CONSUMER INFORMATION AND FSA ASSESSMENTS

Virginia W Hagins
U.S. Department of Education
PacFAA Annual Conference March 2023
AGENDA

1. Reporting Requirements
2. How ED Uses Consumer Information
3. Notices and Disclosures
4. Using FSA Assessments
5. Resources
CONSUMER INFORMATION REPORTING REQUIREMENTS
REPORTING REQUIREMENTS

- Financial aid
- Academic programs, costs, policies
- School campus, facilities, athletics
- Campus security, fire safety
- Drug and alcohol abuse prevention programs
- Loan counseling and disclosures
OFFICES INVOLVED

(1 of 3)

- Financial Aid
- Student Accounts
- Admissions
- Registrar
- Academic Affairs
OFFICES INVOLVED

(2 of 3)

- Campus Bookstore
- Student Affairs
- Housing & Residence Life
- Career Services
- Athletics
OFFICES INVOLVED

(3 of 3)

• Campus Security
• Facilities
• Veteran’s Office
• Student Health Services/ Counseling Center
• General Counsel
CONSEQUENCES OF NONCOMPLIANCE

- Limit, suspend, or terminate Title IV participation
- Impose civil fines up to $67,544 per violation
- Federal Register January 30, 2023 – Adjustment of Civil Monetary Penalties for Inflation
HOW ED USES CONSUMER INFORMATION
COLLEGE NAVIGATOR

https://nces.ed.gov/collegenavigator/
COLLEGE SCORECARD

https://collegescorecard.ed.gov
# COLLEGE FINANCING PLAN

**University of the United States (UUS)**
Undergraduate College Financing Plan
Student Name, Identifier

<table>
<thead>
<tr>
<th></th>
<th>On Campus Residence</th>
<th>Off Campus Residence</th>
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<tbody>
<tr>
<td>Tuition and fees</td>
<td>$X,XXX</td>
<td>$X,XXX</td>
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<tr>
<td>Housing and meals</td>
<td>$X,XXX</td>
<td>$X,XXX</td>
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<tr>
<td>Books and supplies</td>
<td>$X,XXX</td>
<td>$X,XXX</td>
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<tr>
<td>Transportation</td>
<td>$X,XXX</td>
<td>$X,XXX</td>
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<tr>
<td>Other education costs</td>
<td>$X,XXX</td>
<td>$X,XXX</td>
</tr>
<tr>
<td><strong>Estimated Cost of Attendance</strong></td>
<td><strong>$X,XXX / yr</strong></td>
<td><strong>$X,XXX / yr</strong></td>
</tr>
</tbody>
</table>

**Expected Family Contribution**

*Based on FAFSA*
As calculated by the institution using information reported on the FAFSA or to your institution.

$X,XXX / yr

*Based on Institutional Methodology*
Used by most private institutions in addition to FAFSA.

$X,XXX / yr

**Scholarship and Grant Options**
Scholarships and Grants are considered "Gift" aid - no repayment is needed.

<table>
<thead>
<tr>
<th>Scholarships</th>
<th>Grants</th>
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<tbody>
<tr>
<td>Merit-Based Scholarships</td>
<td>Need-Based Grant Aid</td>
</tr>
<tr>
<td>Scholarships from your school</td>
<td>Federal Pell Grants</td>
</tr>
<tr>
<td>Scholarships from your state</td>
<td>Institutional Grants</td>
</tr>
<tr>
<td>Other scholarships</td>
<td>State Grants</td>
</tr>
<tr>
<td>Employer Paid Tuition Benefits</td>
<td>Other forms of grant aid</td>
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<td></td>
<td>$X,XXX</td>
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<td>$X,XXX</td>
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</tbody>
</table>
STUDENTAID.GOV
FINANCIAL AID TOOLKIT

https://financialaidtoolkit.ed.gov
NOTICES AND DISCLOSURES
NOTICE TO ENROLLED STUDENTS

• Annual notice of availability
  • Brief description
  • How to obtain
  • Exact web address
  • Paper copy available upon request

• Must distribute notice to each enrolled student
ANNUAL FERPA NOTIFICATION

Family Educational Rights and Privacy Act (FERPA)

- Review, amend educational records
- File complaint with ED
- Consent to disclosure of Personally Identifiable Information (PII)
- FERPA Model Notification for Postsecondary Officials
GENERAL STUDENT DISCLOSURES

