



Financial Aid Policy & Procedures Manual

2022-2023

(Revised 03/15/22)

Table of Contents

FINANCIAL AID POLICIES AND PROCEDURES		
1	INTRODUCTION.....	1
	<i>Introduction to the Financial Aid Office.....</i>	<i>1</i>
	<i>Purpose and Philosophy.....</i>	<i>1</i>
	<i>Policies & Procedures Development Responsibilities.....</i>	<i>1</i>
	<i>Responsible Personnel.....</i>	<i>2</i>
	<i>Documents & Methods.....</i>	<i>2</i>
2	ADMINISTRATIVE ORGANIZATION & OFFICE MANAGEMENT.....	2
	<i>Institutional & Division Structure.....</i>	<i>2</i>
	<i>Personnel Policies.....</i>	<i>2</i>
	<i>Financial Aid Office Structure & Position Responsibilities.....</i>	<i>3</i>
	<i>Frequent Contact Information.....</i>	<i>3</i>
3	GENERAL AID OFFICE ADMINISTRATION.....	3
	<i>Accommodations for Disabilities.....</i>	<i>3</i>
	<i>Appointments with Staff.....</i>	<i>3</i>
	<i>Treatment of Correspondence/Forms.....</i>	<i>3</i>
	<i>Telephone.....</i>	<i>4</i>
	<i>Records Management & Retention.....</i>	<i>4</i>
	<i>Information Sharing & the Family Education Rights and Privacy Act.....</i>	<i>4</i>
	<i>Complaint Resolution Process.....</i>	<i>4</i>
4	FINANCIAL AID PROGRAMS.....	5
	<i>Institutional Eligibility Requirements.....</i>	<i>5</i>
	<i>Program Eligibility.....</i>	<i>5</i>
	<i>Administrative Capability.....</i>	<i>5</i>
	<i>Records.....</i>	<i>5</i>
	<i>Electronic Processes.....</i>	<i>6</i>
	<i>Information Discrepancies.....</i>	<i>6</i>
	<i>Cohort Default Rates.....</i>	<i>7</i>
	<i>Reporting & Reconciliation.....</i>	<i>7</i>
	<i>National Student Loan Data System.....</i>	<i>7</i>
	<i>Student Eligibility Title IV Requirements.....</i>	<i>7</i>
	<i>Federal Aid Programs in Which AIAM Participates.....</i>	<i>8</i>
	<i>Direct Loan Program (DL).....</i>	<i>8</i>
	<i>State Aid Programs in Which AIAM Participates.....</i>	<i>9</i>
5	STUDENT CONSUMER INFORMATION REQUIREMENTS.....	9
6	APPLICATION PROCESS.....	10
	<i>Student Files.....</i>	<i>10</i>
	<i>Document Collection & Tracking.....</i>	<i>10</i>
7	FILE REVIEW.....	11
	<i>Verification.....</i>	<i>11</i>
	<i>Acceptable Documentation & Forms.....</i>	<i>11</i>
	<i>Data Elements to be Verified.....</i>	<i>12</i>
	<i>Conflicting & Inaccurate Information.....</i>	<i>12</i>
	<i>Student Notification of Verification Changes.....</i>	<i>12</i>
	<i>Database Matches, Reject Codes & “C” Codes Clearance.....</i>	<i>12</i>
	<i>Review of Subsequent ISIR Transactions—Post-screening.....</i>	<i>13</i>
8	COST OF ATTENDANCE CALCULATIONS.....	13
	<i>Various Student Populations.....</i>	<i>13</i>
	<i>How Costs are Derived & Updated.....</i>	<i>13</i>
	<i>Budget Restrictions.....</i>	<i>13</i>
9	AWARDING/PACKAGING FINANCIAL AID.....	14
	<i>Packaging Philosophy.....</i>	<i>14</i>

