

# Financial Aid Terms and Conditions

2018-19

## Introduction

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The purpose of this guide is to provide an overview of financial aid policies and procedures that must be followed in order to receive financial aid at Longwood University. Financial aid includes grants, loans, work-study and scholarship programs funded by federal and state governments, educational institutions and private organizations. The purpose of financial aid is to assist individuals in obtaining an education that otherwise do not have the resources to do so. Additional financial aid information is available on the Office of Financial Aid website at [www.longwood.edu/financialaid/](http://www.longwood.edu/financialaid/)

### Financial Aid Disclaimer

The Office of Financial Aid (OFA) at Longwood University is committed to helping students obtain the maximum amount of financial assistance possible. However, students must assume responsibility for complying with all requirements necessary to process their financial aid. Additionally, the Office of Financial Aid is not responsible for any student's financial obligations to Longwood. You must ensure that your financial obligations to the university are properly met.

Financial Aid packages are based on current funding. If availability of funds causes an increase or a decrease in your financial aid package, you will be emailed a revised package notification. Aid packages are based on enrollment of 15 credits per semester for undergraduates and 9 credits per semester for graduates. If you retake courses that you previously passed, your enrollment for financial aid eligibility may be affected (please see section on *Retaking Coursework* for more details). Enrollment in fewer credits than the number of credits used in establishing award eligibility may result in a reduction in one or more financial aid awards. You must be at least half-time to receive most types of federal aid (with the exception of the Pell grant). To be considered half-time, undergraduates must be enrolled in at least 6 credit hours and graduates must be enrolled in at least 5 credit hours.

## Applying for Financial Aid

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To be considered for financial aid, you must complete the Free Application for Federal Student Aid (FAFSA). You can file the FAFSA via the Internet at <http://www.fafsa.gov>. On the FAFSA, you should list Longwood University, code 003719, as one of the schools to receive your application information. Longwood will receive your data electronically from the United States Department of Education and will then be able to calculate your aid eligibility. Longwood's priority filing date is March 1. Remember grant funds are limited and are expended quickly. File on time to ensure full consideration.

Also, you must be accepted for admission to a Longwood degree or an initial teaching licensure program before a financial aid package will be offered.

Once OFA receives your FAFSA results, your financial aid package information will be posted to the myLongwood portal. Notifications will be mailed to new students in early spring. Returning students will receive notification via LU email. You must accept or decline the awards as required within 30 days of the date of the notification. In addition, other documents may be requested from you during the process. You generally have 30 days to respond to these requests before any aid is cancelled.

## Estimated Awards and Verification of Application Information

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Your application for federal student aid may be selected for a process known as verification. This means that OFA must verify the accuracy of the information that you submitted on the FAFSA. If selected, you must submit a verification worksheet, federal tax return transcripts and an account transcript (for an amended return) for both student and parents, or use the IRS data retrieval tool. Non-filers must submit alternative supporting documentation such as W-2's etc. Usually, verifications are processed before a financial aid package is offered. Occasionally, a student may be selected for verification after a package is made. Financial aid will not be final until verification is completed.

You will be notified by email if you have been selected for verification. You will normally have 30 days to submit the required verification documents. Failure to submit the verification documents will result in cancellation of processing of your aid application. Any financial aid already offered will be cancelled. If any of the data reported on the FAFSA is found to be incorrect, your financial aid eligibility will be recalculated. You will be sent a revised financial aid notification if the recalculation causes your package to change.

## Financial Aid Award Calculation

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Your overall eligibility for financial aid is determined by the following calculation:

$$\begin{array}{l} \text{Cost of Attendance (COA)} \\ - \text{Expected Family Contribution (EFC)} \\ = \text{Financial Need} \end{array}$$

The Expected Family Contribution (EFC) is calculated by the U.S. Department of Education as prescribed by the United States Congress. The data submitted on the FAFSA is used to determine your EFC. You will see the result on the Student Aid Report (SAR) that you will receive after your FAFSA is processed.

Once your need is determined, a financial aid offer is prepared from the aid programs that are available. Based on eligibility, applicants will be considered for all forms of financial aid from programs with available funds. The criteria for selection will vary with the level of funding for each program, the program guidelines, and your level of financial need.