OVERVIEW

• For enrolled/prospective students

• May post online (with limited exceptions)

TOPICS

• Financial aid

• School cost

• Written arrangement

• Academic programs

• Accreditation, Approval and Licensure
NET PRICE CALCULATOR

General Student Disclosure

- Net price = COA – average yearly grant, scholarship aid
- Template: Net Price Calculator
- Dear Colleague Letter GEN-13-07
TEXTBOOK DISCLOSURES

For Students

RETAIL PRICE
Retail price of required and recommended books and course materials

ISBN
International Standard Book Number (ISBN) or alternative information

ONLINE COURSE SCHEDULE LOCATION
Provide location of online textbook information on written course schedule, if applicable
TEXTBOOK DISCLOSURES

For school bookstore request

SUBSEQUENT ACADEMIC PERIOD

• Course schedule for subsequent academic period
• Textbook and course material information for each course
• Number of students enrolled in each course
• Maximum enrollment for each course
PROGRAM LICENSURE DISCLOSURES

Programs designed (or advertised) to meet state license/certification for specified employment must disclose states where:

- **MEETS LICENSURE REQUIREMENTS**
- **DOES NOT MEET LICENSURE REQUIREMENTS**
- **SCHOOL HAS NOT DETERMINED IF MEETS REQUIREMENTS**
PROGRAM LICENSURE DISCLOSURES

WHEN

• Before enrolling in program
  • Does not meet; unknown if meets licensure requirements
• Within 14 days of determination if already enrolled
  • Licensure requirements not met in student’s state

HOW

• Individualized
• Directly to students in writing
• Determine student’s state (location)
  • At initial program enrollment
  • Formal notification from student
PROGRAM DATA DISCLOSURES (1 OF 2)

Completion, graduation, and transfer rates

PUBLISH BY JULY 1

Annual completion or graduation rate
Transfer-out rate, if applicable
Certificate- or degree-seeking, first-time, full-time undergraduate students

DISAGGREGATE DATA

Gender
Major racial/ethnic subgroups
Pell and subsidized FFEL/Direct Loan recipients

EXCEPTIONS AND EXCLUSIONS

Data reveals PII
Data statistically unreliable
Specific student groups
Athletic waiver
PROGRAM DATA DISCLOSURES (2 OF 2)

Retention and placement rates

RETENTION RATES

1st time, full time students that remain in program

• Degree program
• Certificate program

PLACEMENT RATES

Employment stats
Graduation stats
State licensing requirements
POLICY DISCLOSURES

- Withdrawal
- Refunds; Return of Title IV Funds (R2T4)
- Transfer credits
- Vaccination
- Copyright infringement
OTHER GENERAL DISCLOSURES

• Constitution Day
• Student Body Diversity
• Equity in Athletics Disclosure Act (EADA)
• Annual Security Report*
• Drug and Alcohol Abuse Prevention Program (DAAP)*
• Annual Fire Safety Report (if have on-campus housing)
• Voter Registration*

* = Covered in upcoming scenarios
USING FSA ASSESSMENTS
FSA ASSESSMENTS

Consumer Information

AT A GLANCE

Summary of disclosure requirements

ACTIVITIES

Policy and procedure review
10 activities and checklists

RESOURCES

Regulatory citations
Other resources
These charts provide a summary of School Disclosure Requirements (Non Loan Related and Loan Related) Related Activities from the FSA Assessments are also linked in the first column, if applicable. This document should be used in conjunction with the current FSA Handbook, Vol. 2, Chapters 6 & 7.

### Non Loan Related Disclosure Requirements

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<tbody>
<tr>
<td>Notice of Availability of Institutional and Financial Aid Information Activity 1</td>
<td>All Participating Title IV Schools</td>
<td>24 CFR 685.41 (a),(f), 24 CFR 685.42, 24 CFR 685.43</td>
<td>Notice distributed to each enrolled student</td>
</tr>
<tr>
<td>Contact Information for Assistance in Obtaining Institutional or Financial Aid Information Activity 1</td>
<td>All Participating Title IV Schools</td>
<td>24 CFR 685.44</td>
<td>Made available through appropriate publications, mailing, or electronic media</td>
</tr>
<tr>
<td>Student Financial Aid Information Activity 1</td>
<td>All Participating Title IV Schools</td>
<td>24 CFR 685.41 (a),(f), 24 CFR 685.42, 24 CFR 685.43</td>
<td>Made available through appropriate publications, mailing, or electronic media</td>
</tr>
</tbody>
</table>

Each school must annually distribute to all enrolled students a notice of the availability of the information that is required to be made available to students under the Family Educational Rights and Privacy Act of 1974 (FERPA) and under Section 485(a)(1), Section 485(f), Section 485(g), Section 485(h) and Section 485(i).

