



Student Consumer Information

2010-2011

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INTRODUCTION

The following is a compilation of important information concerning institutional information and financial assistance. This document contains information concerning the following topics:

- Student Financial Aid
 - Basic Information
 - Types of Federal Financial Aid
 - Methods of distributing and disbursing aid
 - Terms and conditions for receiving federal loans
 - Loan Management
- Family Educational Rights and Privacy Act
- Student Disclosures and Student Right-To-Know Act
 - Completion/Graduation Rates
 - Retention Rates
 - Placement Rates
 - Pell Diversity Recipients
- National Voter Registration Act
- Ombudsman Notification
- National Student Loan Data System
- Campus Crime, Drug Awareness, and Campus Security Statement
- Constitution Day – September 17th

Please note that each section contains information and an overview description of the process. Questions should be addressed to the institution’s Financial Aid Administrator.

BASIC FINANCIAL AID INFORMATION

Schools recognize that in many instances individuals and their families are not able to meet the entire cost of education. Therefore, the Financial Aid Office will assist students with the process of applying for federal student financial aid. Your Financial Aid Administrator (FAA) is the designated official at the school for consumer information. If a student or parent has a question, they should not hesitate to contact the FAA at the financial aid office at your school. You can reach the financial aid office and your FAA by contacting the school's main number located on the schools website.

RIGHTS AND RESPONSIBILITIES OF STUDENTS RECEIVING FEDERAL FINANCIAL AID

Rights – As a student, you have the right to know:

- The names and organizations which accredit and authorize the school to operate.
- About the programs, the faculty, and the physical facilities at the school.
- The cost of attending the school.
- The school's policy on refunds for students who drop prior to completion of a program.
- About the financial assistance available from deferral, state, local, private, and institutional financial aid programs.
- The procedures and deadlines for submitting applications for each available financial aid program.
- The criteria used to select financial aid recipients.
- How financial need is determined.
- The amount of financial need that has been or will be met.
- The type and amount of assistance in your financial aid package. You have the right to ask that your financial aid package be reconsidered if you believe it to be in error or if financial circumstances have changed.
- How and when the federal financial aid funds will be paid to your account.
- The school's Satisfactory Academic Progress policy and how the policy affects your eligibility for financial aid.
- The special facilities and services available to disabled students.
- The interest rate on any loans available through the school, the amount you must repay, the length of time you have to repay, when you must begin repayments, and any condition and deferment provisions that apply.

Responsibilities – If you are applying for Federal Student Aid, as a student, it is your responsibility to:

- Complete your Free Application for Federal Student Aid (FAFSA) accurately and submit it on time. Errors can delay, and in some cases prevent you from receiving aid.
- If you have previously completed a FAFSA for the award year, submit a valid Student Aid Report to your school.
- Provide all supporting documentation, corrections, and/or new information upon the request of the financial aid office.

- Notify your school of any information that has changed since you applied.
- Accept/Decline subsequent disbursements of loan funds.
- Read and understand all forms you are asked to sign.

TYPES OF FEDERAL FINANCIAL AID PROGRAMS

Grants

Federal Pell Grant

The Pell grant is gift assistance which does not have to be repaid. Pell is awarded to students who have a financial need as determined by the U.S. Department of Education standards. Annually, the U.S. Department of education determines student eligibility for this grant. For the 2009-10 award year, the minimum grant is \$609 and the maximum grant is \$5,350.

Federal Supplemental Education Opportunity Grant (FSEOG)

The FSEOG is gift assistance which does not have to be repaid. FSEOG is awarded to students who have an exceptional financial need as determined by the U.S. Department of Education standards. Student with the lowest “Expected Family Contribution” (EFC) are awarded FSEOG before students with higher EFCs. The average award amount varies from school to school.

Academic Competitiveness Grant – (may not be available at all school locations)

The ACG Program is gift assistance which does not need to be repaid. An ACG recipient must be eligible for a Pell Grant, attending at least half-time during Year One or Year Two of a degree program, is a U.S. citizen or eligible non-citizen, and graduated from a federally defined rigorous high school program on or after January 1, 2006. The maximum 2009-10 ACG is \$750 for first year students and \$1,300 for second year students.

National SMART Grant – (may not be available at all school locations)

The National Science and Mathematics Access to Retain talent (SMART) Grant program is gift assistance which does not need to be repaid. A SMART Grant recipient must be eligible for a Pell Grant, attend at least half-time in Year Three or Year Four of a four-year degree program in specific sciences, engineering, mathematics, technology or a critical foreign language, be a U.S. citizen or eligible non-citizen, and maintain a 3.0 Cumulative Grade Point Average (CGPA). The maximum award amount is \$4,000 per academic year.

Work-Study

Federal Work-Study – (may not be available at all school locations)

The Federal Work-Study program offers students the opportunity to meet part of their expenses by working part-time on or off campus for at least minimum wage. A limited number of assignments are available, and priority is given to students with the greatest financial need who are qualified for the job assignments available. Please see your Financial Aid Office for available assignments and additional information regarding the Federal Work-Study Program. See the [Terms and Conditions of Federal Work Study Employment as Part of the Financial Aid Package](#) section below.