The estimated cost of attendance (COA) for the period covered by the financial aid package provides allowances for tuition and fees, room and board, books and supplies, transportation expenses, and miscellaneous expenses. New freshmen and new undergraduate transfers also receive an allowance for the purchase of a computer. Total allowances will vary depending upon student life-style choices, housing plans, and the number of credit hours taken during the academic year.

**COA for the 2017-18 academic year (two semesters).**

***Undergraduate/Full-time/On-campus (ESTIMATED)***

**In state (15 credit hours/semester)**

Tuition & Fees	\$12,720.00
Room & Board	\$10,420.00
Books & Supplies	\$ 1,350.00
Transportation	\$ 1,000.00
Personal Expenses/loan fees	<u>\$ 1,418.00</u>
	\$26,908.00

**Out of state (15 credit hours/semester)**

Tuition & Fees	\$27,660.00
Room & Board	\$10,420.00
Books & Supplies	\$ 1,350.00
Transportation	\$ 1,090.00
Personal Expenses/loan fees	<u>\$ 1,418.00</u>
	\$41,938.00

***Graduate/Full-time/Off-campus (ESTIMATED)***

**In state (9 credit hours/semester)**

Tuition & Fees	\$ 8,496.00
Room & Board	\$10,420.00
Books & Supplies	\$ 1,332.00
Transportation	\$ 1,500.00
Personal Expenses/loan fees	<u>\$ 1,508.00</u>
	\$23,256.00

**Out of state (9 credit hours/semester)**

Tuition & Fees	\$19,656.00
Room & Board	\$10,420.00
Books & Supplies	\$ 1,332.00
Transportation	\$ 1,500.00
Personal Expenses/loan fees	<u>\$ 1,508.00</u>
	\$34,416.00

## Financial Aid Programs

### Federal Aid Programs

Descriptions of the available federal financial aid programs are provided on the OFA website at

<http://www.longwood.edu/financialaid/>, under "Types of Aid". Additional information on federal programs is available in the U.S. Department of Education publication, "Funding Your Education: The Guide to Federal Student Aid" available at

[http://studentaid.ed.gov/students/publications/student\\_guide/index.html](http://studentaid.ed.gov/students/publications/student_guide/index.html)

### Commonwealth of Virginia Programs

Descriptions of the available state need-based undergraduate financial aid programs are provided on the OFA website at <http://www.longwood.edu/financialaid/>, under "Types of Aid". Additional information on state programs is available on the State Council of Higher Education for Virginia (SCHEV) website at <http://www.schev.edu>, select Financial Aid, select Undergraduate, view the Financial Aid Programs for Undergraduate Students.

### Federal work-study

This program is for those students who do have a financial need. All freshmen are assigned to dining hall positions. Upper classmen can apply for positions through the Career Center. Federal work-study does not pay towards the student's account. Student workers will be paid once a month by direct deposit, based on actual hours worked.

### Institutional Scholarships

In order to be considered for merit-based scholarships awarded by the Admissions Office, your application for admission, a copy of your transcripts and test scores must be received in the Admission's Office by December 1.

### Out-of-State Grants

These grants are awarded to residents of other states to help meet the higher non-resident tuition. Applicants should complete the FAFSA by the March 1<sup>st</sup> priority date to be considered. These funds are limited.

### Athletic Grants

These awards are determined by the Athletics Department.

### College Work-Study

Longwood provides employment opportunities for students. This program is for those students who do not have a demonstrated financial need but who have an interest in working. The Career Center maintains a list of job openings. Please visit their website at <http://www.longwood.edu/career/>.

### International Studies Grant

A limited number of grants are available for students participating in study abroad programs. Contact the International Studies Office for award eligibility criteria.

### Veterans Assistance

All programs available to veterans/children are administered through the Registrar's Office. If you are eligible for assistance through these programs, please contact the Registrar's Office. Questions concerning eligibility may be directed to the Veterans Administration by calling 1-888-GIBILL1.

### Outside Scholarships

If you are receiving an outside scholarship, you are required to notify the Office of Financial Aid. Scholarships will be used to reduce any unmet need and/or any need-based work/loans before reducing need-based grants.