The notice must list and briefly describe the information and include a statement of the procedures required to obtain the information. For information listed in the notice that is disclosed on a school’s website, the notice must include the exact electronic address and a statement that the school will provide a paper copy upon request.

Each school must make available to prospective and enrolled students information regarding how and where to contact individuals designated to assist enrolled or prospective students in obtaining the institutional or financial aid information required to be disclosed under HEA Section 485(a)(1), Section 485(f), Section 485(h), and Section 485(i).

Each school must make available to prospective and enrolled students information about:
- All the need-based and non-need-based federal, state, local, private and institutional student financial assistance programs available to students who enroll at the school
- Terms and conditions of the Title IV, HEA loans
- Criteria for selecting recipients and for determining award amount
- Eligibility requirements and procedures for applying for aid
- Methods and frequency of disbursements of aid
- Rights and responsibilities of students receiving Title IV, HEA student Financial Aid, including criteria for continued student eligibility and standards for Satisfactory Academic Progress
- Terms of any loan received as part of financial aid package, sample loan repayment schedule, and the necessity for repaying loans
Activity 1: Institutional and Financial Assistance Information for Students

This Activity covers the following topics:

- Method of Disclosure 34 CFR 668.41(b) and (c)
- Financial Assistance Information 34 CFR 668.42
- Institutional Information 34 CFR 668.43
- Availability of Employees for Information dissemination purposes 34 CFR 668.44
- Constitution and Citizenship Day Federal Register 5/24/2005

Review and record what office is responsible for reviewing and updating the information listed below. Also indicate where this information is located and when it was last updated.

<table>
<thead>
<tr>
<th>Topic – Method of Disclosure 34 CFR 668.41(b) and (c)</th>
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<tbody>
<tr>
<td>Office Responsible:</td>
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<tr>
<td>Area Information is located:</td>
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<tr>
<td>Date Document was last updated:</td>
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<tr>
<td>Date Policy and Procedure was last updated:</td>
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</tbody>
</table>

Method of Disclosure 34 CFR 668.41(b) and (c):

A school must annually provide a NOTICE directly (one-on-one distribution) to all enrolled students describing the availability of the required consumer information. The notice must contain a brief description of the various disclosures and how to obtain the full disclosures. If a disclosure is posted to a website, the notice must provide the exact electronic address and provide a statement that paper copies are available.

The following checklist outlines the general disclosure requirements. Some of the information is covered in more detail in other activities and those activities are also referenced. Use this checklist to ensure the school includes the appropriate information in its disclosures:
# CONSUMER INFORMATION

**Topic:** Financial Assistance Information - 34 CFR 668.42

Review and record what office is responsible for reviewing and updating the information listed below. Also indicate where this information is located and when it was last updated.

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<thead>
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At a minimum, the following information must be published and made readily available to current and prospective students at a school:

- The description of all the Federal, State, local, private and institutional student financial assistance programs available to students who enroll at the school.
- Need-based and non-need-based federal financial aid that is available to students (the school may describe its own financial assistance programs by listing them in general categories).
- The terms and conditions under which students receive Federal Direct Loans and Perkins Loans.
- The procedures and forms by which students apply for assistance.
- The criteria for selecting recipients from the group of eligible applicants.
- The criteria for determining the amount of a student’s award.

