of the date of the students' withdrawal. If the amount earned is greater than the amount that has been disbursed, the difference is treated as a post-withdrawal disbursement to the student. Unearned funds are returned to the Title IV programs within 45 days of the student's withdrawal by Student Accounts on behalf of the student and consider the returned funds as the student's debt to Shorter College.

### Procedures

Students are notified via their e-mail account that, as a result of withdrawal and pursuant to the Return to Title IV calculation, adjustments have been made to their aid package which may create a balance on the student account. Students must make arrangements with Student Accounts for repayment of the debt if returned funds create an account balance. Unearned Title IV funds are returned to the Title IV programs in the following order:

1. Unsubsidized Federal Direct Loans
2. Subsidized Federal Direct Loans
3. PLUS Direct Loan
4. Federal Pell Grant
5. Federal Supplemental Educational Opportunity Grant (FSEOG)
6. Other Title IV Programs

## **SECTION 14: INSTITUTIONAL REFUNDS**

Institutional refund policies are outlined in the Consumer Information Guide. Tuition adjustments are made based on the following unless otherwise specified on the withdrawal notice. Date of withdrawal Percentage of tuition charged:

Schools shall publish and adhere to a refund policy that provides not less than:

- The registration fee not to exceed one hundred dollars (\$100) paid to the School by the student may be retained as an enrollment or application fee.
- All amounts paid in excess of one hundred dollars (\$100) shall be refundable.
- The refund shall be based on the cost for each payment period of the program. All tuition beyond the current payment period shall be refunded when a student terminates.
- During the first twenty five percent (25%) of the payment period the refunds shall be made on a pro rata basis.
- At completion of 25% of the payment period the student owes 50% of the tuition.
- At completion of 50% of the payment period the student owes 75% of the tuition.
- At completion of 75% of the payment period the student owes 100% of the tuition.

## **SECTION 15: TITLE IV FRAUD**

### **Student Fraud**

In reviewing reports, appeals, or in other secondary review of files (see SECTION 7: FILE REVIEW for more information), discrepancies may arise. Discrepancies in student application materials (i.e. income, citizenship, name, SSN, signatures) must be investigated and resolved. To do so, the Financial Aid Office will contact the student to request additional information and documentation. If, in the Financial Aid Office's judgment, there has been intentional misrepresentation, false statements, or alteration of documents which have resulted or could result in the awarding or disbursement of funds for which the student is not eligible, the case shall be referred to the President and Dean of Student Affairs for possible disciplinary action.

The Committee will review the student's aid file together and if the decision is made by the committee to pursue the possibility of denying or canceling financial aid, the Financial Aid Office will contact the student to set up an appointment. If the student does not make an appointment, the Director of Financial Aid may:

1. Not process a financial aid application until the situation is resolved satisfactorily
2. Not award financial aid
3. Cancel financial aid
4. Determine that financial aid will not be processed for future years.

Students who willfully submit fraudulent information will be investigated to the fullest extent possible. All cases of fraud and abuse will be reported to the proper authorities. After investigating the situation, if the Financial Aid Office believes there is a fraudulent situation, he/she will refer all information to the Department of Education's (ED's) Office of Inspector General (OIG).

### **Institutional and Third-Party Fraud**

Shorter College's compliance policy, including how reports of suspected fraud are handled, may be found in the President's office.

## **SECTION 16: AUDITS**

All audit policies and procedures are maintained by the Fiscal Affairs Office.

### **Maintaining an Adequate Fiscal Audit Trail and Performing Proper Reconciliation**

Institutions are required to administer Title IV, HEA programs with adequate checks and balances in its system of internal controls; and shall account for the receipt and expenditure of Title IV, HEA funds in accordance with generally accepted accounting principles.

In order to comply with this requirement, an institution must maintain, among other documents the following:

1. Records of all Title IV, HEA program transactions;
2. Bank statements for all accounts containing Title IV, HEA funds;
3. Records of student ledger accounts, including each student's institutional charges, cash payments, Title IV, HEA payments, cash disbursements, refunds, returns, and overpayments required for each enrollment period;



4. General ledger (control accounts) and related subsidiary ledgers that identify each Title IV, HEA transactions must be separate from the institution’s other financial transactions;
5. Records that support data appearing on required reports, such as Federal Pell Grant Statement of Accounts, G5 cash requests and quarterly and monthly reports, monthly Title IV, HEA program reconciliation reports. Audit reports and institution responses, state grant and scholarship award rosters and reports, as well as Accrediting and licensing agency reports.