Loans

Subsidized Federal Stafford Loan

The subsidized Federal Stafford Loan program provides low interest loans through the U.S. Department of Education's Direct Loan Program. The maximum annual loan amount for the first academic year is \$3,500, less origination and other fees (if applicable). The federal government pays the interest for you during in-school, in-grace, and deferment periods. Interest does not accrue until the student enters repayment six months after leaving school or dropping below a half-time enrollment status. The minimum repayment amount is \$50 per month; however, subsidized federal Stafford loans provide many flexible repayment plans as outlined in the loan counseling materials. Payments are based on the repayment plan selected by the student. For loans first disbursed on or after 7/1/2010, the interest rate is fixed at a rate as low as 5.6%. Borrowers with other outstanding loans may be eligible to consolidate eligible loans into one consolidated payment. Please refer to your Loan Entrance counseling package for additional information.

Unsubsidized Federal Stafford Loan

If you do not qualify for a full or partial Subsidized Stafford Loan based on your financial need, you may qualify for an Unsubsidized Stafford Loan. The federal government does not pay the interest on unsubsidized loans while you are in school or have loans in a deferred status. Student loan borrowers are eligible for all interest that accrues on the loan while enrolled, during your grace period, and any deferment periods. You may elect to make interest payments while in school to avoid the capitalization of interest and lower the overall repayment debt. Loan repayment begins six months after leaving school or if you elect to attend less than half time. Independent students can borrow up to \$9,500 (Subsidized and Unsubsidized combined) for the first academic year. Dependent students can borrow up to \$5,500 (Subsidized and Unsubsidized combined) for the first academic year. For loans first disbursed on or after 7/1/2009, the interest rate is fixed at 6.8%. Please review your Loan Entrance Interview package for additional information regarding your loans.

Please see your Financial Aid Administrator to receive further information regarding the maximum Stafford annual loan amounts for second or subsequent academic years.

Parent PLUS Federal Loan

The Federal PLUS loan is available to parents who wish to apply for additional assistance for their dependent child's education. The PLUS loans are made through banks, savings and loans, and other lending institutions. The amount of the PLUS loan cannot exceed the student's cost of attendance less other student aid awarded. The interest rate varies and is adjusted each year, not to exceed 9% and begins to accumulate on the date of the first disbursement. PLUS loans through the Federal family education Loan Program first disbursed on or after 7/1/2009 will have a fixed interest rate of 8.5%, and those first disbursed on or after 7/1/2009 through the Federal Direct Student Loan Program will have a fixed interest rate of 7.9%. The first payment will be due within 60 days after the final loan disbursement. Payments will include both principal and the interest that accumulates.

Graduate PLUS Federal Loan (only available to students enrolled in post –baccalaureate programs)

The Federal Graduate PLUS loan is available to students enrolled in a post-baccalaureate program who wish to apply for additional assistance. The Graduate PLUS loans are made through banks, savings and loans, and other lending institutions. The amount of the Graduate PLUS loan cannot exceed the student's cost of attendance less other student aid awarded. The interest rate varies and is adjusted each year, not to exceed 9% and begins to accumulate on the date of the first disbursement. Graduate PLUS loans through the Federal family education Loan Program first disbursed on or after 7/1/2009 will have a fixed interest rate of 8.5%, and those first disbursed on or after 7/1/2009 through the Federal Direct Student Loan Program will have a fixed interest rate of 7.9%. Please review your Loan Entrance Interview package for additional information regarding your loans.

Federal Perkins Loan (only available at some Kaplan institutions)

The Federal Perkins loan is a deferred payment, deferred interest loan administered by your institution. Students with exceptional need may qualify for Perkins loans in the amount of \$4,000. Although this loan is made with government funds, availability of aid is dependent on the availability of Perkins funds at your institution and the need of other student applicants. Therefore, Kaplan cannot guarantee availability of funds.

Students who receive a Federal Perkins loan are subject to the terms and conditions disclosed on the Federal Perkins Loan Master Promissory Note and have a fixed interest rate of 5%.

STATE AND LOCAL AID, SCHOOL AID, AND OTHER PRIVATE AID PROGRAMS

The school catalog* lists other aid programs which may be available such as State and Local Aid, School Aid, and other Private Aid programs to enrolled students. Students should review the school catalog and see the Financial Aid Office for additional information on current aid programs.

APPLYING FOR FEDERAL STUDENT FINANCIAL AID

Each student interested in receiving financial assistance must submit the "Free Application for Federal Student Aid" (FAFSA) or provide a copy of the Student Aid Report (SAR) if the FAFSA was previously completed within the award year.

The Financial aid office will utilize the results of the FAFSA to estimate and determine the student's financial aid eligibility.

A student may be chosen to participate in a *verification* process of the information submitted on the FAFSA by the U.S. Department of Education. A student may be selected by the U.S. Department of Education's Central Processor (CPS) following procedures established by federal regulation.

* A copy of the school catalog is provided by the Admissions office.

If, during the application process, the file is selected for “verification” by the U.S. Department of Education, the student and their family must submit all documents required to validate the information listed on the FAFSA application.

Students should refer to www.studentaid.ed.gov website which is sponsored by the U.S. Department of Education for more detailed information.