The school must describe the rights and responsibilities of students receiving financial assistance and, specifically, assistance under the Title IV, HEA programs. This description must include specific information regarding:

- Criteria for continued student eligibility under each program.
- Standards which the student must maintain in order to be considered to be making satisfactory progress in his or her course of study for the purpose of receiving financial assistance.
- Criteria by which the student who has failed to maintain satisfactory progress may re-establish his or her eligibility for financial assistance.
- The method by which financial assistance disbursements will be made to the students and the frequency of those disbursements.
FSA ASSESSMENTS: SCENARIO 1

Central Commercial College (CCC) reviews its drug and alcohol abuse prevention program every three (3) years and distributes the standards of conduct materials to all employees and all enrolled incoming freshman.
### CONSUMER INFO AT A GLANCE

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<tbody>
<tr>
<td>Drug and Alcohol Abuse Prevention Program</td>
<td>Schools Receiving Any Federal Funds</td>
<td><strong>34 CFR 86.100</strong>&lt;br&gt;Each school must <strong>annually distribute in writing to each student and each employee:</strong>&lt;br&gt;• Information on preventing drug and alcohol abuse&lt;br&gt;• <strong>Standards of conduct</strong> that clearly prohibit the unlawful possession, use, or distribution of illicit drugs and alcohol by students and employees on the school’s property or as part of any of the school’s activities&lt;br&gt;• Descriptions of applicable legal sanctions under state, local, and federal law&lt;br&gt;• Description of health risks&lt;br&gt;• Description of available counseling, treatment, rehabilitation, or re-entry programs&lt;br&gt;• Clear statement that the school will impose sanctions for violation of standards of conduct and a description of sanctions</td>
<td>Distributed in writing to each student and each employee</td>
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<td>Schools Receiving Any Federal Funds</td>
<td><strong>34 CFR 86</strong>&lt;br&gt;Note: Students who enroll or employees who are hired after the annual distribution must receive the information.&lt;br&gt;Each school must <a href="#">make available</a>, upon request, to the U.S. Department of Education and to the public, the information distributed to students and employees and the <a href="#">results of a biennial review of the school's program</a> that:&lt;br&gt;• Determines the effectiveness of the program and implements needed changes&lt;br&gt;• Determines the number of drug and alcohol-related violations and fatalities that occur on the school’s campus or as part of the school’s activities, and are reported to campus officials&lt;br&gt;• Determines the number and type of sanctions that are imposed&lt;br&gt;• Ensures that sanctions are consistently enforced</td>
<td>Provided upon request to the public</td>
</tr>
</tbody>
</table>
FSA ASSESSMENTS: SCENARIO 1

Is CCC in compliance? No

Central Commercial College (CCC) reviews its drug and alcohol abuse prevention program every **three (3) years** and distributes the standards of conduct materials to all employees and **all enrolled incoming freshman.**
Activity 2: Drug and Alcohol Abuse Prevention Information

Review and record what office is responsible for reviewing and updating the information listed below. Also indicate where this information is located and when it was last updated.

Drug and Alcohol Abuse Prevention Information 688.14(c); 34 CFR 86

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<th>Area Information is located:</th>
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<thead>
<tr>
<th>Date Policy and Procedure was last updated:</th>
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</table>

Drug and alcohol abuse materials (34 CFR 86.100):

The institution’s drug prevention materials must be annually distributed to each employee, and to each student who is taking one or more classes for any type of academic credit except for continuing education units, regardless of the length of the student’s program of study. At a minimum, the materials must include the following:

- Information on preventing drug and alcohol abuse;
- Standards of conduct that clearly prohibit, at a minimum, the unlawful possession, use, or distribution of drugs and alcohol by students and employees on the school’s property, or as part of the school’s activities;
- A description of the sanctions under local, state, and federal law for unlawful possession, use, or distribution of illicit drugs and alcohol;
- A description of any drug and alcohol counseling, treatment, or rehabilitation or re-entry programs available to students and employees;
- A description of the health risks associated with the use of illicit drugs and alcohol;
- A clear statement that the school will impose sanctions on students and employees for violations of the standards of conduct (consistent with local, state, and federal law) and a description of these sanctions, up to and including expulsion, termination of
FSA ASSESSMENTS
ACTION PLAN

For Scenario 1

Example for training purposes only. Not intended to be guidance.

School reviews DAAP program every 3 years; distributes standards of conduct to employees and enrolled incoming freshman only.

Establish plan to review DAAP program every 2 years. Immediately distribute standards of conduct to all employees and enrolled students taking one or more classes. Then begin distributing the standards annually.

Financial aid office; multi-disciplinary CS&S task force.