### Maintaining an Adequate Fiscal Audit Trail

Institutions shall establish and maintain on a current basis financial records that reflect each Title IV, HEA transaction and separate those transactions from all other institutional financial activity.

### Student Ledger Accounts

Student ledger accounts will be used to record all of a student’s fiscal activity, including but not limited to the individual amounts and dates of institutional charges, the amounts and dates of Title IV, HEA disbursements and returns, the amounts and dates of other Title IV, HEA disbursements and cash payments, as well as the creation and payment of credit balances and/or living expense stipends by date, amount, and check number (in chronological order ) as individual entries with a running account balance.

Student ledger accounts will clearly identify Title IV, HEA disbursements as:

- Federal Pell Grant
- Federal Direct Subsidized Loan
- Federal Direct Unsubsidized Loan
- Federal Direct PLUS Loan
- Federal SEOG

In the diagram below and when posting Title IV disbursements to the student ledgers, the “reference #” field will be used to notate how the fund type was issued or received; i.e. the word “check” and the check number, EFT, etc. The “description” field will be utilized to notate the award year for the funds, i.e. 2013-2014, 2014-2015, etc.

Diagram

The diagram shows a form with the following fields:

- Student ID: [Text Input]
- Term: [Dropdown Menu]
- Transaction Type: [Dropdown Menu]
- Extended Doc: [Dropdown Menu]
- Reference #: [Text Input]
- Credit Card Type: [Dropdown Menu]
- Credit Card Exp Dt: [Text Input]
- Trans Doc: [Dropdown Menu]
- Transaction Date: [Text Input]
- Amount: \$ [Text Input]
- AR Type: [Dropdown Menu]
- Description: [Text Input]
- Credit Card Number: [Text Input]
- Payment Plan: [Dropdown Menu]

Refunds made to the student and all other transactions will be clearly notated on the student ledgers. In the diagram above, the “reference #” field will be used to notate how the fund type was issued or received; i.e. the word “check” and the check number, EFT, etc. The “description” field will be utilized to notate the award year for the funds, i.e. 2013-2014, 2014-2015, etc.

## Reconciliation

Reconciliation is the process by which the College confirms the amount of Title IV funds disbursed by the College to ensure that institutional records - both in the financial aid and Fiscal Affairs/business office - reflect the same data. This data is then reconciled to the information in G5 System (formerly GAPS) and Common Origination and Disbursement (COD). The business office should reconcile its bank account information (Federal account and operating account) prior to reconciling with the financial aid office. The bank account reconciliation should reconcile funds received by the College into its depository account from the Treasury with the funds transferred to the operating account.

### Frequency of Reconciliation

All schools, including Shorter College are required to reconcile monthly. Furthermore, Shorter College is required to also complete a year-end closeout which is a final reconciliation of their Direct Loan and Pell Grant accounts.

### Types of Reconciliation

#### Internal

Internal reconciliation occurs between Financial Aid and Fiscal Affairs when both offices compare and resolve discrepancies regarding their records. Records maintained by both offices are to match exactly. If not, a reason for the discrepancy is to be documented and resolved in a timely manner.

#### External

External reconciliation occurs when Financial Aid compares their records to COD, VFAO, Weber & Associates; and when Fiscal Affairs compares their records to COD, G5, and Weber & Associates. Discrepancies in the records can occur for a variety of reasons; and when a discrepancy does occur the reason must be documented and resolved if at all possible, in a timely manner.

### Performing Reconciliation of Title IV Funds

When performing reconciliation the following offices should be involved in this process:

- Financial Aid – Financial Aid will be responsible for reconciling to Fiscal Affairs, COD and Weber & Associates (the third-party servicer).
- Fiscal Affairs/Business Office – Fiscal Affairs will be responsible for reconciling to Financial Aid, G5 , COD, General Ledger Account, student ledger accounts, and Weber & Associates.
- Weber & Associates (third-party servicer) – Weber & Associates will be responsible for reconciling to its disbursement records, G5, COD and the institution’s Federal Bank Account (the trust account).

In performing reconciliation, the following systems, reports and forms will be used:

- CAMS for the individual student ledger account transactions
- Common Origination and Disbursement (COD)

- G5 (formerly GAPS)
- Weber & Associates Disbursement Records - VFAO System via the "Paid Disbursement Report"
- Grant and Direct Loan Reports

## Appendix

The Student Accounts Office provides financial management and oversight of Shorter College's scholarship awards. This includes final determination of scholarship awards, reporting on all scholarship awards (both internal and external), and fund management.

