



Carolina Christian College

FINANCIAL AID POLICIES & PROCEDURES MANUAL

August 2025

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POLICIES & PROCEDURES MANUAL: SECTION BY SECTION

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1: MANUAL INTRODUCTION

1.1 Introduction to the Financial Aid Office

The Financial Aid Office at Carolina Christian College is dedicated to serving our students with the best customer care to ensure each student can pay for their education. Eligible students may apply for federal grants and loans including the following:

- Federal Pell Grant
- FSEOG
- Federal Direct Loan subsidized and unsubsidized loans
- Federal Parent Loans for Undergraduate Students (PLUS), which may be available to parents of dependent students; federal and state regulations determine if a student is eligible and the amount of financial aid for which the student may qualify.
- Institutional Scholarships
- Cash payment plans

The Financial Aid Office may be reached during regular office hours (10:00 a.m. to 4:00 p.m., Monday through Friday) or by appointment. Call (336) 744-0900.

2 Application & Forms

2.1 Application Process

Policies

All applicants to Carolina Christian College should make an appointment to see a Financial Aid Officer to apply for aid or develop a tuition payment plan. The appointment can be in person or conducted remotely using Zoom, Teams, or other electronic method. If in person, students are provided with a computer where they can request their FSA ID, complete the FAFSA on the web application, their Entrance Counseling and Direct Loan Master Promissory Note (MPN). The student and/or parent will also be required to complete several internal institutional forms.

The Financial Aid Officer will conduct an interview with the student and review all documents received to ensure they have a complete financial aid file.

Procedures

Once a student is enrolled at the school, the admissions office will introduce the Financial Aid (FA) Officer to the student. The FA Officer will review the financial aid process with the student and outline all the applications and forms that need to be completed. The student will then be directed to complete the Free Application for Federal Student Aid (FAFSA) on the web. Once completed the student will provide the FA Officer with the Student Aid Index (SAI) and complete any additional documents in the financial aid packet. The FA Officer will use the SAI to generate a funding estimate to review with the student. If loans are included on the estimate, then the student will be directed to complete Entrance Counseling and a Direct Loan Master Promissory Note (MPN) before completing the packaging appointment.

All documents received are scanned and uploaded into our Third-Party Servicer Campus Ivy's Core System. The Core system is used for all of Carolina Christian College financial aid processing and management. A secondary review of all documents is completed by Campus Ivy who then communicates back to the school any discrepancies that need to be corrected.

Forms used during the application process: *(See Appendix A for sample forms)*

- ◆ Student Authorization Statement
- ◆ Enrollment Agreement

2.2 Forms

Policies

Several forms are used throughout the Financial Aid Process, some forms are required to complete the financial aid process for all students while others are needed based on specific circumstances: *(See Appendix A for sample forms)*

- ◆ **Funding Estimate** – This form serves as the estimated financial aid plan and is given to all students.
- ◆ **Professional Judgment Authorization Form**– Used only for students going through the Professional Judgment process (see section 6.4)
- ◆ **Verification Notification**– Used only for students selected for Verification
- ◆ **Verification Worksheet** – Used for all students selected for verification in all V groups for the award year
- ◆ **Authorization Statement** – Students and/or parent gives authorization to hold or not to hold credit balances, to disburse by EFT and to acknowledge SAP requirement
- ◆ **Unusual Enrollment History Resolution (UEH)** – Used only for students whose ISIRs are flagged for the UEH Comment Code
- ◆ **Parent Credit Authorization** – Used for parents to give authorization to run their credit for a PLUS loan.
- ◆ **Statement of Low or Untaxed Income** – Used for both dependent and independent students and parents who have a low income (see section 3.4) or has untaxed income and is selected for Verification Group 6 (see section 3.1)
- ◆ **Non-Tax Filer Form** – Used by students when needed to explain their non-tax filing status and income.

Procedures

All financial aid forms are electronically housed in the student's individual file in the Campus Ivy Core system. The forms are specific to an enrollment and award year and are updated each year as needed for the new ISIRs. Forms may also be requested if the student changes programs or reenters into the same or different program of study. The FA Officer that packages the student is responsible for ensuring that all required documents are received and scanned into the system. All documents are second reviewed by Campus Ivy and will be approved or rejected based on that review process.

3 File Review

Reviewing a student's file often involves more than just the verification process. File review is used to ensure an applicant has met all the required student and program eligibility criteria for which financial aid is awarded. In addition to verification, the FA Officer must review an applicant's file for database matches, reject codes, and other comments or C-codes. The FA Officer also reviews a

student's file for need analysis data elements not included in the federally required verification process but designated as necessary verification data elements by the school. Schools must also review subsequent Institutional Student Information Records (ISIRs) for changes that may affect the applicant's aid eligibility. For these reasons, verification is considered under the broader process of file review.

3.1 Verification

3.1.1 Verification Process

Policies

In accordance with the Application and Verification Guide and regulation 34 CFR 668.53, Carolina Christian College has developed the following verification policy:

- ◆ The school will conduct verification on all students that is selected by the US Department of Education, as well as those students with conflicting information which are required to submit additional documentation.
- ◆ Additional documentation may include a complete and signed verification worksheet, IRS Tax Return Transcripts from student and/or parent if applicable, statements, or internal forms.
- ◆ Any conflicting information in student's file must be cleared before any financial aid can be awarded regardless of verification status.
- ◆ No Pell Grant, Campus-Based programs and/or Direct Loans will be disbursed until verification is complete
- ◆ Students are notified via email and by phone when they are selected for verification and given a 14-day deadline to submit all required documents. The notification will include instructions on how to see what documents are needed to clear verification and any other conflict that may be in the file, students are notified of deadlines and consequences of failing to comply with the verification process.
- ◆ If the student does not provide all required verification documentation within the given timeframe, they will not be eligible for any need-based aid and may be subjected to dismissal from the school.
- ◆ All selected ISIRs will be verified at Carolina Christian College even if the student was cleared for verification at another school or in a prior award year.

The items to be verified will be based on the Verification Group for which the student is selected:

Items to be verified		
Verification Tracking Flag	Verification Tracking Group Name	FAFSA Information Required to be Verified
V1	Standard Verification Group	Tax Filers - Adjusted Gross Income - U.S. Income Tax Paid - Untaxed Portions of Individual Retirement Account (IRA) Distributions - Untaxed Portions of Pensions - IRA Deductions and Payments - Tax Exempt Interest Income - Education Tax Credits Nontax Filers - Income Earned from Work Tax Filers and Nontax Filers - Number of Household Members - Number in College
V4	Custom Verification Group	- High School Completion Status - Identity/Statement of Educational Purpose
V5	Aggregate Verification Group	Tax Filers - Adjusted Gross Income - U.S. Income Tax Paid - Untaxed Portions of IRA Distributions - Untaxed Portions of Pensions - IRA Deductions and Payments - Tax Exempt Interest Income - Education Tax Credits Nontax Filers - Income earned from work Tax Filers and Nontax Filers - Number of Household Members - Number in College - High School Completion Status - Identity/Statement of Educational Purpose

On July 13, 2021, DCL ID: GEN-21-05 Changed Verification Requirements to only include students selected in V4 and V5 groups for the remainder of the award year. The waiver DOES NOT exempt resolving conflicting information.

2021-2022 Items to be Verified

Verification Tracking Flag	Verification Tracking Group Name	FAFSA Information Required to be Verified
V4	Custom Verification Group	• High School Completion Status • Identity/Statement of Educational Purpose
V5	Aggregate Verification Group	• High School Completion Status • Identity/Statement of Educational Purpose

2022-23 Items to be Verified

Verification Tracking Flag	Verification Tracking Group Name	FAFSA Information Required to be Verified
V1	Standard Verification Group	Tax Filers - Adjusted Gross Income - U.S. Income Tax Paid - Untaxed Portions of Individual Retirement Account (IRA) Distributions - Untaxed Portions of Pensions - IRA Deductions and Payments - Tax Exempt Interest Income - Education Tax Credits Nontax Filers - Income Earned from Work Tax Filers and Nontax Filers - Number of Household Members - Number in College
V4	Custom Verification Group	Identity/Statement of Educational Purpose
V5	Aggregate Verification Group	Tax Filers - Adjusted Gross Income - U.S. Income Tax Paid - Untaxed Portions of IRA Distributions - Untaxed Portions of Pensions - IRA Deductions and Payments - Tax Exempt Interest Income - Education Tax Credits Nontax Filers - Income earned from work Tax Filers and Nontax Filers - Number of Household Members - Number in College - Identity/Statement of Educational Purpose

Procedures

Once the daily ISIR files are loaded to the Campus Ivy Core system, the students selected for verification will be automatically triggered and automated emails will be sent to all students. The FA Officer will then review the students selected for verification by logging into the Campus Ivy Core system and looking in the Red Verification Folder and follow up with phone calls to ensure all documents are submitted. All selected students who did not

complete the IRS Data Retrieval (DRT) process will be asked to log into their Federal Student Aid account and update their FAFSA on the web by completing the DRT process.