B.N. Compliance
CS&S Task Force Lead
703-555-1212

Near-Term Enhancement? X Yes ___ No
Long-Term Enhancement? ___ Yes ___ No

Start Date (mm/dd/yy): XX Date
Anticipated Completion Date: XX Date
Actual Completion Date: XX Date

After implementation, explain the final results:
Immediately distribute standards of conduct to all employees and enrolled students.
FSA ASSESSMENTS ACTION PLAN

For Scenario 1

Example for training purposes only. Not intended to be guidance.

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Action Plan

Did you update your Policies and Procedures Manual to reflect changes made as a result of the action plan implemented?

1. Yes ☒ No

2. Section Updated: XYZ

3. Date Policies and Procedures Manual Updated (mm/dd/XX)? XX Date

Comments:

*We recommend that your school annually review all action plans implemented by the school.*
FSA ASSESSMENTS: SCENARIO 2

CCC’s Missing Student Notification Policy

• All students must provide at least one contact person.
• Report students missing at least 36 hours to the school.
• School must notify parent/guardian of missing students 18 or older within 36 hours.
## CONSUMER INFO AT A GLANCE

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<tr>
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<tbody>
<tr>
<td>Security Report- Missing Person Notification Policy</td>
<td>Schools That Participate in Title IV, HEA Programs and Provide On-Campus Housing</td>
<td><strong>34 CFR 668.41(a); 34 CFR 668.46(h)(14); 34 CFR 668.46(h)</strong>&lt;br&gt;<strong>A school that provides any on-campus student housing facility must include a statement of policy regarding missing student notification procedures for students who reside in on-campus housing</strong> in its annual security report. The statement must:</td>
<td>Information distributed in annual security report</td>
</tr>
<tr>
<td><strong>Activity 5</strong></td>
<td></td>
<td>- <strong>Indicate a list of titles of the persons or organizations to which students, employees, or other individuals should report that a student has been missing for 24 hours.</strong>&lt;br&gt;- Require that any missing student report must be referred immediately to the school's police or campus security department, or, in the absence of an institutional police or campus security department, to the local law enforcement agency that has jurisdiction in the area.&lt;br&gt;- <strong>Contain an option</strong> for each student to identify a contact person or persons whom the school shall notify within 24 hours of the determination that the student is missing, if the student has been determined missing by the institutional police or campus security department, or the local law enforcement agency.&lt;br&gt;- Advise students that their contact information will be registered confidentially, that this information will be accessible only to authorized campus officials, and that it may not be disclosed, except to law enforcement personnel in furtherance of a missing person investigation.&lt;br&gt;- <strong>Advise students that if they are under 18 years of age and not emancipated, the school must notify a custodial parent or guardian within 24 hours of the determination that the student is missing,</strong> in addition to notifying any additional contact person designated by the student.&lt;br&gt;- Advise students that the school will notify the local law enforcement agency within 24 hours of the determination that the student is missing, unless the local law enforcement agency was the entity that made the determination that the student is missing.</td>
<td></td>
</tr>
</tbody>
</table>
FSA ASSESSMENTS: SCENARIO 2

Is CCC in compliance? No.

- Report students missing at least 36 hours to the school.
- School must notify parent/guardian of missing students 18 or older within 36 hours.
### Activity 5: Consumer Information: Clery Act (Campus Security)

Clery (Campus Security) Act 668.46, *Handbook for Campus Crime Reporting*

Use the following checklists to determine if your school is meeting the various components of Clery Act compliance. These checklists only provide a brief description of the activities to be undertaken by the school. *If your school does not have a policy, procedure, practice, etc., for a category addressed in the regulations, you must say so.* For a more detailed explanation of each of the requirements, please refer to the *Handbook for Campus Crime Reporting*.

#### Annual Security Report 668.46(b)

<table>
<thead>
<tr>
<th>Office Responsible</th>
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<tbody>
<tr>
<td>Area Information is located</td>
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<tr>
<td>Date Document was last updated</td>
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<tr>
<td>Date Policy and Procedure was last updated</td>
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</table>

Your school prepares an annual security report that reflects its current policies that contains, at a minimum, the following information:

- The crime statistics required in 34 CFR 668.46(c)
- A statement of policies regarding procedures for students and others to report criminal actions or other emergencies occurring on campus. This statement includes the school’s policies concerning its response to these reports, including:
  - Policies for making timely warning reports to members of the campus community, as required by 34 CFR 668.46(e), regarding the occurrence of crimes described in 34 CFR 668.46(c)(1)
  - Policies for preparing the annual disclosure of crime statistics
  - A list of the titles of each person or organization to whom students and employees should report the criminal offenses described in 34 CFR 668.46(c)(1) for the purposes of making timely warning reports and the annual statistical disclosure; and
  - Policies or procedures for victims or witnesses to report crimes on a voluntary, confidential basis for inclusion in the annual disclosure of crime statistics
- A statement of policies concerning security of and access to campus facilities, including campus residences and security considerations used in the maintenance of campus facilities
- A statement of policies concerning campus law enforcement that:
  - Addresses the enforcement authority and jurisdiction of security personnel
  - Addresses the working relationship of campus security personnel with State and local police agencies, including:
  -  |
  -  |
FSA ASSESSMENTS
ACTION PLAN

For Scenario 2

Example for training purposes only. Not intended to be guidance.

Action Plan

What assessment is this enhancement item related to?
Action Item: (Provide a detailed description of the policy, procedure or system that needs to be improved)
- Missing student notification policy incorrect:
  - No specific school POCs to report missing students to.
  - Reporting/notification time frame is 36 hours (instead of 24).
  - Only says school must notify parent/guardian if missing student is over 18

Action Plan: (Provide a detailed description of your plan of action to improve the above enhancement item)
- Include specific title for POC.
- Update 36 hours to 24 hours.
- Note policy only applies to students residing in on-campus housing; contact person is optional.
- Add "under 18"; update 36 hours to 24 hours.
- Notify students, employees immediately re: corrections; update ASR

Offices that need to be involved:
- Campus security office; multi-disciplinary CS&S task force

Lead Persons to Coordinate Action Plan:

<table>
<thead>
<tr>
<th>Name</th>
<th>B.N. Compliance</th>
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</thead>
<tbody>
<tr>
<td>Title</td>
<td>Campus Security Lead</td>
</tr>
<tr>
<td>Phone Number</td>
<td>703-555-1212</td>
</tr>
</tbody>
</table>

Near-Term Enhancement? Yes No
Long-Term Enhancement? Yes No

Start Date (mm/dd/yy): XX Date
Anticipated Completion Date: XX Date
Actual Completion Date: XX Date

After implementation, explain the final results:
CCC's missing student notification policy is in compliance; all staff and students properly notified of updated policy.
FSA ASSESSMENTS
ACTION PLAN

For Scenario 2

Example for training purposes only. Not intended to be guidance.

Action Plan

Did you update your Policies and Procedures Manual to reflect changes made as a result of the action plan implemented?

1. Yes  X  No
2. Section Updated:  XYZ
3. Date Policies and Procedures Manual Updated (mm/dd/xx)?  XX Date

Comments:

We recommend that your school annually review all action plans implemented by the school.
FSA ASSESSMENTS: SCENARIO 3

CCC is located in a state with a voter registration requirement. Voters cannot register at the time of voting. CCC posts a link to voter registration forms on its website for students to download to register to vote.
## CONSUMER INFO AT A GLANCE

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<tbody>
<tr>
<td>Voter registration Forms</td>
<td>All Participating Title IV Schools</td>
<td>20 U.S.C. 1094(a)(23)</td>
<td>Voter registration forms made widely available and provided to each enrolled student</td>
</tr>
<tr>
<td>(Continued)</td>
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<tr>
<td>Voter registration Forms</td>
<td>All Participating Title IV Schools</td>
<td>HEOA Section 493(a)(1) amended HEA Section 487(a)(23) (20 U.S.C. 1094(a)(23)); added HEA Section 487(a)(23)(D); Each school must: Make the voter registration form widely available to students at the school; Request the forms from the state 120 days prior to the deadline for registering to vote within the state. This requirement does not apply to schools in states that do not have a voter registration requirement or that allow voters to register at the time of voting. The school must make the voter registration forms widely available to its students and must individually distribute the forms to its degree- or certificate-seeking (FSA-eligible) students. The school can mail paper copies, or it may send an electronic message to each student with a voter registration form or with an Internet address where the form can be downloaded. The message must be devoted exclusively to voter registration.</td>
<td>Voter registration forms made widely available and provided to each enrolled student</td>
</tr>
</tbody>
</table>
FSA ASSESSMENTS: SCENARIO 3

Is CCC in compliance? No.