### DC Tuition Assistance Program

The Washington DC College Access Act of 1999 created the DC Tuition Assistance Program which provides tuition subsidies to DC residents to attend colleges in Virginia. The program will pay the difference between in-state and out-of-state tuition, up to \$10,000 per year (with a lifetime cap of \$50,000 per student). For additional eligibility information and applications, contact the DC College Information hotline at 202.393.1100.

### Direct Subsidized, Unsubsidized and PLUS (parent loans)

Longwood processes these federal loans through the Direct Lending program offered through the Department of Education, where students and parents borrow directly from the Federal government. Students/Parents will be offered their eligible loan amounts and must accept or decline the loans via the myLongwood portal. Students must be enrolled at least half-time (6 credit hours) for any loan awards and disbursements.

## Loans

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### How to accept your loan and complete your loan requirements

#### Loan counseling

First time Federal Subsidized Direct and Unsubsidized Direct (student) Loan borrowers must complete an entrance counseling session prior to loan disbursement. The counseling session will educate the student on borrower rights and responsibilities. Counseling sessions can be completed online at: <https://studentloans.gov>.

Longwood University will receive electronic notification of your counseling session within 24 hours. You may contact the Office of Financial Aid in person in Lancaster G05A or by email at [finaid@longwood.edu](mailto:finaid@longwood.edu) or at 1.800.281.4677 with any questions.

#### Master Promissory Note Signature

First time borrowers, for both the Direct (student) and the Parent (PLUS) loans, will need to sign the Master Promissory Note (MPN). The MPN is a promissory note that can be used to make one or more loans for one or more academic years (up to 10 years). The MPN can be signed electronically online at the following website: <https://studentloans.gov>.

#### Steps to apply for a Direct Student Loan

1. File the Free Application for Federal Student Aid (FAFSA)
2. Check your Longwood e-mail daily
3. **Respond** to all information requested by OFA on the myLongwood portal under 'Student Requirements'
4. Take action on offer of direct loan on the myLongwood portal under 'Accept Awards' and click the Submit button, click on Award Messages under the Submit button. Read the Direct loan message and proceed by clicking on link for the Direct Loan application website. If you are a 1<sup>st</sup> time borrower, you will also sign your MPN on this website. Complete the instructions of application process on the Direct Loan website.
5. If required, complete the Entrance Counseling requirement as instructed under 'Student Requirements'.
6. OFA will certify/originate the loan with the Department of Education Direct Lending center.
7. Loan funds will be disbursed to the university on designated disbursement dates once all requirements have been met.
8. Any excess funds will be refunded to the student.

#### Steps to apply for the Parent (PLUS) Loan

1. File the Free Application for Federal Student Aid (FAFSA)
2. Check with student for the PLUS loan amount offered by OFA on the student's myLongwood portal and have student accept amount needed.
3. Click on Award Messages, for the appropriate year, under the Submit button of the student's myLongwood portal and follow the link to the Direct Lending PLUS loan application, OR

4. Apply for the loan from this website, <https://studentloans.gov>, **AFTER** the student has been offered and has accepted the PLUS loan. Credit checks for this loan are good for 180 days.
5. Follow on-line instructions at the website for pre-approval of loan and signature of MPN. Note: You only have to sign one MPN for each student.
6. The Department of Education will notify Longwood of the pre-approval.
7. The OFA will certify/originate the pre-approved loan with the Department.
8. Loan funds will be disbursed to the school on the school's designated date and placed on student's account.
9. Any excess funds will be refunded to the parent/student.

## Receiving Financial Aid Disbursements

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### Loan Disbursements

You must be enrolled at least half time (6 credit hours undergraduate, 5 credit hours graduate) for any loan disbursements to take place. All loan funds are disbursed directly from the Federal Department of Education to the school. Federal Perkins Loans, Direct (subsidized and unsubsidized) student loans and Parent (PLUS) loans will be automatically credited to the student's account AFTER the MPN has been signed and the entrance counseling has been completed. Parent and graduate PLUS borrowers must also make an application for the credit approval each year. You will be notified when these transactions occur and you have 14 days to cancel all or any part of the loan.