3.1.2 Acceptable Documentation & Forms

Policies

The Department of Education (ED) publishes a notice in the *Federal Register* annually which details acceptable documentation for Free Application for Federal Student Aid (FAFSA) information subject to verification for a given award year. The notice for 2021-2022 award year was published on 07/13/2021 and the notice for 2022-23 award year was published on 09/01/2021. Carolina Christian College developed the following document requirements list based on the published federal register for both award years.

2021-22 Award Year

Verification Item		Document Recommended
V4	High School Completion	High School Diploma Official HS Transcript Secondary school leaving certificate (foreign schools) GED Test transcript of State Authorized examinations Academic Transcript 2 yr. PRG Home School credential/transcript DD214
	Identity/Statement of Educational Purpose	Identity Statement of Educational Purpose Valid Government issued ID
V5	High School Completion	See V4 section
	Identity/Statement of Educational Purpose	See V4 section

High School Verification

The validity of high school documentation is verified by official signatures and seals. When documentation is not confirmed the student must provide additional proof of graduation by the awarding authority.

Ability to Benefit

The College does not consider students through the Ability to Benefit. Each student must have completed a high school equivalent.

Amended Tax Returns for the award year

If the institution is aware of an amended tax return, to complete verification they must get a:

- ☐ Signed copy of the original return or
- ☐ IRS Tax Transcript of original return or
- ☐ IRS Record of Account of original return or
- ☐ A Return Transcript for Taxpayer of original return and
- ☐ Signed copy of amended 1040X that was filed

Amended Tax Returns for the award year (Waived for this award year only July 13, 2021)

Identity Theft

A tax filer who has fallen prey to IRS identity theft should call 1-800-908-4490.

- ☐ Upon verification of identity, the tax filer can obtain a Tax Return Data Base View (TRDBV)
- ☐ See DCL – GEN – 14-05

2022-23 Award Year

Verification Item		Document Recommended
V1	- Adjusted Gross Income - U.S. Income Tax Paid - Untaxed Portions of IRA Distributions - Untaxed Portions of Pensions - IRA Deductions and Payments - Tax Exempt Interest Income - Education Credits	- IRS DRT – 02 value - Tax Return Transcript - Alternative Doc where allowed (Ex. Amended return, foreign return, etc.)
	Non-Tax Filer Income Earned from work	- Signed Statement – (Verification Worksheet) - W2 - Pay Stubs - May need 'Verification of Non-filing Letter' from IRS
	- Household Size - Number in College	Signed Statement – (Verification Worksheet)
V4	Identity/Statement of Educational Purpose	Identity Statement of Educational Purpose - Valid Government issued ID - Name staff and date ID received - Notarized if not in person
V5	Identity/Statement of Educational Purpose	See V4 section
	All items in V1	See V1 section

Amended Tax Returns

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- ☐ IRS Tax Transcript of original return or
- ☐ IRS Record of Account of original return or
- ☐ A Return Transcript for Taxpayer of original return and
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- ☐ Signed copy of amended 1040X that was filed

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- ☐ Upon verification of identity, the tax filer can obtain a Tax Return Data Base View (TRDBV)
- ☐ See DCL – GEN – 14-05

Once all documents are received Campus Ivy will then review the documents and compare the information to the student's latest ISIR. Any changes to the ISIR will be made through the Core system and sent to CPS through EdConnect. If the ISIR changes result in an SAI change then the FA Officer will create an updated funding estimate and provide the student with a copy. All awards are then updated in the Core system to reflect the student's new eligibility.

The FA Officer will review all verification files for accuracy and compliance. Campus Ivy will update CPS weekly for identity information on all students selected for V4 and V5.

3.2 Database Matches, Reject Codes, & C-Codes Clearance

After processing is complete, the Central Processing System (CPS) produces output documents or records that show the information the student originally provided, the SAI the results of the eligibility matches, and information about any inconsistencies identified through CPS edits. If CPS was unable to calculate an SAI the output record will not show one. There are two types of output documents: the Institutional Student Information Record (ISIR), which is made available electronically to the schools the student listed on the FAFSA (or added later) and their state agency, and the Student Aid Report (SAR), which is sent to the student or made available to them online. The SARs and ISIRs include comment codes and text explaining any questionable results from the matches and edits described here. For some of these there will also be a C code, which you must resolve before paying the student aid.

Policies

All daily ISIR files are imported into the Campus Ivy Core system each morning, the FA Officer runs the ISIR report and reviews all ISIRs that have been imported daily. The Campus Ivy Representative will also check the ISIRs each morning for flags. The ISIRs are checked for all the following items:

- ◆ Comment Codes
- ◆ Highlights
- ◆ Assumptions
- ◆ Conflicts with documents in the student's files

Once a conflict, highlight, assumption, or comment code is identified the FA Officer must consult with the student and/or parent to get clarification and any additional documents needed to clear the file. A document requirement is added to the CORE system under the student's account. The additional information received is then scanned into the system and any ISIR updates are completed by the Campus Ivy Representative. There must be documentation in the file to support all changes made to a student's ISIR.

Procedures

The FA Officer will contact the student via phone or by email to notify them of the specific flag on their ISIR and outline the items needed to clear the file. The student must be notified that their financial aid will not be processed until all items are received and their file is finalized. The student will be given 14 days to submit all documentation. Once the student provides documentation it is reviewed for accuracy and then scanned into the student's file in Core. Any ISIR changes are completed in Core and submitted to CPS through EdConnect.

3.2.1 Social Security Administration (SSA)

Policies

The Social Security Administration may flag an ISIR for the student's or parent's social security number (SSN). This C code is most often identified by codes:

- ◆ Student SSN – 146, 024, 060, 063, 061, 064
- ◆ SSN/Death – 076, 140, 145
- ◆ Parent SSN – 011-012, 369, 014-021, 370-386

Procedures

The FA Officer must get a copy of the student or parent signed SSN card or documentation from the social security office confirming their SSN. If the documentation matches the information on the ISIR then the file can be cleared. If not, then the student or parent will be asked to log into their FAFSA account and update the social security number. All documents are scanned into the Core system.

3.2.2 Department of Homeland Security (DHS)

Policies

The Department of Homeland Security (DHS) may flag an ISIR because they cannot confirm the student's citizenship status. This C Code is most often identified by codes:

- ◆ DHS Citizenship – 144, 068, 141, 142, 105, 046, 109

Procedures

The FA Officer must get a copy of the student's or parent's US Passport, birth certificate or Resident Card. There are also eligible noncitizen statuses that may require retrieving the student's foreign nation passport and a copy of their I-94 or I-551 card. The FA Officer will also complete a SAVE request for secondary confirmation on a student's status when applicable. All documents are scanned into the Core system.

3.2.3 Selective Service System (This policy only applies for 2020-21 award year. For 2021-2022 and subsequent award years the requirement was removed. Please see DCL ID: GEN-21-04 dated June 11, 2021)

Policies

The Selective Service System (SSS) may flag a male applicant for not registering between the ages of 18 to 25. This C Code is most often identified by codes:

- ◆ Selective Services – 030, 033, 057

Procedures

The FA Officer will interview the student to ascertain if the student was required to register, if so and it was not done then he may register through the FAFSA process if he is between the ages of 18 to 25. If the student was exempt from registering, then the FA Officer will request a status information letter from SSS and collect all documentation from the student including a written statement. Male residents who can show proof that they entered the United States after the age of 25 will be required to provide travel documents to support that information.

A student may still be eligible for Federal Student Aid (FSA) if he can demonstrate that he did not knowingly and willfully fail to register. In this case, the student must write to the selective service to get a status information letter addressing his failure to register. The student must provide a well detailed statement describing his situation and will go through the Professional Judgement process to see if he qualifies for FSA. The FA Officer may request additional documentation to support the student's claim. All documentation must be scanned into the Core system.

3.2.4 National Student Loan Data System (NSLDS include UEH)

Policies

The NSLDS may flag an ISIR for any of the following reasons, using the codes as outlined below.

- ◆ NSLDS Default – 132, 124
- ◆ NSLDS Overpayment – 133
- ◆ Default & Overpayment – 134
- ◆ NSLDS UEH – 359, 360
- ◆ NSLDS Fraud – 272

Procedures

The FA Officer must get a letter from the US Department of Ed, lender, or agency that confirms clearance of any default, overpayment or fraud allegations before the student's file can be cleared of those flags.

For the UEH flag, the FA Officer must review the UEH flags 2 and 3 the FA Officer must request the academic transcripts for the 4 previous award years where the student was awarded Direct Loans and/or Pell Grant funds. The FA Officer will complete the first page of the UEH form for the selected award year and collect all supporting documents from the student. A review of all academic transcripts must be completed following the guidelines below.

Flag 2 – For flag 2 the FA Officer must determine if the student received Pell and/or Direct Loan funds at Carolina Christian College. If the student received funds at Carolina Christian Academy, then the student can be cleared for flag 2. If not, then they must be treated as a flag 3 student.