METHODS OF DISTRIBUTING AID AMONG STUDENTS

Federal Aid

Federal Aid is distributed to students who complete the Free Application for Federal Student Aid (FAFSA) and meet the eligibility criteria as further described within the application instructions. Students should visit www.FAFSA.ed.gov or the financial aid office for an application.

State Aid

State Aid is distributed to students who meet the eligibility criteria as described in the specific state aid program requirements. Students should visit the financial aid office for additional information on state aid programs available to enrolled students of the institution and application.

Institutional Aid (Scholarships)

Colleges may offer various types of scholarships to students enrolled in specific programs of study, participating in campus athletics, having met specific academic standards, etc. The number of scholarship recipients varies from year to year depending on the funding available and the number of eligible applicants. For additional information on available institutional scholarships students are encouraged to visit/contact the financial aid office at the campus.

Students are also encouraged to visit their library or research on the Internet as a source for additional scholarship programs not administered or awarded by the institution.

METHODS OF DISBURSING FEDERAL STUDENT AID

Students should visit the Financial Aid Office to determine which of the three (3) methods described below is used at the school.

Colleges Using Standard Academic Terms (“Standard Term”)

Financial aid is awarded is based on an academic year as defined on a program-by-program basis at the institution. Disbursement of aid varies by the type of assistance.

For colleges using standard academic terms, a portion of the Federal Pell Grant and Federal Supplemental Educational Opportunity Grant, for those who qualify, will be paid to the student’s account during each payment period or term. (I.e. Quarters – 3 terms and Semesters – 2 terms)

In order to receive federal loan proceeds the student (parent in the case of PLUS loans) must complete and sign a valid promissory note. The loan proceeds are used to satisfy the student’s tuition and fees for

the academic year and are disbursed once per term. Once tuition and fees charged by the institution have been met, the student may receive the excess amount of federal student aid that creates a credit on the account. A first year, first time borrower's account will not be credited with Stafford loans until 30 days after their first day of class and completed a loan entrance interview.

Colleges Not Using Standard Academic Terms (“Non-Term”)

Financial aid is awarded based on an academic year. The disbursement of aid varies by the type of assistance.

For colleges' not using standard academic terms, the Federal Pell Grant and Federal Supplemental Educational Opportunity Grant, for those who qualify, is credited to the student's account twice during the academic year – one at the beginning and once at the mid-point of the academic year as measured in credits earned and weeks attended.

In order to receive federal loan proceeds the student (parent in the case of PLUS loans) must complete and sign a valid promissory note. A second disbursement of loan funds for the academic year is made after the student has completed half of their academic workload for the academic year and reached the calendar midpoint. Once tuition and fees charged by the institution have been met, the student may receive the excess amount of federal student aid that creates a credit on the account. A first year, first time borrower's account will not be credited with Stafford loans until 30 days after their first day of class and completed a loan entrance interview.

Colleges Using Non-Standard Terms (“Non-Standard Term”)

Financial aid is awarded based on an academic year. The disbursement of aid varies by the type of assistance.

For colleges using non-standard academic terms, a portion of the Federal Pell Grant and Federal Supplemental Educational Opportunity Grant, for those who qualify, will be paid to the student's account during each payment period or term. (I.e. Quarters – 3 terms and Semesters – 2 terms)

In order to receive federal loan proceeds the student (parent in the case of PLUS loans) must complete and sign a valid promissory note. The loan proceeds are used to satisfy the student's tuition and fees for the academic year and are disbursed once per term. Once tuition and fees charged by the institution have been met, the student may receive the excess amount of federal student aid that creates a credit on the account. A first year, first time borrower's account will not be credited with Stafford loans until 30 days after their first day of class and completed a loan entrance interview.

BORROWER CONFIRMATION FOR LOANS IN A SUBSEQUENT ACADEMIC YEAR

Subsidized and Unsubsidized Master Promissory Note (MPN)

Students have the ability to obtain loan funds not exceeding the established loan limits through the Subsidized and Unsubsidized Federal Stafford Loan program without having to sign a new Master Promissory Note for each academic year. The institution will notify the borrower of the loan amounts

awarded through the Estimated Financial Aid Award Letter. If the borrower decides to decline or make adjustment to the type or the amount of the loan, they must contact the Financial Aid Office.

Parent PLUS Master Promissory Note (PLUS MPN)

For Parent PLUS loans made under the multi-year feature of the MPN, the regulations that govern the loan programs require the financial aid office at the school to document an active confirmation of Parent PLUS loan funds via an estimated award letter. The confirmation process is to provide a means for the parent borrower to accept or decline a PLUS loan made for a student's subsequent academic year. This assists in providing the parent borrower with greater control and understanding of PLUS loan debt.

Active confirmation can be completed via a signed award letter, and signed Parent Loan Data Form, or documented by telephone or electronically.

STATEMENT REGARDING CREDIT BALANCES

A "Statement of Credit Balances" is provided to students by the Financial Aid Office soon after enrollment. Students and parents (of a dependent student applying for PLUS loans) review the statement, select the appropriate authorization category, and provide the signed form to the Financial Aid Office. For continuing students who previously signed this statement, the initial authorization will continue to be valid for subsequent award years or enrollment periods. The authorization categories available for student/parent selection are as follows:

- Based on student's authorization, the institution will retain any existing credit balance on the account to be applied to allowable future charges to assist students in managing those funds or to be disbursed at their request.
- In the event that funds are not requested prior to leaving the institution, the institution will return the credit balance to the lender as prepayment of the student loan.
- The institution will retain interest earned on the credit balance while the funds remain on the account.