### Grants and Scholarships

Federal, state and institutional grants and scholarships will be automatically paid to your account at the end of the add/drop period for each term.

### Outside Financial Assistance

Regulations require that adjustments may need to be made to your financial aid package if you receive additional financial assistance not reflected on your initial aid notification. You are required to notify OFA if you receive any such additional resources (e.g., outside scholarships, employer reimbursement, vocational rehabilitation benefits, etc.).

### Direct Deposit

Direct Deposit is the quickest and most efficient way to receive a refund from your student loan. Longwood University policy requires student loan/private loan refunds to be processed via direct deposit. To set up banking information to be used for the direct deposit of student loan refunds, students must log into their student account through the Longwood portal. Once logged into the portal, select the Student Tab, then My Student Account. Select My Profiles, Payment Profiles, enter your banking information and check the refund option. Please verify the routing number and account number are entered correctly. If your bank account information changes, please remember to update your student loan payment profile immediately. Inaccurate banking information will delay your refund.

**There is no direct deposit process available for parent refunds. Refunds to parents are mailed by check to the student's permanent address.**

## Determination of Enrollment Status

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Your enrollment at the end of the add/drop period of each term will determine your enrollment status (i.e. full-time, half-time, etc.) for that term. For undergraduate students, 12 credit hours are considered full-time, 9 credit hours are considered three-quarter time and 6 credit hours are considered half-time. Undergraduates who take 12-14 credits may have aid adjusted to reflect actual costs, since aid packages are created assuming an average course load of 15 credits. For graduate students, 9 credit hours are considered full-time and 5 credit hours are considered half-time. Courses taken for audit may not be included in the determination of enrollment status.

## Retaking Coursework

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According to federal regulations that became effective on July 1, 2011, classes that a student is repeating may be included when determining the student's enrollment status for federal financial aid purposes. However, this is limited to one repeat of a previously passed course (a course is considered passed when student received a grade of at least a D-). As a result, students who are repeating courses and are enrolled as full-time students may only be eligible for part-time financial aid. Students will be notified by email if they are not considered full-time for financial aid.

Below is an example of when a student is eligible to receive aid for a course and when they are not:

Term	Course	Result	Eligible?
Fall 2010	ENGL 100	Fail	Yes
Spring 2011	ENGL 100	Pass	Yes
Fall 2012	ENGL 100	Pass (1 <sup>st</sup> repeat of previously passed course)	Yes
Fall 2013	ENGL 100	2 <sup>nd</sup> repeat of previously passed course	NO

## Revising Your Financial Aid

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Initial financial aid offers are based on enrollment of 15 credits for undergraduates and 9 credits for graduates during both semesters of the academic year.

### Change in enrollment hours

If you will not be enrolled at this level, you should submit a Financial Aid Change Form. Enrollment in fewer credits than the number of credit hours used in establishing award eligibility may result in a reduction in one or more financial aid awards.

### Change in grade level

If you change grade levels between semesters of an academic year, you may be eligible for additional loan funds. Contact the Office of Financial Aid to inquire about this eligibility and procedures for receiving additional loan funds.

### Change of income

If significant changes occur in family financial circumstances from the time the FAFSA application was completed; a request to have those changes considered may be submitted. Contact the Office of Financial Aid to inquire about eligibility and procedures for filing an appeal.

### Dropping a class

Before dropping any courses, a financial aid staff member should be consulted to discuss how an enrollment change will affect eligibility, financial aid package and/or your financial aid satisfactory academic progress rate. See Satisfactory Academic Progress Policy.

### Withdrawing

Withdrawing from school during the term can cause financial aid to be adjusted in accordance with the Return of Title IV Funds Policy. The policy states that students who withdraw before the 60 percent point of the term (as calculated by the number of days in the term) must have their financial aid package reduced. If you are considering withdrawing, please contact the Office of Financial Aid.