Flag 3 – For flag 3 the FA Officer must review the academic transcripts for all schools where Pell and Direct Loans were received for the prior four years. The student must have completed at least one course at each institution attended over the prior four years. If not, then the student must be denied eligibility for Federal Student Aid (FSA) funds.

If eligibility is denied, Carolina Christian College will document the decision in the student's file and notify the student of their right to appeal in writing by using the second page of the UEH form. Also, the school will provide information to students on how to regain eligibility by auditing a class as a cash paying student. The student must audit the class for 30 days in order to regain eligibility. All documentation must be scanned into the Core system for secondary review and approval by the Campus Ivy Representative.

Eligibility for Pell Grant and Campus based programs will begin in the payment period that eligibility was regained, however Direct Loan eligibility will be for the entire period of enrollment.

3.2.5 Department of Defense (DoD)

Policies

The Department of Defense (DOD) will flag ISIRs for students who meet the criteria for children of soldiers or the Iraq & Afghanistan Service Grant. This C Code is most often identified by code:

- ◆ DOD Flag – 298

Procedures

The FA Officer will collect a copy of the parent's date of death and along with the student's SAI to determine if they are eligible for either -1500 SAI treatment of children of soldiers or an award under the Iraq and Afghanistan Service Grant program.

If the student is eligible for:

-1500 SAI Treatment for children of Soldiers – The FA Officer will award the student full Pell and submit an updated funding estimate to Campus Ivy. Campus Ivy will then update the student's award in the Core system which will get transmitted to COD through EdConnect.

Iraq & Afghanistan Service Grant – The FA Officer will award full Pell less 7.3% and submit an updated funding estimate to Campus Ivy. Campus Ivy will then update the student's award in the Core system which will get transmitted to COD through EdConnect.

3.2.6 Department of Justice (DOJ) via ED Hold File

Policies

The Department of Justice (DOJ) may flag an ISIR which will put the student on a hold status and not be able to calculate a SAI. This C Code is most often identified by code:

- ◆ DOJ Hold - 009

Procedures

The FA Officer must notify the student immediately and have the student call 202-377-3889 to resolve this comment code. No FSA will be awarded until a cleared ISIR is received with a calculated SAI.

3.3 Review of Subsequent ISIR Transactions

Policies

The Central Processing System also produces subsequent ISIRs for any changes made to the student's application either by the student, parent, FA Administrator or CPS. All subsequent ISIRs are imported daily and reviewed by the FA Officer.

Procedures

The FA Officer will review the ISIR for the item that was updated, verification and all C Codes. If the subsequent ISIR has been selected for verification, then the FA Officer will follow the procedures for Verification documented in section 3.1 of this manual. If it has been C coded, then the FA Officer will follow the procedures in section 3.2 of this manual. All other changes will be reviewed on an item-by-item basis and compared to the documentation in the student's file. The FA Officer will notify the student of receiving the subsequent ISIR if any additional documentation is needed and will upload those documents into the Core system. Once the documentation is received the Campus Ivy Representative will review the document and compare it to the ISIR. All necessary ISIR changes will be made in the Core system and submitted to CPS through EdConnect.

4 Student Budgets

4.1 How Budgets are Derived & Updated

Policies

The Financial Aid budgets for Carolina Christian College are all configured in the Campus Ivy Core system and are based on the following values:

- ◆ Tuition and fees
- ◆ Books and supplies
- ◆ Room and Board
- ◆ Transportation
- ◆ Miscellaneous personal expenses

Since Carolina Christian College has on campus housing there are 3 categories of budgets for our students, Dependent and Independent living off campus and Dependent and Independent living on campus and Dependent and Independent living with parent.

The budgets are updated annually, and average costs are used for all budget items except for tuition and fees which uses actual costs.

The price of books is included in the tuition and is not a separate fee. All students are provided books. The average amount for on-campus housing is \$3700 per year. Meal plans for on-campus students are \$2000 per year.

Procedures

The budgets are based on the school's published tuition and fees for the award year and data from the Family Budget Calculator from the Economic Policy Institute (EPI).

At the beginning of the award year any changes to tuition and fees are updated and the EPI is used to determine increases in cost of education components for room and board, transportation, and miscellaneous personal expenses.

In order to determine the correct budget and to avoid overpayment issues, the Core system will automatically select the student's budget based on the following criteria:

- ◆ Dependency Status
- ◆ Housing
- ◆ Program of Study
- ◆ Tuition Type (Only one for Carolina Christian College)
- ◆ Tuition at the time of enrollment
- ◆ Number of hours/weeks being packaged

5 Awarding and Packaging Financial Aid

5.1 Packaging Philosophies

Policies

To assist all students with a successful college experience and ultimately reach their career goals, the Financial Aid Office at Carolina Christian College offers same day packaging either in person or remotely via Zoom, Teams, or other electronic means. Once a prospect enrolls into the college they are introduced to financial aid and seen by an FA Officer to begin the packaging process. The packaging process consists of a review and completion of all federal and institutional applications and forms. A student computer is utilized for completing any online documents that are needed and the FA Officer is there to help as needed. Students being packaged remotely must complete the FAFSA, entrance counseling, and MPN themselves just as an in-person student would do. The Financial Aid Officer assists remote students with answering questions and providing links during the process. The student and/or Financial Aid Officer can share their screen if there is a question or if the Officer needs to explain the funding estimate. The funding estimate is emailed or texted to the student for acceptance or declining of awards.

Students are considered to have financial need if their COA (Cost of Attendance) exceeds their SAI. The total aid that a student receives from need-based programs may not exceed the student's financial need. Pell Grants are the first source of aid for students with financial need.

Students' eligibility for aid from other need-based programs is determined by subtracting the student's SAI and EFA from the COA.

A student's eligibility for non-need based aid is determined by subtracting the EFA from the COA.

FSEOG is awarded based to students with a ≥ 1500 SAI who have a financial need on a first come first served basis until funds for the award year are exhausted.

Procedures

The FA Officer will start by giving the student an overview of the packaging appointment outlining the documents needed and asking questions that will aid in the process. The student is then taken to a student computer or provided links to sites to complete the FAFSA on the web, Entrance Counseling, Direct Loan MPN and register for their FSA ID. Platforms used during remote packaging allow the user to share screen so the Financial Aid Officer is available as a guide and can answer questions that the student might have during the process. Once the student has completed all online documents then they will complete the institutional forms. The FA Officer will use the student's estimated SAI to generate an estimated funding estimate and inform the student that the awards may change if any of their information changes. The student is informed of the possibility for the request of additional documents if they are selected for verification or C Codes.

The FA Officer will then scan and upload all information into the Campus Ivy Core system and all awards are created. A Campus Ivy Representative will review all documents and awards and the system will originate all funding through the COD import/export process in the system.

5.2 Available Funds & Packaging Process

Policies

Carolina Christian College offers a variety of financial aid programs. Eligible students may apply for federal grants and loans including the following:

- Federal Pell Grant
- Federal SEOG
- Federal subsidized and unsubsidized Stafford loans
- Federal Parent Loans for Undergraduate Students (PLUS), which may be available to parents of dependent students; federal and state regulations determine if a student is eligible and the amount of financial aid for which the student may qualify.

Carolina Christian College also offers the following institutional scholarships:

- President's Scholarship
- REACH Scholarship
- Hugh Marshall Scholarship

Procedures

Carolina Christian College is eligible to participate in the Federal Student Aid programs and as such its eligible students have access to Federal Pell Grant, FSEOG, and Direct Loans. Additionally, the college has cash pay options available to its students.

The FA Officer will have the student log onto the FAFSA website using the student computers to begin completing his or her application. The FA Officer will be available to answer any questions the student has during the application process. The FA Officer will check the various sections of the FAFSA for completeness and accuracy prior to the student submitting the application. During this time the FA Officer will collect any additional documents needed as outlined in the conflicting data policy. The student will sign the FAFSA with his or her federal student aid user ID and submit the application. The student will print a copy of the confirmation page with his or her SAI for the financial aid file. The confirmation page will be used by the FA Officer to create the student's estimated Funding estimate.

The student will complete all forms in the financial aid packet. The FA Officer will check the forms for completeness and accuracy. The FA Officer will explain the credit balance authorization form to the student. All forms are collected from the student by the FA Officer and uploaded to the student's file in the Core system.

The FA Officer creates the funding estimate for the student using the Campus Ivy Core. Once completed, the FA Officer will explain the funding estimate to the student for each academic year in the student's program. The FA Officer will review the entire program cost, Federal Pell Grant, and full Direct Loan eligibility for each academic year with the student. At this time the student will read the

acknowledgement on the Estimated Funding estimate, after which they may accept, decline, or reduce the aid. The FA Officer will review the different finance options available to cover the student's gap balance if needed.