TERMS AND CONDITIONS OF FEDERAL WORK STUDY EMPLOYMENT AS PART OF THE FINANCIAL AID PACKAGE

The Federal Work Study (FWS) program provides jobs to undergraduate and graduate students to assist them in meeting their educational expenses. To qualify for Federal Work Study program funds, the student must meet the eligibility requirements for Federal Student Aid. The amount of FWS for which a student is eligible depends upon:

- Degree of demonstrated financial need
- Availability of FWS funds at the school
- Availability of jobs and scheduling which do not conflict with the student's class schedule

Federal Work Study jobs may be located on or off campus. The school may set the work schedule. The financial aid administrator will take into consideration need, class schedule, health, and academic

progress prior to arranging a job and assigning work hours. The school must inform the student of the terms and condition of employment that is part of your financial aid package.

Undergraduate students will be paid on an hourly basis. They are paid at least the current federal minimum wage and at least once a month.

If FWS is part of the student's aid package, they will receive notification via the Job Description and other notification which lists the amount of the award scheduled for the student. See the [Federal Work-Study](#) section above.

TERMS AND CONDITIONS UNDER WHICH STUDENT RECEIVE FEDERAL LOANS

The Federal Loan programs provide funds to undergraduate and graduate students to assist them in meeting their educational expenses. To qualify for Federal Loan program funds, the student must meet the eligibility requirements for Federal Student Aid as well as the loan program specific terms and conditions specified below:

Direct Loan (DL)

- Student must be enrolled at least half-time during the period of enrollment to retain their eligibility for DL program funds. Students whose enrollment status is below half-time are not eligible for DL program funds. If eligibility is lost due to being enrolled less than half-time, a student can regain eligibility if enrolled at least half-time during a subsequent period of enrollment.
- A student who is borrowing a loan for the first time is required to participate in loan entrance counseling prior to the first disbursement of the loan. The first disbursement of a loan cannot be made earlier than thirty (30) days after the start of the term or period of enrollment.
- Financial Aid Administrators may not perform credit checks on students in connection with awarding them DL program funds.
- Students cannot borrow loans from both the DL programs during the same loan period (academic year).
- A student borrower who is in default on an FSA loan is not eligible for additional DL loan funds unless eligibility is regained.

Perkins Loan (if applicable)

Students should refer to the school catalog for determining whether Perkins loan funds are available at the institution.

- Undergraduate and Graduate level students who demonstrate exceptional need (as defined by the institution) have priority to available Perkins Loan funds.
- A student borrower who is in default on an FSA loan is not eligible for Perkins loan funds unless eligibility is regained
- Unlike the DL program, a student does not have to be enrolled at least half time to be eligible to receive a Perkins loan.

FINANCIAL AID LOAN MANAGEMENT

Each first-time student borrower is required to attend/complete a loan entrance interview conducted individually, in a group, or online. The interview will include an explanation of the use of a Master Promissory Note (MPN), the importance of the repayment obligation, a description of the consequences of default, sample repayment schedules, information in reference to borrower's rights and responsibilities, as well as other terms and conditions.

Upcoming graduates, students who officially withdraw, or students who cease to attend at least half-time will be required to complete/attend the exit counseling session. Students who leave school without attending an exit counseling session will receive an exit counseling package mailed by the campus. Exit counseling addresses topics such as the requirement to repay the loan, repayment plans, updating contact and demographic information, the consequences of default. Please see The Financial Aid Loan Exit Counseling section for additional information.

Loan Repayment Obligation and Repayment Options

Students who receive federal student loans sign a Master Promissory Agreement (MPN) which states the student is obligated to repay the student loan funds regardless of the student's graduation, withdrawal from school, or the student's inability to obtain employment.

The student loan program offers students may different repayment options. Students are responsible for selecting the appropriate payment plan to suit their needs. The school's Financial Aid Office and lender are available to review the different repayment options.

If at any time a student becomes delinquent on a loan, it is the student's responsibility to contact the school or lender to determine what options are available to the student.

The Financial Aid Loan Entrance Counseling

The following information will be included in the Loan Entrance Counseling, which will be presented to a first-time student borrower prior to the first disbursement of loan funds.