CCC is located in a state with a voter registration requirement. Voters cannot register at the time of voting. CCC posts a link to voter registration forms on its website for students to download to register to vote.
FSA ASSESSMENTS ACTIVITY 1

CONSUMER INFORMATION

Topic—Institutional Information 668.43

Review and record what office is responsible for reviewing and updating the information listed below. Also indicate where this information is located and when it was last updated.

<table>
<thead>
<tr>
<th>Office Responsible:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Area Information is located:</td>
<td></td>
</tr>
<tr>
<td>Date Document was last updated:</td>
<td></td>
</tr>
<tr>
<td>Date Policy and Procedure was last updated:</td>
<td></td>
</tr>
</tbody>
</table>

Other Institutional Requirements

The school should also ensure the following requirements are met. These requirements are a result of the HEOA. Please see specific references listed after each section or review the DCL GEN 08-12 for more information:

- The school must make a good faith effort to distribute a mail voter registration form (for federal elections and state elections for governor or other State chief executive) to each student enrolled in a degree or certificate program and physically in attendance at the school, make the voter registration form widely available to students at the school, and request forms from the state 120 days prior to the deadline for registering to vote within the state. The school may electronically distribute the voter registration form from an Internet address where such a form can be downloaded. The information must be in an electronic message devoted exclusively to voter registration 20 U.S.C. 1094(a)(23); DCL GEN 08-12, page 68
**FSA ASSESSMENTS ACTION PLAN**

For Scenario 3

---

Example for training purposes only. Not intended to be guidance.

---

### Action Plan

<table>
<thead>
<tr>
<th>What assessment is this enhancement item related to?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voter Registration:</td>
</tr>
<tr>
<td>School posts link to voter registration form on its website.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Action Plan: (Provide a detailed description of your plan of action to improve the above enhancement item)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email students enrolled in certificate/degree program who physically attend the school with a voter registration form or an internet address where it can be downloaded.</td>
</tr>
</tbody>
</table>

**Offices that need to be involved:**

Registrar’s office

**Lead Person(s) to Coordinate Action Plan:**

<table>
<thead>
<tr>
<th>Name:</th>
<th>Susie Q. Public</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title:</td>
<td>Registrar</td>
</tr>
<tr>
<td>Phone Number:</td>
<td>703-555-1212</td>
</tr>
</tbody>
</table>

**Near-Term Enhancement?**  

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>X</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

**Long-Term Enhancement?**  

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>

**Start Date (mm/dd/yyyy):**  

XX Date

**Anticipated Completion Date:**  

XX Date

**Actual Completion Date:**  

XX Date

**Remarks (Describe the results of the action plan):**  

CCC will be in compliance with voter registration requirements.
FSA ASSESSMENTS ACTION PLAN

For Scenario 3

Example for training purposes only. Not intended to be guidance.
FSA ASSESSMENTS: SCENARIO 4

CCC reviewed its R2T4 policy that it makes available to students. The policy states, “...some Title IV aid may need to be returned if the student withdraws for the term, and the student should contact the financial aid office to learn more.”
# CONSUMER INFO AT A GLANCE

|------------------------|------------------------------|---------------------------------------------------|----------------------|
| Refund Policy, Requirements for Withdrawal and Return of Title IV Financial Aid | All Participating Title IV Schools | 34 CFR 668.41(a)-(d); 34 CFR 668.43  
Each school must make available to prospective and enrolled students information about:  
- Any refund policy the school must comply with for the return of unearned tuition and fees or other refundable portions of costs paid to the school.  
- Requirements and procedures for official withdrawal  
- Requirements for Return of Title IV, HEA grant or loan aid | Made available through appropriate publications, mailings, or electronic media |
CONSUMER INFORMATION

Topic—Institutional Information 24 CFR 668.43

Review and record what office is responsible for reviewing and updating the information listed below. Also indicate where this information is located and when it was last updated.

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</tbody>
</table>

The school must make readily available to enrolled and prospective students the following information:

- The cost of attending the school including tuition and fees charged to full-time and part-time students; estimates of costs for necessary books and supplies; estimates of typical charges for room and board; estimates of transportation costs for students and any additional cost of a program in which a student is enrolled or expresses a specific interest
- Any refund policy with which the school is required to comply for the return of unearned tuition and fees, or other refundable portions of costs paid to the school
- The requirements and procedures for officially withdrawing from the school
- A summary of the requirements under 686.22 for the return of title IV grant or loan assistance
...institution must make readily available to enrolled and prospective students a summary of the requirements in 668.22.”

