

## Financial Aid Procedures

### General Information

Any students that are interested in applying for any type of Title IV Financial Aid must fill out a "Free Application for Federal Student Aid" (FAFSA). [www.fafsa.ed.gov](http://www.fafsa.ed.gov) from the information that is submitted on the FAFSA, the Central Processing System (CPS) calculates an "Expected Family Contribution" (EFC). This is reported to the student as well as the academy and is used to establish PELL Grant and student loan eligibility.

The Department of Education has established that a percentage of applications are selected for verification to ensure that the information used to establish eligibility is accurate. Our academy policy is to verify all applications selected for verification by the Department of Education. Please know that the selection of an application for verification does not mean that we believe that your information is incorrect, it is just a way for the Department of Education to verify an unusual income situation, a drastic difference between prior years and current years income and assets or just to verify a random selection of applications. We also reserve the right to verify any application that we feel may have unusual or discrepant information. During the time an applicant is completing the verification no Financial Aid funds will be disbursed or credited to the student's account, which includes grants and loans. If the student crosses into two award years the student could be subject to verification for both years. Failure to provide required verification documentation could result in the student being suspended from the academy.

### Refund Policy

The following refund policy is in effect for all students:

1. If the school does not accept an application, all monies shall be refunded.
2. If a student (or in the case of a student under legal age, a parent or guardian) cancels his/her enrollment in writing within three (3) business days of signing the enrollment agreement. In this case all monies collected by the school shall be refunded. This policy applies regardless of whether or not the student has actually started training.
3. If a student cancels enrollment after the three (3) business days after signing but prior to entering the classes, the student shall be entitled to a refund of all monies paid to the school, less the registration fee of \$100.00.
4. A student notifies the institution of his/her withdrawal in writing.
5. A student on an approved leave of absence notifies the school that he/she will not be returning. The date of withdrawal shall be the earlier of the date of expiration of the leave of absence or the date the student notifies the institution that the student will not be returning.
6. A student is expelled by the school. (Unofficial withdrawals will be determined by the institution by monitoring attendance at least every thirty days.)
7. In type 2, 3, 4, or 5 official cancelations or withdrawals, the cancellation date will be determined by the postmark on written notification, or the date said information is delivered to the school in person.

For students who terminate after the class has begun, charges and refunds shall be determined by the following table:

<u>Percentage of Scheduled Time Enrolled to Total Course</u>		<u>Amount of Total Tuition Due to School</u>
0.01% - 4.9%	=	20%
5% - 9.9%	=	30%
10% - 14.9%	=	40%
15% - 24.9%	=	45%
25% - 49.9%	=	70%
50% +	=	100%

In the case of Title IV a funded student, the Department of Education "Return of Title IV Funds" calculation is done first to find out how much Title IV Aid is earned by the student. "Return of Title IV Funds" calculation is based on scheduled hours and the students last day of attendance. After the "Return of Title IV Funds" calculation is completed the institutional refund calculation will then be completed to see what, if any, monies are owed to the academy. The institutional refund calculation is based on actual hours completed at the academy and the students last date of attendance. Any monies due the applicant or student shall be refunded within 45 days of a determination that a student has withdrawn, whether officially or unofficially. The kit is included in the "Return of Title IV Funds" calculation and the Institutional Refund Calculation as an institutional charge for all students. In case of illness or disabling accident, death in the immediate family or other circumstances beyond the control of the student the academy will make a settlement, which is fair and reasonable to both parties. If the academy is permanently closed and no longer offering instruction, after a student has enrolled, the student shall be entitled to a pro-rata refund of tuition or participate in a teach-out agreement. If a course is canceled subsequent to a student's enrollment, and before instruction in the course has begun the school shall at its option: provide a full refund of all monies paid or provide completion of the course. If the academy cancels a course and/or program and ceases to offer instruction after students have enrolled and instruction has begun, the academy shall at its option provide a pro rata refund for all students transferring to another school based on the hours accepted by the receiving school; or provide completion of the course and/or program or participate in a teach-out agreement or provide a full refund of all monies paid.

## **Return of Title IV Policy and Procedure**

This includes all Title IV funded students who withdraw or attendances become terminated on or after October 7, 2000. This policy is used to:

- Calculate the percentage of Title IV Aid that the student earned.
- Calculate the amount of Title IV Aid that the student earned.
- Determine if a post-withdrawal disbursement is due the student.
- Determine if any Title IV Aid must be returned to the Department of Education.
- Calculate amount of unearned Title IV Aid due from the school.
- Calculate initial amount of unearned Title IV Aid due from the student.
- Determine return of funds by student.

The calculation is based on the payment period for all Title IV Aid students in all courses. After completing the Return of Title IV Funds Form, the school will complete the schools refund calculation. For non-title IV funded students the schools refund calculation will be used exclusively.

### **Withdraw Notification**

Students that wish to withdraw must notify the Director during regular business hours. The notification may be verbal or written. If student fails to notify the school the date of withdrawal will be the last date of attendance.

### **Determination of Time Completed**

Because the school is required to take attendance, the official withdrawn date is the last day of physical attendance in school. The school then calculates the "hours scheduled to complete" divided by "hours in payment period". This equals the percentage of Title IV Aid earned.