5.3 Award Package Notification

Policies

Students are initially notified of their awards at the end of the initial packaging appointment by using the Funding Estimate. The Funding Estimate includes the following information:

- ◆ Academic year dates
- ◆ Loan period dates
- ◆ Disbursement Dates
- ◆ Tuition, Books and Fee costs
- ◆ Pell Grant awards
- ◆ Gross and net Direct Loan awards broken out by loan type, award year and term
- ◆ Any other funding source such as Veterans Affairs, Scholarships or Alternative Loans
- ◆ Cash Payments
- ◆ Acknowledgement statement
- ◆ Student's signature

An updated funding estimate is generated for all award changes and sent to the student via mail, email, text, or hand delivery.

Procedures

Students receive their initial funding estimate at the end of their packaging appointment. The FA Officer will explain all items on the form and have the student read the acknowledgement section before signing. Students are given an opportunity to decline or change the amount on the award before signing. Once the student signs the funding estimate they are reminded that it is an estimate and subject to changes based on changes in their program, schedule, or financial aid information. If there are subsequent changes then an updated funding estimate is generated and delivered to the student.

If a student declines their financial aid award or reduces the loan amounts, they must indicate in writing on the funding estimate and by signing. The funding estimate would be adjusted based on the student's request. If the student is not satisfied with those alternatives, then the FA Officer will have the Admissions FA Officer meet with the student for resolution.

5.4 Overawards & Overpayments

Policies

Overawards occurs when a student is packaged for more than their need. Carolina Christian College packages to the student's unmet need which is $[COA - SAI - Pell Grant]$, by using this formula we greatly reduce the possibility of an overaward. An Overpayment occurs when a disbursement is made from an over award situation, Carolina Christian College's disbursement process is geared toward ensuring there are no overpayments. (See section 7.1)

When a student receives outside scholarships, grants, or loans their awards are recalculated and updated funding estimates are delivered to the students.

Procedures

The FA Officer enters all aid eligibility on the Funding Estimate during packaging, the award amounts are deducted from the student's direct cost for the academic year. If there is a credit balance, then the student is advised that they can reduce their loan amount and given the option to do so. If the student declines the option to reduce their awards, then the FA Officer will compare the award to the student's unmet need in the Core system.

All awards are entered in Core where the student's COAs are stored. Each student is reviewed to ensure that their total awards both Title IV and non-Title IV does not exceed their COA.

If an overpayment occurs because the student did not notify the school of additional funds, they received then the institution will send written notice to the student notifying them of their obligation to repay the overpayment amount to the Department of Education. The school will allow the student to pay them the funds and make the refund to the department on their behalf. If an overpayment occurs because of the school's miscalculation, then the school will refund those funds directly to the Department of Education.

6 Professional Judgment (PJ)

6.1 PJ Authority and Individuals Who May Exercise It

Policies

Only the Financial Aid FA Officer at Carolina Christian College is authorized to approve professional judgment. Professional Judgments are done on a case-by-case basis.

Carolina Christian College uses discretion in the approval process of professional judgments to address only special and unusual circumstances that may affect a student's eligibility and remain within the guidelines of the Title IV regulations. The FA Officers decision is final and cannot be subjected to an appeal.

Procedures

The FA Officer will document in the student's file the reason for the Professional Judgment and ensure that any inconsistent or conflicting information is cleared. The student may be asked to submit supporting documentation and a written statement outlining their special/unusual circumstance. Once all documentation is received from the student then the PJ is submitted to the Campus Ivy Core system for a secondary review and approval process.

During the FA interview if the student or officer identifies the need for a PJ the student is allowed to have their case reviewed within 60 days of submitting request and formal documentation to support the appeal for the change.

Appeals are considered for Dependency and Income:

Dependency Appeal

Students may submit a dependency appeal if they feel they should be considered independent from their parent(s) for financial aid purposes even though they do not meet any of the automatic independent criteria as outlined in Step 2 of the FAFSA. Please note that your parent(s) choosing not to pay for your education is not considered an estrangement and is not grounds for an appeal.

Dependency appeals may be submitted under the following circumstances:

1. A severe estrangement exists between you and your parent(s) which would make it unreasonable to expect you to be able to obtain the necessary parental data to complete the FAFSA. Examples of what would be considered a severe estrangement are if the student is in danger of abuse, either physical or mental.
2. If the student has been abandoned by their parents.

These situations must be documented by a third party and submitted along with a Dependency Override Appeal.

If a student wishes to pursue an appeal of their dependency status, he or she must schedule an appointment with the Financial Aid Counselor. Your appeal will be reviewed by a committee of

financial aid administrators and additional documentation may be required to substantiate the student's appeal.

Income Reduction Appeal Policy

The OSFA may consider appeals based on a reduction of income if the student or parent experienced a significant change of income due to mitigating circumstances.

Examples of mitigating circumstances that the OSFA will consider in reduction of income appeals include:

- No longer working/reduced work hours due to medical reasons or disability. Student voluntarily leaves job or reduces work hours in order to return to school. Layoff, contract not renewed, employment terminated, etc. Examples of circumstances that the OSFA does NOT consider to be mitigating and therefore will not be considered in reduction of income appeals:
- Voluntary retirement
- Student or parent debt, including but not limited to mortgage, credit cards, taxes owed or car payment to appeal financial aid eligibility based on a reduction of income, students must submit a 'Reduction of Income Appeal' form, along with all required documents to the OSFA. Students may request the 'Reduction of Income Appeal' form by reaching out to the Financial Aid Counselor via email.

Assets

The FAFSA requires the balance or value of checking/savings accounts and net worth of investments and businesses to be reported as of the day the FAFSA is being submitted. The OSFA will not consider corrections made by the student or parent to the originally reported asset balances. The OSFA will only consider correcting asset reporting errors after receiving documentation of all account balances and investments as of the date the FAFSA was submitted. The OSFA may also require copies of IRS Tax Transcripts. Projected Income Policy.

The OSFA will not recalculate financial aid eligibility based on projected future earnings. Appeals will only be considered once the student or parent can provide signed copies of filed IRS Tax Returns for the year in which the reduction of income took place.

For example, appeals based on a reduction of income that takes place in 2021 will not be considered until the student or parent can provide signed copies of filed 2021 IRS Tax Returns along with all other required documentation.

Students who are selected for federal verification must complete verification before an appeal can be considered.

Exclusion of Non-Recurring Income Policy

The OSFA will not consider appeals to exclude certain non-recurring items from the FAFSA. Examples of these items include but are not limited to:

- death benefits
- one-time pension withdrawal/cash-out (ex. 401K)
- life, health or home insurance payouts

- lottery/gambling winnings
- proceeds from sale of a home - even if proceeds are used for other purchases
- income bonus/commission
- lawsuit settlement income
- interest income

6.2 Circumstances for Which PJ Adjustments are Allowed and Resulting Actions Taken

Policies

Students and parents are informed of the professional judgment process by the financial aid office. If they believe there is an unusual circumstance impacting their financial situation then they should meet with the FA Officer.

Most Professional Judgments will fall in one of the following categories:

- ◆ Dependency status (dependent to independent only)
- ◆ Certain data elements used to calculate the student aid index (SAI)
- ◆ Cost of Attendance (COA)
- ◆ Satisfactory academic progress (SAP)
- ◆ Direct Unsubsidized Loan eligibility for dependent students whose parents have ceased supporting the student financially, will not support the student in the future, and refuse to complete the Free Application for Federal Student Aid (FAFSA)
- ◆ Denial or reduction of Federal Direct Student Loan (Direct Loan) eligibility
- ◆ PLUS, Override

Some of the examples provided by the AVG include medical, dental, or nursing home expenses, elementary or secondary school expenses, homelessness, dislocated worker and recent changes in the family's income or assets.

Procedures

During the Financial Aid appointment, the FA Officer will interview the student to ensure all information needed to process their financial aid is accurate. At this time if an unusual circumstance is discovered, the FA Officer will determine if it meets the criteria for a professional judgment and begin gathering all necessary documentation and forms.

Students may also bring unusual circumstances to the financial aid office by requesting an appointment to meet with the FA Officer and seek advice on their situation. At this time the FA Officer will interview the student and if they determine that an unusual circumstance exists then they will begin gathering all documentation and forms.

Students and/or parents requesting a professional judgment will be required to write a statement on their unique circumstances.

6.3 PJ Documentation

Policies

The law gives the FA Officer the authority to request supplemental information beyond that which is reported on the FAFSA and to collect other documentation which supports a well-informed, well-reasoned PJ decision. As such the Financial Aid Office at Carolina Christian College uses the following document in the PJ process:

- ◆ Professional Judgment/Dependency Override Authorization Form

Also, students and parents will be required to submit additional documents such as:

- ◆ W2s
- ◆ Tax Returns
- ◆ Unemployment Documentation
- ◆ 3rd Party letters from Clergy, Counselor, family members, etc.
- ◆ Court documents
- ◆ Medical Bills
- ◆ Asset Work sheets

All documents must be received by the deadline given to the student; deadlines may be different depending on the student's circumstances but will not be greater than 30 calendar days. If the requested documentation is not received, then the PJ will be denied.