## Satisfactory Academic Progress Policy

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Federal student aid regulations require all educational institutions administering funds to ensure that financial aid recipients are making satisfactory academic progress toward their educational objectives. The regulations apply to all students receiving Federal, State and Institutional financial aid funds. Questions regarding this policy should be directed to the Office of Financial Aid. Satisfactory Academic Progress has been defined as follows:

### I. Satisfactory Progress Requirements

#### A. Maintenance of a minimum Longwood University cumulative grade point average.

1. For undergraduates, freshmen (students with less than 25 total credit hours earned) must have at least a 1.80 Longwood GPA. For all other students, at least a 2.00 Longwood University GPA is required.
2. For graduate students, at least a 3.00 Longwood GPA is required

#### B. Attainment of at least a 75% completion rate towards educational objectives for hours attempted at Longwood.

Students must complete and pass at least 75% of all credits attempted. A student's completion rate is calculated by dividing hours earned by hours attempted. Grades of F, W, I, and repeated courses count as hours attempted. Transfer hours are included in this calculation.

#### C. Normal Completion Time

1. Undergraduate students will be eligible for financial aid for a maximum of 180 attempted credit hours. Transfer hours are included in the total number of credit hours attempted.
2. Graduate students will be eligible for financial aid for a maximum of 150% of the total credit hours required of your program. Transfer hours are included in the total number of hours attempted.

### II. Satisfactory Progress Levels Defined

- A. Satisfactory Academic Progress will be monitored at the conclusion of each spring grading period. To be making satisfactory academic progress, a student must maintain the required cumulative grade point average, attain at least a 75% completion rate and not exceed the normal completion time.
- B. Students failing to maintain satisfactory academic progress will be placed on financial aid suspension beginning with the immediate following term. Such status will make students ineligible for financial aid until such time as the satisfactory academic progress requirements are met. During the period of financial aid suspension, students may (unless placed on

academic suspension) attend Longwood University without financial aid. It will be the student's responsibility to secure other financial resources during this period.

### **III. Satisfactory Progress Appeal Process**

A student who is placed on financial aid suspension may appeal the denial of financial aid. The appeal must be made by submitting a Satisfactory Academic Progress Appeal Form to the Office of Financial Aid no later than one week before the start of the next semester. Only one appeal per semester will be considered. The appeal will be directed to the Appeals Committee whose decision will be final. The decision will be based on demonstration of one of the following:

1. Error of fact;
2. Mitigating circumstances.

If an appeal is granted, financial aid will be continued as long as appeal conditions are met each term or until SAP standards are met. The student will be advised in writing of the action on the appeal.

#### **Return of Title IV Funds Policy (Withdrawing from Longwood University)**

It is the responsibility of any student wishing to withdraw from Longwood to initiate the official withdrawal process with the University. Students wishing to withdraw from Longwood should contact the Registrar's Office to initiate this process. The complete Withdrawal Policy may be found in the Longwood University Catalog.

#### **Treatment of Title IV Aid When a Student Withdraws**

The law specifies how Longwood must determine the amount of Title IV program assistance that students earn if they withdraw from school. The Title IV programs that are covered by this law are: Federal Pell Grants, Iraq Afghanistan Service Grants, TEACH Grants, Direct Stafford Loans, Direct PLUS loans, Federal Supplemental Educational Opportunity Grants (FSEOGs), and Federal Perkins Loans. Longwood University uses the same return policy for state and institutional grants as is required for federal funds. Whether or not outside scholarships are returned after a student withdraws depends upon the policies and/or wishes of the scholarship donor.

When a student withdraws during a semester the amount of Title IV program assistance that he/she has earned up to that point is determined by a specific formula. If a student received (or Longwood or a parent received on a student's behalf) less assistance than the amount he/she earned, the student may be able to receive those additional funds. If a student received more assistance than he/she earned, the excess funds must be returned by Longwood and/or the student (this is usually the case).

The amount of assistance a student earned is determined on a prorated basis. For example, if a student completes 30% of a semester, he/she earns 30% of the assistance he/she was originally scheduled to receive. Once a student has completed more than 60% of the semester, he/she earns all the assistance that he/she was scheduled to receive for that semester. The percentage of the semester completed is determined by the last date the student attended classes or otherwise participated in an academically related activity.