- Explanation and use of the Master Promissory Note (MPN)
- Effect of accepting the loan on eligibility for other aid
- Seriousness and importance of the repayment obligation
- Option of the borrower to pay interest on Unsubsidized Stafford and Graduate PLUS loans while in school
- Interest accrual process and interest capitalization when a borrower elects not to pay interest or if the interest is not paid by the US Department of Education
- Definition of half-time enrollment
- Consequences of not maintaining half-time enrollment
- Importance of contacting the appropriate office at the school if the student plans to withdraw before completing the academic program to allow the school to provide exit counseling to the borrower
- Obligation to repay the loans even if: the borrower does not complete the program or does not complete the program within the regular time for completion, is unable to find employment, is

dissatisfied with the school/program, or does not receive the services purchased from the school

- The importance of repayment and the consequences of default, including adverse credit reports, federal offset, and other federal delinquent debt collection procedures and litigation
- Sample monthly repayment amounts based on a range of levels of indebtedness or the average cumulative indebtedness of other loan borrowers within the same academic program as the borrower
- Information regarding the National Student Loan Data System (NSLDS) and how a borrower can access and monitor his or her loan records
- Name and contact information of the person the student may contact with questions regarding rights and responsibilities or loan terms and conditions

The Financial Aid Loan Exit Counseling

Students are required to attend a Financial Aid Loan Exit Counseling session prior to graduating or shortly before the student ceases enrollment of at least half-time study. Students who seek to withdraw from the campus should see the Financial Aid Office to obtain exit counseling. Several topics presented at the entrance counseling session are again presented at the exit counseling. Exit counseling is required for all graduated, withdrawn, or dismissed students prior to exiting the institution as well when a student ceases to attend at least half-time. If a student leaves school or chooses to postpone their education, the student should meet with a Financial Aid Administrator to understand the financial impact of this decision and attend loan exit counseling.

Exit counseling includes the following information:

- Explanation of all repayment plans available
- Comparative analysis of the features of each type of repayment plan, including average projected monthly payments and the difference in interest and total payments
- Explanation of the terms and conditions to obtain full or partial loan forgiveness or discharge
- Explanation of the terms and conditions the borrower may obtain a deferment or forbearance
- Debt management strategies to assist the student in successful loan repayment
- Information regarding the average anticipated monthly repayment amount based on the student loan borrower's actual indebtedness or the average indebtedness of student borrowers in the same academic program receiving the same types of loans
- A review of the use of the Master Promissory Note (MPN) and the student's obligation to repay the loan
- Explanation of the student's responsibility to repay the loan even if the student did not complete the program, did not complete the program within the regular completion time for that program, is unable to obtain employment, or is dissatisfied with the education received.
- Explanation regarding the consequences of default, including adverse credit reports, federal offset, other federal delinquent debt collection procedures and litigation under federal law
- Effects of loan consolidation, including the effect on total interest and fees to be paid, length of the repayment term, effect on borrower benefits on underlying loans (grace periods, deferment, loan forgiveness, and loan discharge), option to prepay or change repayment plans, and how borrower benefits may differ between lenders.
- Explanation of the tax benefits available to the student

- Information concerning the National Student Loan Data System (NSLDS) and how the student can utilize NSLDS to access his or her records.
- Information regarding the availability of the Student Loan Ombudsman’s Office

In addition, the Financial Aid Office is responsible to collect the following information as part of the exit counseling and provide the information to the Secretary of Education within sixty (60) days of receipt:

- Name
- Address
- Social Security Number
- References
- Driver’s License Number and State
- Expected Permanent Address
- Name and address of next-of-kin
- Name and address of the student’s employer or expected employer

Loan Deferments for Borrowers

Students should visit the Financial Aid office for the terms and conditions under which students receiving federal education loans may obtain a deferment for repaying student loan debt.

Loan Deferments for Certain Individuals

Loan deferment terms and conditions are further defined for those serving in the Peace Corps; under the Domestic Volunteer Service Act; and as a volunteer for a tax-exempt organization of demonstrated effectiveness in the field of community service. These individuals should visit the Financial Aid office for additional information.

NATIONAL STUDENT LOAN DATA SYSTEM

National Student Loan Data System (NSLDS) is the U.S. Department of Education’s (ED’s) central database for student aid. Student financial aid information is submitted to the NSLDS. NSLDS receives data from schools, guaranty agencies, the Direct Loan program, the Pell Grant program, and other ED programs. NSLDS Student Access provides centralized, integrated view of Federal Student Aid Loans and grants so that recipients of funds from these programs can access and inquire about the Federal Student Aid loans and/or Grant data. Once the data is reported to NSLDS, this site and all information contained within is accessible to Financial Aid Administrators, Guarantee Agencies, and Students. All users must sign-in and be an authorized user. Unauthorized use of this site is strictly prohibited. To access the site, visit www.nsls.ed.gov.

FEDERAL STUDENT AID OMBUDSMAN NOTIFICATION

Student should contact the Financial Aid Administrator at the institution who is always ready to assist with any questions or concerns regarding Federal Family Education Subsidized or Unsubsidized Loans.

If a situation exists that a Financial Aid Administrator cannot resolve, students should follow procedures in the school catalog regarding “problem resolution”.

After all above options are exhausted and the Federal Student Aid Loan issue cannot be resolved, the U.S. Department of Education's Office of the Ombudsman for student loan issues is available. The ombudsman resolves disputes from a neutral and independent viewpoint. The Office of Student Financial Assistance Ombudsman will informally research a borrower issues and suggest solutions to resolve. Student borrowers can contact the Office of the Ombudsman by:

Via Email: fsaombudsman@ed.gov

Via Online Assistance: www.ombudsman.ed.gov

Via Toll-Free Telephone: 1.877.557.2575

Via Fax: 1.202.275.0549

Via Mail: U.S. Department of Education, FSA Ombudsman, 830 First Street N.E., Washington, D.C. 20202

CONSUMER INFORMATION FROM THE U.S. DEPARTMENT OF EDUCATION (ED)

The U.S. Department of Education has various websites available to students and financial aid staff which provide information regarding the regulations, requirements, and application for Federal Student Aid. There is *no* user fee for using ED Financial Aid sites.