Procedures

Once the FA Officer determines there is a need for a PJ, they will inform the student of the additional documents needed and the deadline by which they must submit the documents. The documents differ based on the student's circumstances and type of PJ.

Document Request by PJ

- ◆ **Dependency Override**

- _____ Veteran Override — attach a copy of the students DD-214 form
- _____ Two year's student's taxes and/or parent's taxes
- _____ Letter of "request" from student explaining in detail their circumstances
- _____ Letter from third party (Clergy, Counselor, teacher, etc.)
- _____ Misc. information i.e., lease/mortgage, utility bills in student's name
- _____ Letter from the Financial Aid FA Officer — detailing the basis for consideration

- ◆ **Loss of income, excessive medical bills, divorce, etc.**

- _____ Unemployment compensation documentation
- _____ Expected year income form plus any W-2's
- _____ Information or letter from the previous employer
- _____ Proof of excessive payments to physicians or hospitals
- _____ Letter of "request" from the student explaining in detail their circumstances
- _____ Letter from the Financial Aid FA Officer — detailing the basis for consideration

◆ **Selective Service Registration**

- _____ Copies of original letter and response letter from the Selective Service Office
- _____ Copies of citizenship documentation (Resident card, passport, I-551, or arrival card)
- _____ Information and letter of explanation from the student for why he did not register
- _____ Letter from the Financial Aid FA Officer — detailing the basis for consideration

◆ **PLUS, Override**

- _____ Copies of citizenship documentation (Resident card, passport, I-551, or arrival card)
- _____ Proof of Recent Economic Hardship
- _____ Documentation that parent resides outside the United States
- _____ Information and letter of explanation from the student/parent
- _____ Letter from the Financial Aid FA Officer — detailing the basis for consideration

All documentation is submitted to the FA Officer for final review and approval. Once a decision is made the documents are uploaded to the Core system for secondary review by a Campus Ivy FA Officer. If approved the changes are made to the student's ISIR through the Core system and awards are adjusted once the new ISIR is received. The professional judgment flag is update by the Core system as well. An updated funding estimate is delivered to the student. If denied, then the student is informed and there are no changes made to the awards.

The FA Officer will review all award changes as a result of a PJ to ensure accuracy and compliance with the FSA regulations.

7 Disbursements

7.1 Definition of Disbursements and Disbursement Methods

Policies

The Disbursement process at Carolina Christian College has been developed to ensure the student meets eligibility prior to the school making a disbursement to their student ledger. The school currently disburses under the Advanced Payment method and ensures accuracy and accountability by using the Campus Ivy Core system. While the FA Office is responsible for awarding and ultimately identifying the students that are eligible for disbursements, the student account's office will post the disbursements to the student's account.

Disbursements that are disbursed the first day of class start will be reviewed the week after drop/add to ensure that the student is still meeting the eligibility requirement for disbursement.

Procedures

Campus Ivy will generate all origination files in Core and send them to Common Origination & Disbursement system (COD) through EdConnect. Once the funds are originated then a payment list is generated daily or weekly within the system to determine which students are pending FSA funds disbursement. The CORE system will check the student's eligibility for disbursement including the following areas:

- ◆ Student is enrolled in the payment period
- ◆ For Pell Grant student will not exceed their LEU
- ◆ For non-term or non-standard term programs, the prior payment period was completed
- ◆ Attendance
- ◆ Entrance Counseling
- ◆ 30-day delay where applicable
- ◆ SAP
- ◆ For Loans, at least halftime status

Once all eligibility criteria are met those funds are disbursed in the Core system which will update COD and a roster notification is sent to the school. Campus Ivy will complete the G5 drawdown of all funds in the roster by fund type and award year, G5 confirmations are loaded to the CORE system for retrieval by the school. The school will log into the CORE system to review the roster and post all payments to the QuickBooks system where the student ledgers are housed.

7.2 Disbursement Dates and Schedules

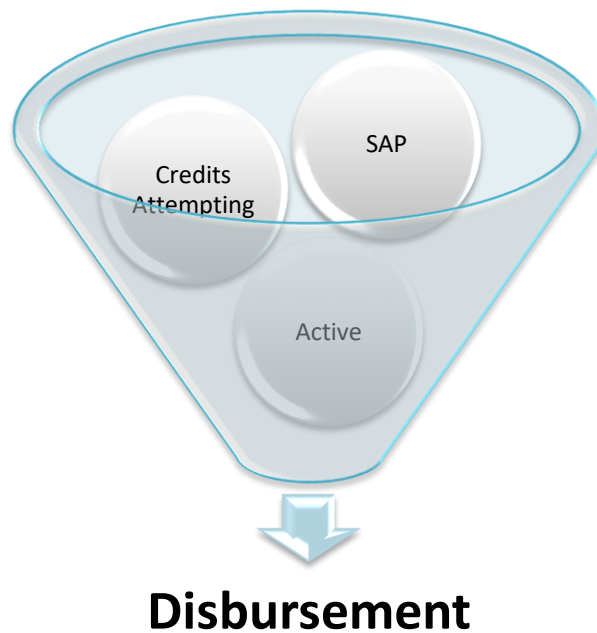
Policies

Carolina Christian College is a credit hour-based school with an enrollment period of 40 weeks and has 24 credits in the academic year.

Disbursements are processed at the start of each semester or when the student becomes eligible after clearing verification. Loan disbursements for first-time borrowers are delayed 30 days.

Procedures

Students are picked up on the disbursement roster each week depending on their start date, credits, enrollment status, and satisfactory academic progress.



7.3 Student and Parent Authorizations

Carolina Christian College receives a student's and/or parent's authorization prior to using FSA funds for allowable charges other than Tuition, fees and room and board, hold FSA credit balance, or apply FSA funds to prior-year charges.

The authorization:

- ◆ states what funds are covered and for what timeframe
- ◆ explains that the funds can be cancelled or modified by the student or parent
- ◆ states that funds are disbursed in an electronic format

The school must pay any remaining balance on FSA loan funds by the end of the loan period and any other funds by the end of the award year.

Additional loan counseling is available for students and parents when changes are made to original award package.

7.3.1 Disbursing Title IV Funds to Pay Current Year Educationally Related Institutional Charges Other than Tuition, Fees, and Contracted Room and Board

Policies

All Students and parents must read and sign the Authorization Statement. This form clearly outlines any charges that may be covered by the student's Title IV funds other than tuition, books, and fees.

Procedures

Each student and parent are given the Authorization Statement during the packaging appointment. They can ask any clarifying questions and it is made clear that they may opt not to sign the form. This review also includes an understanding of all charges including institutional charges other than tuition, books, and fees. The student and/or parent will sign the form after they have a good understanding of what is being stated on the entire form.

7.3.2 Disbursing Title IV Funds to Pay Prior Award Year Educationally Related Institutional Charges Other than Tuition, Fees, and Contracted Room and Board

Policies

As allowed by the regulations, Carolina Christian College will apply current year FSA funds of up to \$200 to prior year charges as applicable. There is a statement on the Financial Aid Authorization Statement authorizing the school to make this decision.

Procedures

During the packaging appointment the FA Officer will have the student and/or parent read the form and check off their choices before signing. The FA Officer will answer all questions related to the form and ensure that the student and parent fully understand each option they have chosen. The school will apply current year funds of up to \$200 to prior year charges if the following statement is checked on the form.

7.3.3 Holding Excess Title IV Funds (Credit Balances)

Policies

Carolina Christian College understands that a Title IV credit balance occurs whenever Title IV program funds are credited to a student's account and the total amount of those Title IV funds exceeds the student's allowable charges. The Financial Aid Authorization Statement enables the student to authorize the school to make refunds on their behalf or hold credit balances on their behalf.

Procedures

During the Packaging appointment the FA Officer will have the student and/or parent read the form and check off their choices before signing. The FA Officer will answer all questions related to the form and ensure that the student and parent fully understand each option they have chosen.

The school will follow the credit balance instructions of the student based on the student's choice, see excerpt below from form:

I understand that a Title IV credit balance occurs whenever my school credits Title IV program funds to a student's account and the total amount of those Title IV funds exceeds the student's allowable charges. My signature below authorizes Carolina Christian College to hold any Title IV credit balance that may be created after payment of tuition, books and fees and I request that such credit be retained by the school to help me budget for future educational charges that I may incur prior to the end of the current loan period or award year or up to \$200 for charges arising from prior loan period or award year.

*PLUS loan credit balance refunds must be payable to the parent borrower unless authorized in writing by borrower to issue the refund to the student.

I understand that this authorization is voluntary and will remain valid until the completion of my program at Carolina Christian College. At any time during my enrollment period I can cancel or modify this authorization by notifying the Financial Aid office in writing.

Student's Signature

Date

If you are considered a dependent and have received a PLUS loan, a parent signature is required.

I, the above Student's parent, affirm that the responses on this form are complete and accurate, and I consent to the above.

Parent's Name

The form informs the student of their right to change the selection at any time during their enrollment at the school. This change must be done in writing.