### **Amount of Aid Earned by the Student**

The percentage of Title IV Aid earned is divided by the Total Title IV disbursement it equals the amount of Title IV Aid earned. The amount of Title IV Aid disbursed is then subtracted from the amount of Title IV Aid earned this equals the post-withdrawal disbursement due. If no post-withdrawal disbursement is due, loans that could have been disbursed must be cancelled. If a post withdrawal disbursement is due, it must be made from available grant funds before loan funds. If loan funds are used to credit the student's account, we must notify the student (or parent) within 30 days to give the opportunity to cancel all or part of the loan. All post-withdrawal disbursements must be made within 90 days of the schools determination that the student withdrew, and will be credited to students account for outstanding current period charges. After the post-withdrawal disbursement has been made we will offer the remaining post-withdrawal disbursement (if any remaining) to the student. This will be done in writing within 30 days of the determination that the student withdrew, and will include the type and amounts of the funds, and the option to accept/decline all or part of the funds. A response must be received from the student within 14 days of the date of notice. If the school receives no response, no further disbursement is made. If a timely response is received requesting the disbursement, the school must disburse within 90 days of the schools determination of withdrawal. If the school receives a late response requesting a disbursement, the school may disburse or not. If the school opts not to disburse due to the late response, we will send a notice in writing (or electronically) of outcome of request. If no post-withdrawal disbursement is due then how much Title IV Aid to return is determined. This is done by taking "amount of Title IV Aid disbursed" minus "amount of Title IV Aid earned". The school then returns the lesser of: Institutional charges X Percentage unearned (To calculate the percentage of Title IV Aid unearned:

$100\% - (\text{Percentage of Title IV Aid earned}) \text{ And Amount of Title IV Aid to be returned.}$

If Title IV Aid disbursed creates a credit balance, the Academy will pay the credit balance directly to the student or parent as soon as possible but no later than 14 days.

### **Return of Funds by the School**

In accordance with federal regulations, when financial aid is involved, refunds are allocated in the following order: Unsubsidized loans, Subsidized loans, PLUS loans and Federal Pell Grants

Funds will be returned as soon as possible, but no later than 45 days after determining withdrawal.

If the R2T4 calculation results in an amount to be returned that exceeds the school's portion, the student must repay the funds.

## **Initial Amount of Unearned Title IV Aid Due From Student**

This is calculated by taking "Amount of Title IV Aid to be returned" minus "Schools responsibility". The total is the amount that the student is responsible to return. In accordance with federal regulations, student refunds are allocated in the following order: Unsubsidized loans, Subsidized loans, PLUS loans and Federal Pell Grants X 50%

If loan funds are to be returned (repaid) it is done in accordance with the terms of the promissory note.

If grant funds are to be returned, the total repaid is limited to 50% of unearned grant received.

With a grant overpayment, the school must send notice to student within 30 days of determination of withdrawal. The student retains eligibility for Title IV Aid for initial 45-day period, during which one of the following should happen:

Repayment made in full, Satisfactory repayment arrangement with school and Satisfactory repayment arrangement with the Department of Education.

If you should have any question or concerns regarding this policy or need explanation of your Return of Title IV Funds situation please contact the Financial Aid Office at 724-287-0708 or by email at [financialaidoffice@zoominternet.net](mailto:financialaidoffice@zoominternet.net) or contact your School Director at any time.

## **Collection Policy**

The academy will use sound ethical practices to obtain monies owed to the academy after withdraw/termination whenever necessary to do so. Withdrawn/terminated student's failure to make payment or failure to continue any agreed upon payment plan will result in your account being submitted to the collection agency. If charges/fees are incurred by the academy for collection of these monies, the student will be assessed maximum charges/fees allowed by law.

Collection Agency contact information – Credit Management Corporation – 1-800-472-1483

## **Internal Grievance Policy**

Students are to meet with their Instructors and/or School Director concerning any complaints they may have pertaining to the school. If the situation is not resolved, then the student is required to submit a written grievance outlining the nature of the complaint. The student is to submit this documented grievance to the School Director within 5 days from the date of the meeting with the instructor and/or School Director.

The purpose of the discussion phase with the student and Instructor and/or School Director is to resolve the grievance as early and informally as possible.

The School Director will meet with the complainant within 10 days of receipt of the written complaint to discuss a resolution to the grievance. If a resolution is agreed upon then the grievance is considered to be resolved and subsequent steps are unnecessary. (The resolution to the grievance must be documented in writing). The complainant will be provided a copy of the written resolution.

If further resolution is necessary, then the written grievance will be submitted to the institutions grievance committee. The committee will be comprised of the School Director, the school's Senior Instructor, the Executive Director and/or the Financial Aid Director.

This committee will meet within 21 calendar days of the receipt of the complaint. The members will review the allegations listed in the complaint. If additional information is needed, a request will be made in writing to the complainant. If no additional information is necessary, the committee will act on the complaint and send a letter to the complainant within 15 days. This letter will state the steps taken to correct the problem or to state that the allegations were not warranted or based on facts. If an agreement cannot be reached, then the student will be given the name, address, and telephone of a third-party contact.

Every effort will be made in good faith and without prejudice to settle a grievance as close to the source of the dispute as possible. All complaints will be recorded and filed through two complete accrediting cycles.

NACCAS - 4401 Ford Avenue – Suite 1300 – Alexandria, VA 22302 – 1-703-700-7600