U.S. Department of Education: www.ed.gov

Applying for Federal Student Aid: www.fafsa.ed.gov

Information for Students: www.studentaid.ed.gov, and www.college.gov.

Information for Financial Aid Professionals and Schools: www.ifap.ed.gov, and www.fsa4schools.ed.gov.

SATISFACTORY ACADEMIC PROGRESS

Students are required to maintain Satisfactory Academic Progress while enrolled at the campus. The Satisfactory Academic Progress information is contained in the school catalog.

GENERAL INFORMATION ABOUT THE SCHOOL

EMERGENCY RESPONSE AND EVACUATION PLAN

Students should refer to their institution's catalog for information pertaining to the school's emergency response and evacuation plan.

MISSING PERSON POLICY

Students living in school dormitories should refer to their institution's catalog for information pertaining to the school's missing person policy and student options.

TEXTBOOK INFORMATION

Students should refer to the school catalog for information and options concerning textbooks for the academic programs.

ARTICULATION AGREEMENTS

Students should refer to the school catalog for information concerning any articulation agreements between the school and other institutions.

TRANSFER OF CREDIT POLICY

Students should refer to the school catalog for information regarding the transferability of academic credits.

OFFICIAL WITHDRAWAL FROM SCHOOL

Students seeking to withdraw from the school should refer to the withdrawal policy contained in the school catalog.

STUDENT WITHDRAWAL REFUND FORMULA

Refer to the Refund Policy portion of the Financial Information Section within the school catalog for additional information regarding the schools policy on the refund of tuition and fees.

The calculation concerning federal financial aid is separate and distinct from the institutional refund policy. As a result of the federal calculation required by federal regulation, you may owe additional funds to the institution to cover tuition and charges previously paid by unearned federal financial aid prior to your withdrawal.

If you plan to withdraw from school, please contact your financial aid and business offices to determine the amount of funds, if any, which must be returned to the federal student aid programs on your behalf. Students should refer to the “Withdrawal from School” section of the school catalog for the steps that must be followed in order to officially withdraw.

All refunds due will be made within forty five (45) days of the student’s effective withdrawal date. The last date of actual attendance is used in calculating any institutional refund amount. Refunds are allocated in the following order:

1. Unsubsidized Federal Stafford Loan
2. Subsidized Federal Stafford Loan
3. Federal Perkins Loan
4. Federal Parent (PLUS) Loan
5. Federal Pell Grant
6. Federal Academic Competitiveness Grant
7. National SMART Grant
8. Federal Supplemental Opportunity Grant
9. Other Title IV assistance

10. Other State assistance
11. Private and institutional aid
12. Payments made by the student

ENTITIES THAT ACCREDIT, LICENSE, OR APPROVE THE INSTITUTION

Students should refer to the school catalog for institution specific information regarding entities that accredit, license, or approve the institution. Contact information for each of these entities is available via the school catalog. The school will make available upon request a copy of the school's accreditation, licensure, or approval. To request a copy, students should submit a request in writing to the campus President/Executive Director.

SERVICES FOR DISABLED STUDENTS

Students should refer to the "Students Seeking Reasonable Accommodations" section within the school catalog for information on services available to disabled students attending the institution.

COSTS OF ATTENDING THE INSTITUTION

A student should refer to the "Tuition and Fees Schedule" for more detailed information regarding the costs of attending the institution (tuition and fees, books and supplies, room and board) & any other applicable costs of the program in which the student is enrolled or has expressed an interest. The "Tuition and Fees Schedule" is an addendum to the school catalog.

In addition, the "Indirect Costs" associated with a student's total cost of attendance in determining their financial aid eligibility is available as an addendum to this Student Consumer Information.

PROGRAMS OF STUDY OFFERED AT THE INSTITUTION

Students should refer to the school catalog for institution specific information regarding programs of study offered at the institution.

The School has the right, at its discretion, to make reasonable changes in program content, materials, schedules, sequences of courses in programs, or location in the interest of improving the student's education, or where deemed necessary due to industry changes, academic scheduling, or professional requirements.

The school is required to make changes in programs or policies when ongoing federal, state, or accrediting changes affect students currently in attendance.

GENERAL EDUCATIONAL DEVELOPMENT (GED) INFORMATION

Students who have not earned a High School Diploma may be eligible to take the General Educational Development (GED) tests to earn the GED credential. Students should visit their state's website for additional information and nearby testing center locations. The campus admissions office is also available for assisting students who seek information on GED tests. Students should refer to the school catalog for program specific admissions requirements as some programs of study may require a H.S. Diploma or GED for admission.

SCHOOL FACILITIES ASSOCIATED WITH ACADEMIC PROGRAMS

Students should refer to the school catalog for institution specific information regarding school facilities.

CAMPUS FACULTY AND OTHER INSTRUCTIONAL PERSONNEL

Students should refer to the school catalog for a listing of campus faculty and other instructional personnel.