Student Accounts and the Director of Admissions work closely with the Financial Aid Office in awarding scholarships to students. The Financial Aid Office is responsible for keeping the students informed of new scholarship opportunities (both internal/institutional and external).

## Determination and Initiation of Scholarships/Awards

The only requirements of students for Shorter College's institutional scholarship are that the student must be attending and the student cannot be receiving full-funding from an outside source. Any outside scholarships are applied to a student's aid packaging FIRST. Shorter College institutional scholarships may be used ONLY for tuition and fees. If the student receives an external award, that when added to their Shorter College scholarship, totals more than the total cost of tuition and fees, the Shorter College scholarship will be reduced to meet, but not exceed that amount,

## Authorization and Initial Processing of Awards

Each January the Board of Trustees approves an estimated program scholarship budget and admissions model. The model and budget are created by the President, the CFO Student Affairs and the Dean of Academic Affairs. The Financial Aid Office is responsible for making sure the scholarship received matches the program/partnerships selected on the application and that the scholarship is allowable after considering all external funding. Award Letters are issued from the Admissions Office and all are approved by the Director of Admissions. The scholarships are posted to the student's account by Student Accounts after the student begins the program.

### Notification of Scholarship Award to Student

- Award letter - An email notification is sent out either by Financial Aid and/or Admissions that informs the student of their admission status and, if admitted, includes the scholarship award amount, effective date of award (Financial Aid Year), contact information for scholarship and loan questions, federal loan information, and other related instructions.

## Annual Awards Processing

Awards processing is usually accomplished annually and is updated on as as-needed basis. All awards (scholarships, external awards, grants, and loans) are posted on the students account when received.

Scholarship awards are normally issued as an annual total in the award letter (but can be issued on a semester-by-semester basis) and the split of these awards is posted initially as a 50%/50% split by Student Accounts

The Business Office is responsible for monitoring/reconciling spending from scholarship accounts. A report with the student's name, annual award amount, and tuition charged is sent to the Business Office

by the FAO each year and is updated as items change as needed. In order to prevent over awarding from funds, the Financial Aid Officer updates the fiscal limit on all financial aid item types based on the budget presented by the Business Office.

## Reporting

Various reports, using awarding worksheets, are created by the Financial Aid Office and/or Business Office, for both internal purposes and external purposes. External uses include reports to the President, CFO and the Director of Admissions for “thank you” notes from the students to funding sources.

### Examples of Internal Business Office Reports:

1. Annual Tuition Revenue Report. By student, program. Includes name, semester, and expected tuition amount charged. Used for annual projections, reconciliation.
2. Annual Scholarship Awards. By student, annual award amount. Used for annual projections, reconciliation.
3. Annual Recap for Designated Funds. Same as above but isolates awards according to funding source; Used for reporting to sponsor/funding source and/securing data for additional grants/funding.
4. Individual Student Reports: by student, for academic year or other designated/selected period of time.

### Used for reporting to sponsors/funding sources.

1. Recap Summary. Report for either term or academic year that provides data such as name, ID, gender/race, degree and program, award amounts, fund code name/description, specialization, interests, previous degrees. Used to update/build a data base tracking awards for prior terms and academic years for reporting and analysis functions. For example, number and amount of awards by student, semester, academic major, gender, race, funding sources, by semester or by academic year.

### Examples of External Reports:

1. Federal or State Financial Aid Reports. All full-time students, special partnerships, loans, private loans, annual award amounts.
2. Miscellaneous - one time ad hoc reports, external accrediting/professional associations. Recaps of awards for current and/or prior years, projected awards for upcoming years. Possible comparisons with peer institutions.

## Student Enrollment Status Reporting

Student enrollment information is extremely important because it is used to determine if the student is still attending, must be moved into repayment, or is eligible for an in-school deferment. For students moving into repayment, the out-of-school status effective date determines when the grace period begins and how soon a student must begin repaying loan funds.

The Registrar is responsible for reporting the student’s enrollment status via Weber and Associate’s Student Update Reporting Exchange (SURE) tool which interfaces with National Student Loan Data System (NSLDS) Enrollment Reporting. Initial reporting for the period of enrollment/payment period is done after census. All other enrollment status changes are submitted before, throughout and at the end as students officially and unofficially withdraw from the College/courses, add/drop courses (enrollment increases/decreases), and when students complete (graduate). Other information reported includes:

- Credential Level. Shorter College will report the Credential Level of the academic program that the student completed when reporting an Enrollment Status of “Graduated – G”. The Credential Level code is as follows:
  - ✓ 02 – Associate’s Degree

- Student's Address – Shorter College will report students' permanent home addresses.
- Term Dates. As an option, Shorter College may report the beginning and ending dates of the academic term of the student's current (or most recent) enrollment.