7.4 Student and Parent Notifications

Policies

Carolina Christian College will notify a student of the amount of FSA funds they will be receiving before the disbursement is made. The notification will include the type of funds and typically takes place at the beginning of the student's program and/or academic year. For Direct Loans there is an additional notification at the time of disbursement, up to 30 days before or 7 days after the disbursement.

Procedures

The Funding Estimate is used to inform the student of their award amounts. The form includes the following fields:

- ◆ Award Type
- ◆ Pell Grant, FSEOG
- ◆ Subsidized, Unsubsidized and PLUS Loan
- ◆ Loan period dates
- ◆ Academic year dates
- ◆ Disbursement Dates
- ◆ Loan gross amounts and net amounts

The form is presented to students and parents at the beginning of their program. Updated funding estimates are delivered to students for subsequent years or award updates.

A disbursement notification is generated in the Core system and sent through the student portal and via email to students each time a Direct Loan is disbursed. The notification includes the following information:

- ◆ Loan type
- ◆ Disbursement Date
- ◆ Disbursement Amount
- ◆ The student's right to cancel all or part of the loan
- ◆ The cancellation procedures

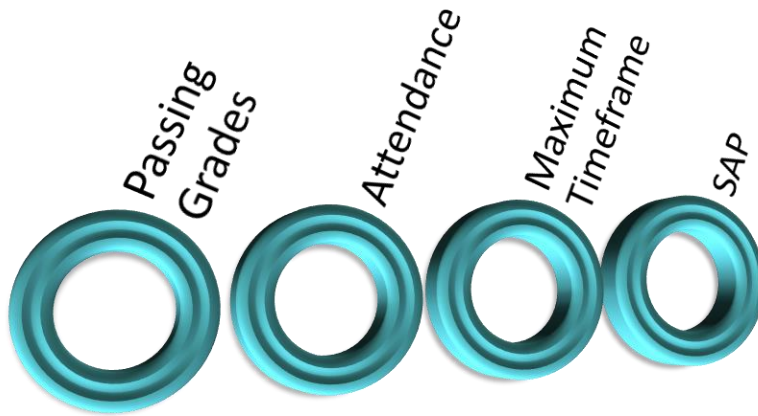
8 Satisfactory Academic Progress (SAP)

8.1 Process Overview & Responsibilities

Carolina Christian College is required by the U.S. Department of Education to establish minimum standards of satisfactory progress to include quantitative (time frame) and qualitative (GPA) measurements.

The standards for Satisfactory Academic Progress (SAP) at Carolina Christian College apply to all students (both those receiving financial aid and cash-paying students). Students at Carolina Christian College are expected to maintain satisfactory academic progress and to make ongoing progress toward graduation. There are two standards that must be met to meet SAP: a qualitative standard (GPA) and a quantitative standard (PACE). These progress standards are measured at the end of each student's semester.

A student who does not meet either or both the qualitative and quantitative benchmarks at the end of any semester will be placed on Academic Warning (AW) for the following semester.



8.2 Qualitative Measure

Policies

To maintain satisfactory academic progress students must achieve a specified cumulative grade point average at the end of the payment period.

The CGPA continues throughout a student's tenure at Carolina Christian College. When a student transfers from one minor to another within a degree level, the student's current CGPA will transfer to the new minor and the final calculation will include all courses taken at Carolina Christian College.

Undergraduate

The qualitative standard requires students to achieve a minimum cumulative Grade Point Average (CGPA) of 1.7 after completing the first semester at Carolina Christian College, and a 2.0 CGPA for each semester thereafter.

Graduate

A graduate student at Carolina Christian College is required to earn a minimum of a B in each graduate course. Earning a final grade below a B will require the student to retake the course and puts the student in danger of being placed on a warning status or being dismissed if the Cumulative GPA is below 3.0.

Procedures

At the end of the payment period progress is checked to make sure that the student has the required CGPA.

Failure to meet or exceed the SAP standards will result in the student being placed on academic warning. The student will be notified in writing of their failure to maintain satisfactory progress and what is needed for them to meet the standard.

8.3 Quantitative Measure

Policies

The quantitative standard (PACE) requires that students complete their program of study within 150% of the normal timeframe allotted for completion of the program. The normal timeframe is measured in credit hours attempted. Transfer credit hours that meet degree requirements are included in the calculation of PACE and maximum time frame, although not in the calculation of grade point average.

Undergraduate and Graduate

To ensure completion of a program within the maximum timeframe, students must successfully complete 66.67% of the cumulative credits attempted after completing each semester. All attempted credits are factored into the semesterly PACE evaluation, including credits for a course from which the student withdrew after the add/drop period.

Procedures

At the end of the payment period progress is checked to make sure that the student has earned the necessary number of credits during the period to complete the program within the maximum timeframe allowed.

Failure to meet or exceed the SAP standards will result in the student being placed on academic warning. The student will be notified in writing of their failure to maintain satisfactory academic progress and what is needed for them to meet the standard.

8.3.1 Maximum Time Frame

Policies

The maximum time frame for receiving aid is equal to 150% of the length of the program.

Procedure

For example, an associate program is 2 years long and would have a maximum time of 150% to complete the program. Students enrolled in this program cannot take more than 3 years to complete the program. Students will be withdrawn once it is determined that they have exceeded the maximum timeframe.

All accepted transfer hours and repeat courses will count toward maximum time frame.

8.4 Evaluation Periods

SAP is evaluated at the end of the payment period.

8.4.1 Financial Aid Warning and Financial Aid Probation

Policies

A student who does not meet either or both the qualitative and quantitative benchmarks at the end of any semester will be placed on academic warning. Students placed on academic warning will receive a financial aid warning. Students are still eligible to receive Title IV funding for the period but could be academically dismissed for not maintaining satisfactory academic progress if they do not meet the standard at the end of the payment period.

A student will be placed on academic probation for not meeting the standards outlined above for a second payment period. A student placed on academic probation is ineligible for Title IV (financial aid) funds unless a successful appeal is filed with the school FA Officer. The student appeal must include the reasons for which the student failed to meet SAP and what has changed that will allow the student to make SAP at the next evaluation. If an appeal is approved, then the student will be placed on Financial Aid Probation and regain eligibility for that payment period, or the enrollment period outlined in their academic plan.

Procedures

Once a student has been identified as not meeting SAP on the evaluation report, the FA Officer will check the system to confirm that they are on academic probation. The student will then be notified in writing and informed of their right to appeal. If they choose to appeal, then the appeal process outlined in section 8.5 will be followed. If they opt not to appeal, then they must make alternative arrangements to pay for the next payment period or the timeframe until they regain good academic standing.

8.5 Appeals

Policies

When making an appeal, all students including those with Veterans Assistance must be prepared to provide supporting documentation such as, a course syllabus, medical records, death certificate and examples of work. All appeals must be submitted in writing.

Appeals may be approved under unusual circumstances such as:

- ◆ Death in the family
- ◆ Medical Illness
- ◆ Injuries
- ◆ Homelessness

The appeal must explain why they were not able to succeed and what has now changed that will enable them to succeed.

Procedures

The student will submit their request in writing to the Academic department who will review the request and ask for supporting documentation. Once all documentation is received and if approved by the Academic FA Officer then an academic plan will be developed with the student to get them back on track. Once the plan has been completed then all documentation including the academic plan is sent to the FA Officer for review and approval. If approved, then the student's financial aid is reinstated for the timeframe of the academic plan.

If the student is meeting the measurements in the plan, then the aid will be disbursed at the appropriate time, the student's progress is checked at each disbursement point. If the student meets SAP at any point during the plan timeframe, then they are taken off academic and financial aid probation. However, if the student fails to meet the requirements of the plan, then they are dismissed from school and is no longer eligible for financial aid.

8.5.1 Documentation

Policies

All appeals must be written, and any supporting information documented. As such there are several documents that may be required to process an appeal:

- ◆ Written statement from student
- ◆ Newspaper obituaries or death certificates to substantiate deaths
- ◆ Physician's written statement to substantiate illness or accident
- ◆ Written statement from clergy, family member, or other third party who knows the student's situation

- ◆ Written statement from academic advisor or professor
- ◆ Hospital records
- ◆ Court records

Procedures

All documentation is submitted to the Academic Office and once approved is then sent to Financial aid. The FA Officer will review all documents to ensure the submittal is complete before reviewing. If additional documents are needed the Academic rep will contact the student. Once the file is complete then the FA Officer will review all documents and upload them to the CORE system.

8.5.2 Academic Plans

Policies

Academic plans are developed by the instructors based on the student's program of study. The plan can extend beyond 1 payment period if needed and must outline the minimum standards needed to get the student back on track. The academic plan is documented and outlines the minimum passing grade the student must achieve.

Procedures

Once the Instructor creates the academic plan then they will meet with the student and review the plan. Each course and expected grade are reviewed to ensure the student understands the expectations of the plan. The instructor will then setup meeting times through the program to meet with the student and review their progress.

The FA Officer will keep a copy of the student's academic plan in their file. At the end of each course after grades are posted the FA Officer will review all students on an academic plan and monitor their progress.