If a student does not receive all of the funds that he/she earned, the student may be due a Post-Withdrawal disbursement. If a Post-withdrawal disbursement includes loan funds, Longwood must get permission from the student (and/or parent for parent PLUS loans) before we can disburse them. The student may choose to decline some or all of the loan funds so that he/she doesn't incur additional debt. Longwood will automatically use all or a portion of a student's Post-withdrawal disbursement of grant funds for tuition, fees, and room and board charges. Longwood needs a student's permission to use the Post-withdrawal disbursement for all other school charges. If a student does not give his/her permission, the student will be offered the funds. However, it may be in the student's best interest to allow Longwood to keep the funds to reduce his/her debt to Longwood.

There are some Title IV funds that students were scheduled to receive that cannot be disbursed after withdrawal because of other eligibility requirements.

If a student (or Longwood or a parent received on a student's behalf) excess Title IV program funds that must be returned, Longwood must return a portion of the excess equal to the lesser of:

1. Longwood's charges multiplied by the unearned percentage of the student's funds, or
2. The entire amount of excess funds.

Longwood must return this amount even if it didn't keep this amount of a student's Title IV program funds.

If Longwood is not required to return all of the excess funds, the student must return the remaining amount. Any loan funds that a student must return, the student (or parent for a PLUS Loan) repays in accordance with the terms of the promissory note. That is, the borrower makes scheduled payments to the loan holder over a period of time. Funds are returned in the following order: Unsubsidized Direct Loan, Subsidized Direct Loan, Perkins Loan, Grad PLUS, Parent PLUS, Pell Grant, SEOG (grant), and TEACH Grant.

Longwood must complete the Return of Funds process no later than 45 days from the determination of a student's withdrawal. Longwood determines that a student is withdrawn once official notification is received from the affected student's Dean's office

The following is an example of what can happen when a student receives Federal Title IV Aid and withdraws from a semester. This example is based on a student, whom we will call James, in the fall 2011 semester, which contains 105 calendar days (8/22/11-12/09/11 excluding the days of Thanksgiving Break). The same rules apply to all award years:

**Longwood Charges:**

Tuition \$5,265.00 (in-state, undergraduate taking 15 credits)  
 Room/Board \$0 (student did not live on campus)  
 Total Charges \$5,265.00

Financial Aid:	Amount:	Date Disbursed:
Federal Pell Grant	\$2,775.00	09/02/2011
Federal Direct Subsidized Loan	\$5,500.00	09/02/2011
Federal Direct Unsubsidized Loan	\$2,375.00	09/02/2011
<b>Total Financial Aid Disbursed:</b>	<b>\$10,650.00</b>	

The financial aid disbursed to James' account and paid all of his charges, leaving with him a \$5,747.00 refund. This refund was deposited in his checking account via direct deposit on 09/08/2011. As a result, James' fall account is now at \$0 balance.

James decided to withdraw from Longwood early in the semester and contacted the Registrar's office to begin the official withdrawal process. Official notification of the withdrawal was sent to the Office of Financial Aid (OFA) on September 12, 2011. Once the notice was received OFA contacted James' professors to find out his last date of class attendance. According to the Federal Return of Title IV Funds regulations, August 30<sup>th</sup> is considered James' date of withdrawal since that is when he last attended class. This means James only completed 8.6% of the fall semester.

**Date of Withdrawal:**

- Calendar Days in fall 2011 Term = 105 days (8/22/11-12/09/11 excluding the days of Thanksgiving Break)
- Calendar Days Attended = 9 days (8/22/11-8/30/11)
- Percentage of Term Attended: 9 days/105 days = 8.6%

**Earned Aid:**

- Percentage of Title IV Aid Earned Based on Date of Withdrawal = 8.6%
- Amount of Title IV Aid Earned = \$10,650.00 x 8.6% = \$915.90
- 63.4% of term not attended

**Unearned Aid:**

- Amount of Title IV Aid Unearned = \$10,650.00 (total aid) - \$915.90 (earned aid) = \$9,734.10

**Amount of Unearned Charges:**

- \$5,265 (charges) x 91.4 % (percent term not attended) = \$4,812.21

OFA enters the relevant withdrawal and aid information into the R2T4 software provided by the Department of Education to calculate the return of funds for federal aid. The formula determines how much of the \$10,650.00 James has "earned" based on his attendance and how much must be returned to the aid programs immediately. In James' case, the results of the calculation are as follows:

**Aid Summary Based on 08/30/2011 Date of Withdrawal:**

- Earned Aid = \$915.90 (\$10,650.00 total aid x 8.6% of term attended)
- Total Aid to be Returned = \$9,734.10 (\$10,650 total aid - \$915.90 student's earned aid)
- Amount for LU to return = \$2,375 of his Federal Direct Unsubsidized Loan and \$2,437.21 if us Federal Direct Subsidized Loan (\$5,265.00 institutional charges x 91.4% of term not attended)
- Amount of Aid for James to Return = \$4,921.89 (\$9,734.10 amount of aid to be returned- \$4,812.21 amount of aid LU must return).
  - Amount of loans for James to return = \$3,062.79 of the Federal Direct Subsidized Loan (\$7,875.00 Net Loans Disbursed - \$4,812.21 Amount of Loans LU must return)
    - Since James can repay this loan in accordance to his promissory note, immediate repayment is not necessary.
  - Amount of Grants for James to return = \$471.60 (\$4,921.89 Amount of aid for James to return - \$3,062.79 amount of loans for James to return = \$1,859.10) Factor in federal grant protection of 50% (\$2,775 of Pell disbursed x 50% = \$1,387.50) \$1859.10 - \$1,387.50 = \$471.60.

- Longwood will return the unearned portion of the Pell Grant to the Department of Education on James' behalf. James will owe any resulting account balance directly to LU.
- LU will return these funds to the Department of Education within 45 days of receiving the notice of James' withdrawal. Depending on whether any of his original charges are adjusted by the Office of Student Accounts, James could receive a bill to reimburse LU for returning these funds. This is because James' bill was paid to \$0 prior to the withdrawal. So, if his charges are not reduced, then returning loan funds will remove those funds from his account and create a balance due.

The requirements for Title IV program funds when students withdraw are separate from the Office of Student Accounts refund policy. Therefore, students may still owe funds to Longwood to cover unpaid institutional charges. Longwood may also charge you for any Title IV program funds that Longwood was required to return. Longwood's refund policy is available on page 12 of the undergraduate catalog [http://www.longwood.edu/assets/academicaffairs/12\\_13UnderGrad\\_Catalog\\_FINAL.pdf](http://www.longwood.edu/assets/academicaffairs/12_13UnderGrad_Catalog_FINAL.pdf).

For questions about Title IV program funds, call the Federal Student Aid Information Center at 1-800-4-FEDAID (1-800-730-8913) or The Office of Financial Aid at Longwood University at 1-434-395-2077 or 1-800-281-4677. Information is also available at [www.studentaid.ed.gov](http://www.studentaid.ed.gov) and <http://www.longwood.edu/financialaid/>.

### **When a Student Fails to Earn a Passing Grade in Any of Their Classes**

Students receiving all "F's" at the end of an enrollment period will be assumed to have unofficially withdrawn from the University unless Longwood can document that the student completed the semester. Students who are found not to have completed the semester will have their aid packages reduced by 50%. The student will be obligated to pay any resulting unpaid charges.

## Other Information

Borrowers with concerns about their Federal Direct Loan may contact the Student Loan Ombudsman at [www.fsahelp.ed.gov](http://www.fsahelp.ed.gov) or 1.877.557.2575.

### Exit Counseling

Prior to graduation OR withdrawing from Longwood University, borrowers of Federal Subsidized/Unsubsidized Direct loans must complete an exit counseling session. You may complete this requirement online at [www.nsls.ed.gov](http://www.nsls.ed.gov).

Borrowers of Federal Perkins loans must complete an exit counseling session at [www.mycampusloan.com](http://www.mycampusloan.com).

Longwood University will receive electronic notification of your exit counseling session within 24 hours. You may contact OFA with any questions.

### Taxable Financial Aid

Changes in federal tax laws have made some forms of financial aid taxable income. Financial aid received (other than loans) above the cost of tuition, fees, and books, is considered taxable income. You should contact the IRS for additional information.