### National Student Loan Data System (NSLDS)

The National Student Loan Data System (NSLDS) is the U.S. Department of Education's (ED's) central database for student aid. NSLDS receives data from schools, guaranty agencies, the Direct Loan program, and other Department of ED programs. All federal student loans (by the parent and/or student) will be submitted to NSLDS and will be accessible by guaranty agencies, lenders, and schools determined to be authorized users of the data system.

### NSLDS Student Access

NSLDS Student Access provides a centralized, integrated view of Title IV loans and grants so that recipients of Title IV aid can access and inquire about their Title IV loans and/or grant data. Students may access their federal financial aid history (to include loans and grants) by going to [https://nsls.ed.gov/nsls/nsls\\_SA/](https://nsls.ed.gov/nsls/nsls_SA/).

### Enrollment Reporting Populations

Shorter College will report on Direct Loan and FFEL student loan borrowers and Pell Grant recipients.

### Frequency of Reporting and Enrollment Reporting Profile

Shorter College will report to NSLDS on a 60-day schedule. Shorter College will update SURE on a weekly basis.

### Recertification of Enrollment Status

To ensure the integrity, reliability, and usefulness of NSLDS enrollment data, it is important that all schools, including Shorter College, understand the requirements of NSLDS Enrollment Reporting. As a result, special attention will be devoted to:

- Recertification of Enrollment Status. Shorter College will confirm the enrollment status of all students included on its NSLDS Enrollment Reporting file—even if the enrollment status for that student has not changed.
- Completion/Graduation Data. It is critically important for the Department's evaluation of the Title IV student aid programs that schools report accurate and timely information regarding completion of the student's academic program – NSLDS Enrollment Status of "Graduated – G". Therefore, Shorter College must report to NSLDS an Enrollment Status of "G" when the student has completed their academic program.
- Transfer Students – School Responsibility. Transfer students will be added to Shorter College's enrollment rosters if the student had received Title IV aid at one or more other schools. This may be done by Shorter College or its servicer.
- Enrollment Status of Less than Half-Time. Shorter College will update the enrollment of a student for whom they had previously reported as being enrolled less than half-time (Enrollment Status Code of "L"), not only when the student's enrollment increases; but when the student either completes the program or withdraws from the School.

## Notification of Student Status Changes

The Registrar receives all notifications and processes all notifications as it pertains to a student's status via SURE. These notifications are processed within 48-72 hours of receipt.

- Students complete and submit to the Registrar a "Withdrawal Form" when withdrawing from all classes.
- Students complete and submit to the Registrar a "Withdraw from Class Form" when withdrawing from class, but not from all their classes.
- All other forms of direct communication by the student whether verbally or in writing. Students are always encouraged to submit written requests or to complete the proper form.
- Instructors complete and submit to the Registrar an "Administrative Withdrawal" form.

## Census

Census typically marks the end of the add/drop period. On this day, the student's enrollment becomes "official". The Registrar is responsible for reporting the enrollment status of those students currently enrolled and those that did not return for the current semester.

## Tracking for Annual Review Modifications, Revisions and Deletions

*All assessments and reviews of institutional core publications are performed once each year.  
All modifications are reviewed and approved by the Board.*

### **2018-2019 Annual Review of Financial Aid and Procedures Manual**

Overview of Changes	<ul style="list-style-type: none"><li>• Minor edits and formatting done.</li><li>• <b>Tuition and Fees will not be updated until approved by the Board.</b></li><li>• Updated the following at it relates to the administration of Title IV, HEA funds.<ul style="list-style-type: none"><li>○ Confirming Student Eligibility Prior to and at the Time of Disbursement</li><li>○ Satisfactory Academic Policy (SAP)</li><li>○ Return of Title IV, HEA funds</li><li>○ Fiscal Audit Trail and Performing Proper Reconciliation</li><li>○ Retaking Passed Coursework</li><li>○ Establishing Loan Periods</li><li>○ Created Credit Balance Authorization Form</li><li>○ Created Paying Non-Institutional Charges Form</li><li>○ Reporting Disbursement Dates to COD</li><li>○ Providing Adequate Award Notification, Direct Loan Notice of Disbursement, and Right-to-Cancel Disclosure</li><li>○ Exit Loan Counseling</li><li>○ Accurate and Timely Enrollment Status Reporting</li></ul></li></ul>
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