34 CFR 668.43(a)(4)
A school should provide sufficient information for a student or prospective student to determine the procedures for withdrawing and the financial consequences of doing so. In addition, a student should be able to estimate how much Title IV aid the student will retain and how much the student may have to return upon withdrawing. Because the R2T4 provisions do not affect institutional refund policies, a school must provide a student with information on both the school’s refund policy and the R2T4 requirements and should explain the interaction between the two. The information should include a discussion of how a school might adjust a student’s charges to take into account any return of funds the school might be required to make. Finally, a student or prospective student should be informed that if he or she withdraws, institutional charges that were previously paid by Title IV funds might become a debt that the student would be responsible for paying.

As a part of the institution’s disclosure of the procedures for officially withdrawing, the school must identify the office(s) the school has designated to accept notification of official withdrawals.

A school may change the basis for its R2T4 calculations for new students as they begin classes. However, for continuing students, since the return policy must be included in the published materials the school provides to students under the consumer information requirement, the school would have to change its catalog, its written policies and procedures, and its enrollment agreements (if any), and allow sufficient time for those continuing students who would be governed by the new policy to receive and review the materials.
Sample Summary of the Requirements of 34 CFR 668.22 (To Provide to Students as Part of Consumer Information)

Treatment of Title IV Aid When a Student Withdraws

The law specifies how your school must determine the amount of Title IV program assistance that you earn if you withdraw from school. The Title IV programs that are covered by this law are Federal Pell Grants, Iraq and Afghanistan Service Grants, TEACH Grants, Federal Supplemental Educational Opportunity Grants (FSEOGs), Direct Loans, and Direct PLUS Loans.

Though your aid is posted to your account at the start of each period, you earn the funds as you complete the period. If you withdraw during your payment period or period of enrollment (your school can define these terms for you and tell you which one applies to you), the amount of Title IV program assistance that you have earned up to that point is determined by a specific formula. If you received (or your school or parent received on your behalf) less assistance than the amount that you earned, you may be able to receive those additional funds in the form of a post-withdrawal disbursement. If you received more assistance than you earned, the excess funds must be returned by the school and/or you.

The amount of assistance that you have earned is determined on a pro rata basis. For example, if you completed 30% of your payment period or period of enrollment, you earn 30% of the assistance you were originally scheduled to receive. Once you have completed more than 60% of the payment period or period of enrollment, you earn all the assistance that you were scheduled to receive for that period.
FSA ASSESSMENTS: SCENARIO 4

CCC reviewed its R2T4 policy that it makes available to students. The policy states, “...some Title IV aid may need to be returned if the student withdraws for the term, and the student should contact the financial aid office to learn more.”
FSA ASSESSMENTS
ACTION PLAN

For Scenario 4

Example for training purposes only. Not intended to be guidance.
FSA ASSESSMENTS ACTION PLAN

For Scenario 4

Example for training purposes only. Not intended to be guidance.
RESOURCES
RESOURCES

- FSA Assessments for Consumer Information
- Higher Education Act, Section 485(f)
- 20 USC § 1092
- 34 CFR Part 99
- 34 CFR § 668.14(d)
- 34 CFR §§ 668.41 – 668.50 and Appendix A (Subpart D)
- 22-23 FSA Handbook, Volume 2, Chapters 6 & 7
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• Recorded policy and how-to videos
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- Choose Recorded Training > Training Videos > FSA Resources
- Choose *From Announcements to Regulations: Finding Answers Using FSA Resources*
- Choose links in FSA Resource Toolkit
KNOWLEDGE CENTER

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Subscribe for daily or weekly email updates.

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Contact Customer Support

Use Contact Customer Support Form in Help Center to ask policy questions.

Choose “Ask A Fed/Policy” from Topic dropdown list.
THANK YOU

Federal Student Aid
An OFFICE of the U.S. DEPARTMENT of EDUCATION
FEEDBACK SURVEY

https://www.surveymonkey.com/r/7Q5M7QJ

Survey open until April 14, 2023

QUESTIONS?