### Financial Aid Appeal Procedures

Students wishing to appeal financial aid eligibility determination or the amount or type of financial aid awarded, must send a written appeal to the Office of Financial Aid. Appeals should include an explanation of the reason for appeal and documentation supporting the appeal. The appeal will be reviewed by the Appeals Committee and the decision of the committee is final. Students will be informed in writing of the committee's decision.

### Study Abroad

Reasonable costs associated with a study abroad program approved for credit by Longwood University may be considered in the determination of eligibility for financial aid. Students considering study abroad should contact the International Studies Office. You must provide an itemized budget for your study abroad trip. Please bring this budget sheet to the Office of Financial Aid.

## Financial Aid Questions

The Office of Financial Aid has an open door policy. Our office is open from 8:15 a.m. to 5:00 p.m. Monday - Friday.

Come by and see us: Lancaster Building, room G05A

Call us: 434.395.2077

1.800.281.4677 (toll free)

Fax us: 434.395.2829

Email us: [finaid@longwood.edu](mailto:finaid@longwood.edu)

Mailing address: Longwood University, Office of Financial Aid, 201 High Street, Farmville, VA 23909-1899



## Cashiering and Student Accounts Information

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Students having specific questions related to their charges, payments, and refunds should contact the Office of Student Accounts. Below is a directory of staff to help direct your questions most appropriately:

Bruce Jenkins  
Director of Cashiering and Student Accounts  
434.395.2270  
Lancaster 205F  
[jenkinsbt@longwood.edu](mailto:jenkinsbt@longwood.edu)

Jennifer Wilkinson  
Assistant Director, Cashiering & Student Accounts  
434.395.2388  
Lancaster 205E  
[adamsjm4@longwood.edu](mailto:adamsjm4@longwood.edu)

Travis Wright  
Administrative and Office Specialist III  
Tuition Appeals and General Questions  
434.395.2955  
Lancaster 205H  
[wrightth@longwood.edu](mailto:wrightth@longwood.edu)

Jessi Conwell  
Revenue Accountant  
434.395.2639  
Lancaster 205B  
[conwellje@longwood.edu](mailto:conwellje@longwood.edu)

Kathy Motley  
Monthly Payment Plan, Perkins Loan repayments,  
Collections Manager  
434.395.2268  
Lancaster 205A  
[motleykr@longwood.edu](mailto:motleykr@longwood.edu)

Karin Warner  
Virginia College Savings Plan (VPEP & VEST),  
Third-party contracts & billing, general questions  
434.395.2068  
Lancaster 205C  
[warnerkj@longwood.edu](mailto:warnerkj@longwood.edu)

Jenise Shumaker  
Refunds, general questions  
434.395.2269  
Lancaster 205D  
[shumakersj@longwood.edu](mailto:shumakersj@longwood.edu)

### Monthly Payment Plan

Longwood University offers a monthly payment option to divide tuition and fees into 4 equal installments per semester. The plan is available regardless of need. This plan can be used in conjunction with other financial aid or in place of financial aid. For further details, please visit <http://www.longwood.edu/studentaccounts/mpplan.htm>.

### Late Fees

Late fees will be assessed to all accounts not paid in full by the due date. Financial aid must be awarded, accepted, and processed before credit will be given towards the bill. A late fee is still assessed if financial aid is pending.

### Student Work-Study Programs

Credit is NOT given towards the tuition and fee bill for work-study awards. Students will receive pay for hours worked via direct deposit once a month.

### Loan funds

When loan funds arrive at Longwood, any amount owed on the tuition and fee bill will be deducted before processing a refund. Monthly payment plan contracts will also be paid off from the loan proceed before refunds are issued. This policy is in effect for all loan programs including the PLUS program.

### Refunds

Refunds of financial aid overpayments will be processed within two weeks of the date funds are received and posted to your account.

### Book Credits

If financial aid causes you to have a credit balance on your student account during the regular academic year, you will be able to use that credit to purchase books. Students receiving a Pell grant during summer semester may use financial aid credit to purchase books if they have an overage of aid.

### Financial Aid Credits

Although tuition due dates are set before financial aid actually pays to a student's account, students who have satisfied all financial aid requirements will have credit for expected financial aid payments included in any balanced owed.