ACADEMIC IMPROVEMENT PLANS

Students should refer to the school catalog and/or enrollment agreement for institution specific information regarding academic improvement plans.

COPYRIGHT INFRINGEMENT (PEER-TO-PEER FILE SHARING)

Student should refer to the school catalog for the Copyright Infringement Policy.

FIRE SAFETY PLAN

Campuses which offer on-campus housing are required to disclose the Fire Safety Plans with all residents of such housing. Students residing in campus dormitories should refer to the institutional fire safety information made available by the Campus Housing Coordinator or Campus President's office.

VACCINATION POLICY

Specific programs of study may require students to adhere to a Vaccination Policy. Students should refer to the campus catalog for more specific program requirements.

STUDENT DISCLOSURES AND STUDENT RIGHT-TO-KNOW ACT

Federal regulations and the Student Right-to-Know Act require institutions participating in Federal Student Aid to provide additional disclosures to students. The disclosures are appended to this Student Consumer Information form and include:

- Completion/Graduation Rates
- Retention Rates
- Placement Rates (if calculated)
- Pell Recipient Diversity Data

Information related to these required disclosures will be distributed to all current and perspective students by July 1 each year via the school's website, intranet or in hard copy. Current and perspective students may request a copy of the disclosures at any time from the campus President, Director of Admissions or Director of Financial Aid.

CONSTITUTION AND CITIZENSHIP DAY (SEPTEMBER 17TH)

Institutions comply with the "Consolidated Appropriations Act, 2005." The laws states that "each educational institution that receives Federal funds for a fiscal year shall hold an

educational program on the United States Constitution on September 17 of such year for the students served by the educational institution." The law requires that Constitution Day be held on September 17 of each year, commemorating the September 17, 1787 signing of the Constitution. However, when September 17 falls on a Saturday, Sunday, or holiday, Constitution Day shall be held during the preceding or following week

The National Archives has a Web site with a scan of the U.S. Constitution available online at: http://www.archives.gov/national_archives_experience/charters/constitution.html

U.S. VOTER REGISTRATION

Students may visit their local post office to obtain the required Voter Registration form and necessary requirements outline by their state or for a downloadable version of the form visit the U.S. Election Assistance Commission at <http://www.eac.gov/voter/Register%20to%20Vote>.

DRUG AND ALCOHOL ABUSE PREVENTION INFORMATION

Federal regulation requires an institution that participates in any Federal Student Aid program to provide information to its students, faculty, and employees to prevent drug and alcohol abuse. Current and perspective students will receive a notice containing the specific URL address of the Campus Security and Drug-Free Campus/Workplace report. Current and perspective students may request a copy of this report at any time from the Campus President or Director of Financial Aid.

CAMPUS SECURITY / CLERY ACT

Federal regulation requires an institution to compile an Annual Security Report disclosing the institution's security policies, procedures, and crime statistics on or before October 1st each year. Current and perspective students will receive a notice containing the specific URL address of the report. Students may request a copy of this report at anytime from the Campus President or Director of Financial Aid.

PREVENTION OF FINANCIAL AID/SCHOLARSHIP FRAUD

Every year, millions of high school graduates seek creative ways to finance the markedly rising costs of a college education. In the process, they sometimes fall prey to scholarship and financial aid scams. On November 5, 2000, Congress passed the College Scholarship Fraud Prevention Act of 2000 (CSFPA). The CSFPA enhances protection against fraud in student financial assistance by establishing stricter sentencing guidelines for criminal financial aid fraud. It also charged the Department, working in conjunction with the Federal Trade Commission (FTC), with implementing national awareness activities, including a scholarship fraud awareness site on the ED web site.

According to the FTC, perpetrators of financial aid fraud often use these telltale lines

- The scholarship is guaranteed or your money back.

- You can't get this information anywhere else.
- I just need your credit card or bank account number to hold this scholarship.
- We'll do all the work.
- The scholarship will cost some money.
- You've been selected by a 'national foundation' to receive a scholarship' or 'You're a finalist,' in a contest you never entered.

To file a complaint, or for free information, students or parents should call 1.877.FTC.HELP (1.877.382.4357) or visit: www.ftc.gov/scholarshipscams

Job Placement Rates for Hesser College

Hesser College calculates job placement rates to ensure that its students are succeeding beyond graduation. Job placement rates for some, but not all, programs may also be calculated for accreditation and state regulatory purposes.

The Medical Assisting Education Review Board and the Commission on American Physical Therapy Education require Hesser College to calculate job placement rates. These rates are calculated according to a specific and time-limited period as prescribed by each respective state regulator or accreditor(s). Formulas differ between states, and between accreditors. As such, the rates below reflect only the proportion of graduates who were placed within the applicable prescribed time period, and do not include graduates placed outside of that specific timeframe.

Programmatic Accreditor Job Placement Rates by Program

Medical Assisting Diploma at Manchester Campus ¹	47%
Medical Assisting Associate Degree at Manchester Campus ¹	45%
Physical Therapist Assistant ²	100%

Hesser College Job Placement Rate by Campus - Internal Rate³

Concord	88%
Manchester	88%
Nashua	86%
Portsmouth	85%
Salem	91%

Notes

¹ The Medical Assistant Program is accredited by the Commission on Accreditation of Allied Health Educational Programs upon the recommendation of the Medical Assisting Education Review Board. This accreditor requires the calculation of employment placement rates. The rate is calculated as the percentage of graduates from the five calendar years ending 12/31/08 who were employed in a related field, continuing education, or serving in the military as of December 31 in the year following their graduation. The established placement threshold for this accreditor is 70%.

