

Financial Aid Office Student Rights and Responsibilities

Rights:

1. To know about the available financial aid available at the University, including Federal, State and Institutional programs based on the student's financial need.
2. To know how to apply and the deadlines to complete the application under the various financial assistance available.
3. To know the cost of study, including tuition and other fees, books and supplies, as well as other miscellaneous educational expenses.
4. To know the university's withdrawal process, the institutional refund policy, and the refund process for federal aid received.
5. To know the eligibility requirements of each financial aid program and the criteria used to determine the grant of the aid.
6. To know the requirements of the Satisfactory Academic Progress (SAP) policy with which the student must comply to continue receiving financial aid. In addition, the process to restore eligibility for Federal and State Financial Aid programs, in the case that the student fails to meet SAP.
7. To know the amount of financial aid you will receive from Title IV, when and how they will be disbursed and what loan funds will be subsidized and not subsidized.
8. To know the terms of any loan obtained by the student and/or the student's parent as part of the group of aid awarded, including the interest rate, the amount of the loan to be paid, the time allowed for payment, when the repayment begins and what cancellation and deferral conditions apply.
9. To know the general conditions and terms applicable to any employed student under the Federal Work Study Program.
10. Student ability to request that the granting of financial aid be reviewed, in case of understanding that there was an error in the computation of the aid, changes in its academic load or changes in the family's economic situation.

Responsibilities:

1. Review and consider all the information regarding the chosen program of study offered by the university prior to enrolling.
2. Know and comply with all deadlines to request or submit documentation related to the Financial Aid available. This may require visiting the Financial Aid office.
3. Read and understand all the documents or forms that you are asked to sign.
4. Provide the requested information that may be required by the financial aid office or the agency that is assisting with covering the cost of your education. If changes are required to the submitted information, corrections must be made.
5. Notify the financial aid office or agency of any change in information that may affect the information you initially provided.
6. Certify that any financial aid received will be used to cover educationally related expenses at the corresponding university.
7. Meet Satisfactory Academic Progress.
8. Repay the loans borrowed. By signing your Master Promissory Note (MPN), you understand that you are receiving a loan and have a binding agreement with the U.S. Department of Education to repay the loan(s).
9. Certify that you are not delinquent or defaulted on any federal student loan, or that you have made satisfactory payment arrangements to fulfill your promise of repaying the loan.
10. Certify that you do not have an overpayment due on any federal grant.
11. Complete the Entrance Counseling required to receive Federal student loans.
12. Complete the Exit Counseling when you lower your academic load to less-than-half-time, discontinue studies, or graduate from the university.
13. Notify the university and loan servicer when you change your address or phone number, and your enrollment status from full-time to quarter-time, half-time or less-than-half-time.
14. Know the university's policy for reimbursement of tuition and fees, as well as the policy for Return to Title IV Funds.
15. Know the consequences of totally withdrawing from the university.
16. Know how and when your financial aid will be received by the university.
17. Know the facilities and services available for students with disabilities.