8.6 Regaining Eligibility

Policies

A student not making SAP may re-establish eligibility on his or her own, by retaking previously failed courses so that the recalculated cumulative GPA and maximum time frame levels meet or exceed the minimum requirements. The student must successfully achieve a cumulative GPA and be within maximum time frame. These students must make alternative payment arrangements for all periods of enrollment that they are not Title IV eligible. These students will remain on a probationary status until they have regained good standing.

Procedures

The student is responsible for monitoring their grades and notifying financial aid once they believe they are in good SAP standing. They can make an appointment with the financial aid office to review their account. The FA Officer will meet with the student and review their academic records. If it is determined that they are meeting SAP, then the FA Officer will review their financial aid file and generate a new funding estimate based on the student's eligibility.

The funding estimate is reviewed with the student and if accepted then it is scanned into the Core system along with all SAP documentation so the funds can be originated.

8.7 Treatment of Non-punitive Grades, Repeated Courses, Transfer Credits, Audited Courses, Pass/Fail Courses, Withdrawals, & Incompletes

Policies

Incompletes and Non-credit remedial course grades are not factored into the SAP calculations for both the qualitative measures.

- ◆ **Withdraw – W Grade** This grade does not impact CGPA but does impact quantitative progress
- ◆ **Repeated Courses**-the falling attempt will count in quantitative progress but only the passing grade will count in CGPA
- ◆ **Transfer Credits**- are included in the calculation of Pace and maximum timeframe, but not CGPA
- ◆ **Incomplete** – This is a temporary grade which may be given at the instructor's discretion, students will have 30 days from the end of the course to complete the missing requirements. If the course is not completed within the allotted time frame, then the student will receive an F grade.

Procedures

The FA Officer of Academics will monitor the student's grades. The system is setup with the appropriate values for each grade and the SAP calculation will factor in those values into the GPA and completion formulas. The FA Officer and Academic Dean will monitor these reports monthly to ensure all calculations are correct.

8.8 Graduation Requirements

Policies

A student who has met all requirements for graduation for a program will not receive additional financial aid for that program. The requirements for graduation are:

- ◆ Complete all the classes listed in the program with a grade of “C” or higher.
- ◆ Complete all clinical hours listed on the Enrollment Agreement.
- ◆ Demonstrate competency in all clinical procedures covered in the length of the course.
- ◆ Fulfill all financial obligations.

Procedures

The Financial Aid FA Officer will run a pending grad report at the beginning of each month and review all listed students for accuracy. The FA Officer will review the student ledger and financial aid awards for the entire program to ensure all charges were applied and all aid was received. If there is a balance remaining on the account, then the student will be contacted for payment arrangements.

If there is a credit balance on the account, the refund will be processed as outlined on the student’s credit balance authorization form.

8.9 Notices and Consumer Information Disclosures

Policies

The school's SAP policy is published in the online catalog and is given to each student upon enrollment. Students are encouraged to read the entire catalog and they are notified annually when a new catalog is published.

Consumer information can be found on the school website. Annual required disclosures are posted under Consumer Information on the website as well as distributed to all students and staff by email every October 1st.

Procedures

The Academic Dean is responsible for publishing updates and amendments to the catalog. This is done as often as needed but no less than once per year. When catalog updates are made the students are notified through email and encouraged to review the entire catalog.

Each student is given a copy of the current catalog when they enroll at the College.

Required annual notices are sent to employees and students via email as well as posted to the Consumer Information page of the school's website.

9 Return to Title IV Funds (R2T4)

9.1 Process Overview & Applicability

Title IV funds are awarded to a student under the assumption that the student will attend school for the entire period for which the assistance is awarded. When a student withdraws, the student may no longer be eligible for the full amount of Title IV funds that the student was originally scheduled to receive (FSA Handbook Vol 5 Chap 2). Whenever this occurs Carolina Christian College performs a return to Title IV (R2T4) calculation.

The R2T4 calculation takes into account the following items:

- ◆ The type of program the student was enrolled, Clock hour, Term or Non-Term and will use different parameters to calculate the aid earned based on these types.
- ◆ The amount of aid the student was eligible for and received
- ◆ The amount of tuition and eligible fees charged to the student

Policies

An R2T4 is completed by the FA department when a student withdraws either as an official withdrawal or an unofficial withdrawal. An official withdrawal happens when a student notifies the school either verbally or in writing of their decision to withdraw. An unofficial withdrawal occurs when a student stop attending for 14 consecutive days.

The student earns Title IV aid equal to the amount of attendance in a payment period (PP) or period of enrollment. The percentage of aid earned is equal to the percentage of the PP completed up to 60%. If the percentage of the PP completed is greater than 60% then the student earns 100% of the Title IV aid in the PP.

The institutional refund policy has no impact on the R2T4 calculation. The school has developed the institutional refund policy to meet all state and accreditation requirements. (see section 10)

Here are the steps to complete the R2T4:

- ◆ Determine the amount of aid the student received or could have received
- ◆ Calculate the percentage of PP completed based on the scheduled hours through the student's last date of attendance (LDA)
- ◆ Use percentage completed to calculate percentage earned and unearned
- ◆ Use percentage unearned and institutional charges to calculate refund amount
- ◆ Make refunds in the order outlined in regulations
- ◆ Return any remaining balance to student
- ◆ Determine if there are post-withdrawal funds

Procedures

The FA department will receive notification from the Registrar for all withdrawn students daily and identify all students that need an R2T4 calculation. The calculations are performed for all programs by using the Campus Ivy R2T4 calculation Template. Campus Ivy completes the R2T4 and scan the R2T4 calculation and all supporting documents under the student's account in the CORE system. Once reviewed and approved then the refunds are entered in the Core system and sent to COD via EdConnect. The refunds are then included into the next roster and netted against any disbursements that are being paid.

9.2 Withdrawal Date

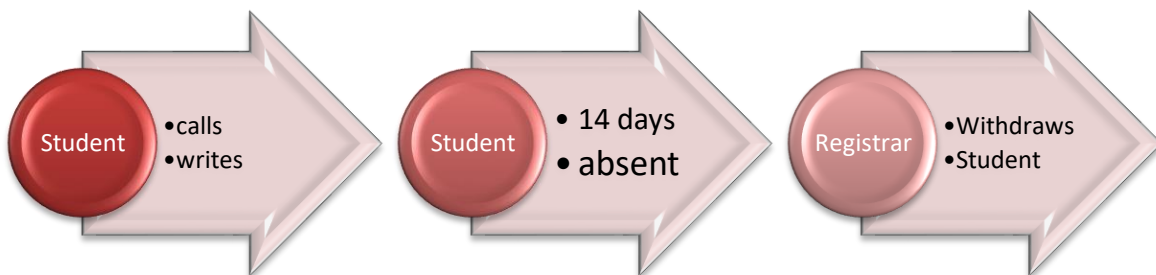
Policies

Unofficial withdrawal dates are 14 days after the student's last day of attendance (LDA), official withdrawal dates are the day the student notified the school of their desire to withdraw.

Procedures

The registrar monitors the student's attendance record. The instructors enter attendance into the system at the end of each day and the Registrar will run the attendance report each morning and filter for students with 14 consecutive unexcused absences. Once those students are identified the registrar will change their statuses from Active to Withdrawn.

All withdrawal notifications received from students are immediately directed to the registrar's office. The registrar will then change the student's status from active to withdrawal.



9.3 Post-Withdrawal Disbursements

Policies

Students and parents are notified of post-withdrawal funds once the R2T4 calculation has been completed. The notification is sent in the form of a letter outlining the type of funds and the amounts, it also notifies the student of their right to decline all or a portion of the funds. The student or parent must respond in writing if they choose to receive post-withdrawal loan funds.

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Procedures

A post-withdrawal letter is generated for all students with a Direct Loan post-withdrawal amount. The letters are mailed out to the student or parent, and it includes a section to be returned to the school with their decision to either accept all or a portion or decline the funds. A copy of the letter is stored in the student's file.

If the student responds, then the school will process the funds as outlined on their response and any disbursement will be processed within 180 days of the student's withdrawal date. If the student never responds, then the funds are not processed.

Post-withdrawal grant funds are automatically processed and posted to the student's account. Any credit balances are returned to the student

9.4 Returning Unearned Funds

Policies

The R2T4 calculation clearly states if the refund should be from the school or student. The school will make all refunds in the order outlined in the regulations.

- ◆ Unsubsidized Federal Direct Loan
- ◆ Subsidized Federal Direct Loan
- ◆ Graduate Federal Direct PLUS Loan
- ◆ Federal Direct PLUS Loan
- ◆ Federal Pell Grant
- ◆ Iraq and Afghanistan Service Grant
- ◆ FSEOG
- ◆ TEACH Grant

Procedures

Once the calculation is completed the refunds will be generated based on the order outlined above. A refund is scheduled in the Core system and posted to the students' ledgers and sent to COD through the export process. A refund notification is generated in the system and delivered through the student portal and emailed to the student. The refund notification will inform the student of the following:

- ◆ Refund amount
- ◆ Loan type being refunded
- ◆ Refund Date

9.5 Credit Balance Refunds

Policies

Carolina Christian College reviews and processes credit balances each week in order to maintain the 14-day requirement with the Title IV regulations. Once aid has been posted to the ledger card, if the student has a credit balance and did not sign a credit balance form, then a check is requested.