² The Physical Therapist Assistant Program is accredited by the Commission on American Physical Therapy Education, which requires the calculation of employment placement rates. These rates are calculated as the percentage of students who graduated between 9/1/08 and 8/31/09 who were employed in physical therapy within 6 months of passing the licensure exam. The established placement threshold for this accreditor is one standard deviation below the average as reported by programs nationally.

³ Hesser College calculates internal employment placement rates to ensure that its students are succeeding beyond graduation. Those rates are calculated as the number of students who graduated between 7/1/08 and 6/30/09 and were placed by 12/31/09 divided by the total number of students who graduated between 7/1/08 and 6/30/09 and were available for placement. Graduates available for placement are those graduates who do not have a placement waiver or are not otherwise unavailable for placement for reasons including health related issues, pregnancy, continuing education and military service.

Graduation Rate

Hesser College: New Hampshire Campuses
Cohort Period: 09/01/03 to 08/31/04

Full Time-First Time Graduation Rate:
78 Graduates / 706 Total Students
11%

All Completers Graduation Rate:
953 Graduates / 2580 Total Students
71%

A Graduation Rate calculation is based on a group of students who did not attend another college or university prior to attending Hesser College. These students enrolled from September 1, 2003 – August 31, 2004 and completed their program within 150% of the program's length.

For example : A student enrolled in the 48 month Bachelor's Degree Program graduated within 72 months.

The chart below reflects a breakdown of the percentage of students, students contained in the completion rate calculation, by:

- Gender,
- Race/ethnicity,
- Federal grant recipients
- Subsidized federal loan recipients who did not receive federal grants
- Non-federal aid recipients (students who did not receive a subsidized federal loan or federal grant)

<i>Hesser College: New Hampshire Campuses</i>				
Gender	Ethnicity	# of Graduates	# of Student in Cohort	Graduation Rate
Men	Hispanic/Latin American	0	11	0%
	American Indian or Alaska Native	0	1	0%
	Asian	-	-	-
	Black/African American	2	16	13%
	Native Hawaiian or Other Pacific Islander	-	-	-
	White	17	107	16%
	Two or More Races	-	-	-
	Nonresident alien	-	-	-
	Race and Ethnicity unknown	14	153	9%
Total Men		33	288	11%
Women	Hispanic/Latin American	2	26	8%
	American Indian or Alaska Native	0	1	0%
	Asian	0	2	0%
	Black/African American	5	16	31%
	Native Hawaiian or Other Pacific Islander	-	-	-
	White	21	203	10%
	Two or More Races	-	-	-
	Nonresident alien	0	1	0%
	Race and Ethnicity unknown	17	169	10%
Total Women		45	418	11%
Grand Total		78	706	11%

Graduate - Recipients of Pell Grant	22	28%
Graduate - Recipient of Subsidized Loan (No Grant)	19	24%
Graduate - Non-Recipient of Pell Grant or Subsidized Loan	37	47%
Total Graduates	78	100%

Retention Rate

Hesser College: New Hampshire Campuses

Cohort Period: 8/1/08-10/31/08

Retention Rate: 46%

Hesser College's retention rate is based on a group of students who enrolled at Hesser College during the period of August 1, 2008 - October 31, 2008. The students contained in the calculation did not attend another Hesser College or university prior to enrolling in a program at Hesser College. The calculation reflects the percentage of students who began their studies in the fall of 2008, continued their programs of study and remained in their program of study as of October 31, 2009. Hesser College includes New Hampshire locations in Manchester, Nashua, Portsmouth, Salem, and Concord.

030 – Hesser College: New Hampshire Campuses

Distribution Date: 7/1/2010

Next Distribution Date: 7/1/2011

Hesser College: Manchester, NH

Diversity of Pell Grant Recipients

Award Year 2008-09

Federal regulations require a school to provide on an annual basis data on the gender and ethnic diversity of its Pell recipients by July 1st. A Pell recipient is considered a Full-Time student who received Pell while attending the institution within the specified award year.

Gender	Ethnicity	Percent of Total
Female	American Indian or Alaska Native	0.26%
	Asian	0.53%
	Black/African American	1.50%
	Hispanic/Latin American	3.26%
	Other/Not Reported/Not Known	35.04%
	Two or More Races	0.44%
	White	29.40%
Female Total		70.42%
Male	American Indian or Alaska Native	0.18%
	Black/African American	1.94%
	Hispanic/Latin American	1.58%
	Other/Not Reported/Not Known	17.08%
	Two or More Races	0.18%
	White	8.63%
Male Total		29.58%
Grand Total		100.00%



Hesser College Textbook Information

Textbook Information.

Students must purchase required textbooks for coursework within their programs. Hesser College maintains a comprehensive list of required textbooks which contains information regarding the availability and costs of textbooks. Students may visit [...] to view this list.