Procedures

The Financial Aid Officer runs the balance report in the Oasis system to identify credit balances. The Credit Balance Form is reviewed for each student with a credit balance to determine which ones should be processed and which ones should be held. A final list of credit balances is then identified.

The Student Accounts will generate a batch of credit balances to be paid and send them to account for the checks to be cut and mailed to the students. Once the checks are cut then the Student Accounts will post the checks to the student's ledger.

10 Institutional Refund

To ensure that prospective and enrolled students are adequately informed with regard to refund of tuition paid in the event of dismissal or resignation from the program of study. The tuition refund policy shall be made available by publication in the program information brochure and the Student Catalog

Policies

Should a student's enrollment be terminated or cancel for any reason, all refunds will be made according to the following refund schedule:

1. Cancellation can be made in person, by electronic mail, by Certified Mail or by termination.
2. All monies will be refunded if the school does not accept the applicant or if the student cancels within three (3) business days after signing the enrollment agreement and making initial payment.
3. Cancellation after the third (3rd) Business Day, but before the first class, results in a refund of all monies paid, with the exception of the application fee.
4. Cancellation after attendance has begun, but prior to 40% completion of the program, will result in a Pro Rata refund computed on the number of hours completed to the total program hours.
5. Cancellation after completing 40% of the program will result in no refund.
6. Termination Date: In calculating the refund due to a student, the last date of actual attendance by the student is used in the calculation unless earlier written notice is received.
7. Refunds will be made within 30 days of termination of students' enrollment or receipt of Cancellation Notice from student.

Carolina Christian College reserves the right to make changes in the program content, equipment, books, faculty, rules, program length, schedule classes, and tuition.

In the event student enrollment is terminated whether by voluntary action or following disciplinary action, a notification must be provided to faculty. Cancellation can be made in person, by electronic mail, by Certified Mail or by termination. A copy of all documentation will be permanently maintained in the student's administrative file. Tuition will be refunded according to the schedule included in the Tuition Refund Policy.

11 Loan Counseling

Policies

Federal Regulations require that a student borrower receive loan counseling at specific periods. New borrowers are required to complete entrance counseling prior to the first disbursement of the loan. Continuing students currently enrolled receiving loans are required to receive an annual student loan acknowledgment once per award year. Students who leave school, graduate, or drop below half-time enrollment are required to complete exit counseling. If the student drops without notifying the school an exit packet will be mailed to the student. The student file must be documented that the information was sent to the student by copying the envelope with postage and adding to the student file along with copies of the information provided to the student.

Exit counseling information is required to be sent within 30 days of learning that the borrower has withdrawn or failed to participate in an exit counseling session.

Students graduating will complete an exit counseling session. The financial aid department is available for questions. If the student does not attend the exit session, then exit counseling information will be sent to the student and the student file will be updated.

Continuous loan counseling is provided by CCC during new student orientation, disbursement of aid, and disengagement with the College. In addition, CCC allows loan counseling requests to be made throughout the year and during peak FA season the office holds virtual FAFSA days to engage with students regarding any financial questions or concerns.

Procedures

- All students applying for financial aid will complete entrance counseling as part of the packaging process. Third-party Servicers system prevents aid from being disbursed if an entrance counseling form has not been uploaded.
- Students that are at the end of their academic year and are being funded for another academic year will be required to complete an annual student loan acknowledgment online.
- Identify students who are graduating, withdrawing, or have an enrollment status of less than half-time. Students should be encouraged to complete the exit counseling session at the school, so a financial aid representative is available to answer questions and collect updated contact information from the student.
- Prepare Exit Counseling notice which includes instructions and direct link to exit counseling provided online at [Exit Counseling | Federal Student Aid](#)
- Any students who do not attend an exit counseling at the school will be emailed the instructions and a direct link for the exit counseling.
- If the exit is mailed, copy contents and envelope with postage and place in student file and upload to Campus Ivy Core. If emailed to student, save the sent email and instructions and place in the student file.

12 NSLDS (National Student Loan Data System)

Federal regulations and related guidance governing Title IV student aid programs require schools to report the enrollment of students who receive federal student aid. The information protects borrowers by ensuring that loan interest subsidies are based on accurate enrollment data and that repayment dates are accurate based on the last day of attendance reported for the student.

Policies

Carolina Christian College employs a third-party servicer, to report student enrollment status and program of study updates to NSLDS bi-monthly to remain compliant with Title IV regulations. The financial aid department is responsible for updating the Core system with all student status changes and program information. Third-party Servicer is responsible for reporting all student enrollment and program information to NSLDS on the school's behalf. Third-party Servicer also receives the NSLDS roster on the school's behalf and reports students' statuses. If an error file is returned, the school is notified and asked to provide information to clear the error record. Once cleared all records are sent to NSLDS for processing. In addition to the bi-monthly rosters the Third-Party Servicer also sends updates to NSLDS bi-weekly. This ensures the timely updates of Withdrawals, Grads and Leave of Absence students.

Procedures

The Dean/Registrar will notify the financial aid department weekly of any changes to enrollment status and/or program updates for students via the student status tracking form. The financial aid department will make the updates to the Core system (third-party servicer site). Third-party Servicer will send the updated information to NSLDS.

13 Title IV Fraud

Policies

Carolina Christian College conducts Federal Student Aid functions within the guidelines of the Title IV Regulations. As such, it has developed an internal policy to eliminate or mitigate the possibility of fraud within the process, this policy governs activities from both students and all school employees. Fraud Prevention is managed through a series of multi-level reviews within our daily, weekly, and monthly processes.

Procedures

All school employees must sign the code of conduct, which includes their commitment to conducting themselves in an ethical manner while administering Title IV funds. Employees are also required to sign the Information Technology Usage Policy which enforces the protection of all student PII data.

The Financial Aid Officer is required to report any anomalies within the student file to the school President. The President trained on identifying these anomalies on an ongoing basis throughout the award year.

Categories of such anomalies are not limited to but will include:

- Falsified documents or forged signatures
- False statements of income
- False statements of citizenship
- Fictitious identity information
- False claim of independency status

These anomalies will be reviewed by the President to see if there is any fraudulent activity and will document their review and results. If fraud is deemed possible then it is escalated to the School President who will review before deciding on the appropriate action. If the activity is deemed fraudulent then the student or employee will be subject to, and a fraud claim will be submitted to the Department of Education Office of Inspector General (1-800-MISUSED).

All school coordinators, directors, supervisors, and managers are required to report any fraudulent activity from their staff or peers. Each instance will be reviewed by the President and a report of their finding will be recorded.

14. HEERF Funds and Cares Act

Policies

Carolina Christian recently has received and disbursed CARES Act Emergency Funds to qualifying students. These funds have been allocated to Higher Education Institutions for the purpose of providing financial assistance to students whose classes and campus life were affected by the Coronavirus / COVID-19. Carolina Christian was fortunate to receive over \$50,000 in emergency relief funding that can go directly to our qualifying students.

These funds are to provide emergency financial aid grants to students for expenses related to the disruption of campus operations due to the Coronavirus. Eligible expenses which include items under a student's cost of attendance, such as food, housing, course materials, technology, health care, and childcare can be considered for grant approval.

The initial disbursement and appeal were for \$736.29 and additional funds are considered on a case-by-case basis as funds are available. The amount of the remaining funds to be disbursed will be determined by College's FTE. Students should check their school account email daily for any new updates and the appropriate link to request funds.

More than 50% of the funds were disbursed in 3 disbursements to 30 students:

1. Qualifying students (Definition below) May 18th thru May 29th
2. Appeal of qualifying student (Students could demonstrate that they met the qualifications) June 6th thru June 10th
3. Appeals for additional funds (Students with additional expenses that were not covered in the initial disbursement) June 15th thru June 26th

The remaining funds will be disbursed to qualified students in the Fall term, expected timeframe late **September**.

Definition of a Qualifying Student

For the purpose of this program an enrolled student must meet the following guideline:

- A student must qualify for federal aid through the application of the aid in the given award year.
- A student must have been enrolled in a degree program for Spring 2020 term.
- Those students must have remained enrolled during a session or course.
- Those students must have been actively engaged in classroom learning. Classroom learning is defined by the participation in weekly discussions and submission of weekly assignments in the session and/or course.
- If a student withdraws from the current term or course they would not qualify for aid.

Information regarding the grant and required reporting can be found on the college website under Consumer Information.

Procedures

Students will receive an email with information regarding the grant, how to apply, and eligibility requirements. Students must apply for the grant. The application is reviewed and students who

are eligible, will receive an award. If the student is found to be ineligible, the student is given an opportunity to appeal the decision.