	Available Amounts & Number of Eligible Students.....	14
	Campus-based Program Amounts.....	14
	Packaging Groups.....	14
	Determining Award Amounts.....	14
	Package Construction.....	14
	Packaging Other Education Resources.....	15
	Student Needs Analysis.....	15
	Treatment of Educational Tax Provisions.....	15
	Award Package Notification.....	16
	Packaging Appeals.....	16
	Award Package Notification.....	16
	Over-awards.....	16
10	PROFESSIONAL JUDGMENT.....	17
	<i>PJ Authority & Individuals Who May Exercise It.....</i>	17
	<i>Circumstances Where PJ May be Used & Possible Actions.....</i>	17
	<i>Request for PJ Consideration.....</i>	17
	<i>Documentation.....</i>	17
11	DISBURSEMENTS.....	18
	<i>Disbursement Process.....</i>	18
	<i>Definition of Disbursements & Disbursement Methods.....</i>	18
	<i>Disbursement Dates & Schedules.....</i>	18
	<i>Student & Parent Authorizations.....</i>	18
	<i>Disbursing Title IV Funds by EFT to Designated Bank Account.....</i>	19
	<i>Disbursing Title IV Funds to Pay Institutional Charges for Educationally-Related Activities Other Than Tuition, Fees, Contracted Room & Board, & Minor Prior-Year Charges.....</i>	19
	<i>Holding Excess Title IV Funds (Credit Balances).....</i>	19
	<i>Title IV Eligibility & Payment Information.....</i>	19
	<i>Crediting Title IV Loan Proceeds & Borrower's Cancellation Right.....</i>	19
	<i>Crediting Post-Withdrawal Disbursements Containing Title IV Loan Proceeds & Borrower's Cancellation Rights.....</i>	19
	<i>Offering Post-Withdrawal Disbursements Not Credited to Student's Account.....</i>	20
12	SATISFACTORY ACADEMIC PROGRESS.....	20
	<i>Requirements for Satisfactory Academic Progress.....</i>	20
	<i>Transfer Students.....</i>	22
	<i>Repetitions, Withdrawals, Incompletes, Remedial and ESL Courses.....</i>	23
	<i>Terms of Enrollment.....</i>	23
	<i>Record Keeping Process for Satisfactory Academic Progress.....</i>	23
13	RETURN OF TITLE IV FUNDS.....	24
	<i>Process Overview & Applicability.....</i>	24
	<i>Withdrawal Date.....</i>	24
	<i>Formula Calculation.....</i>	24
	<i>Post-Withdrawal Disbursements.....</i>	24
	<i>Returning Unearned Funds.....</i>	24
	<i>Over-award Resolution.....</i>	25
	<i>Institutional Refunds.....</i>	25
14	TITLE IV FRAUD.....	25
	<i>Student Fraud.....</i>	25
	<i>Institutional & Third Party Fraud.....</i>	25
15	AUDIT REQUIREMENTS.....	26
	<i>Type of Audit.....</i>	26
	<i>Preparation for Audit.....</i>	26
	<i>Audit Submission Schedule.....</i>	26
16	APPENDICES.....	26
	<i>A) Organizational Flowchart.....</i>	27

<i>B) Contact List.....</i>	<i>28</i>
<i>C) ACCSC Complaint Policy.....</i>	<i>29</i>
<i>D) Creation of Student File.....</i>	<i>31</i>
<i>E) Award Letter.....</i>	<i>32</i>
<i>F) Loan Change Request Form.....</i>	<i>33</i>
<i>G) R2T4 Worksheet.....</i>	<i>34</i>
<i>H) Debt Resolution Worksheet.....</i>	<i>35</i>

American Institute of Alternative Medicine

Financial Aid Policies and Procedures

This guide is continually reviewed and updated to meet the requirements of the United States Department of Education and the needs of our students. All changes to this manual must be approved by the Financial Aid Administrator and the Director of AIAM.

1. Introduction

Introduction to the Financial Aid Office

The purpose of AIAM's Financial Aid Office is to assist post-secondary students obtain all Federal and State Aid they may be eligible to receive. By doing so, we assist our students in obtaining the quality post-secondary education they desire.

Since 2015, AIAM has operated a Financial Aid Office. The office is currently located at 646 Route 18, Ste 210, East Brunswick, NJ 08816

Purpose and Philosophy

AIAM believes that everyone who desires training should have the opportunity of attending school regardless of their financial situation. We continue to promote financial assistance opportunities to eligible students who might otherwise be depriving themselves of the benefit of training in Massage Therapy and other bodywork modalities. The primary purpose of the financial aid program at AIAM is to provide financial assistance to students who, without aid, would be unable to attend school. Financial assistance is offered in the form of grants, scholarships, and federally funded programs. Financial assistance is viewed only as supplementary. The student and the family of a student, when applicable, are expected to make a maximum effort to assist with educational expenses. It is the policy of AIAM to award federal financial aid in accordance with federal regulations and guidelines pertaining to the type of assistance requested.

The purpose of the Financial Aid office is to:

- provide professional financial counseling to students and parents concerning meeting the costs of education;
- administer Title IV Aid programs competently per the institution's philosophy and policies as stated in Section 2 and federal regulations;
- maintain institutional records of assistance programs and students assisted.

Policies & Procedures Development Responsibilities 34CFR 668.16

Financial aid policy decisions are made by the Financial Aid Committee and approved by the Financial Aid Administrator. The purpose of the Financial Aid Committee is to formulate and review policies governing student's financial aid, keeping its focus on Federal Regulations and the perspective of the total institution. Members of the Financial Aid Committee are the Financial Aid Administrator and the Director of AIAM. The responsibilities of the committee are within the parameters of federal, state, and institutional regulations. The duties of the aid committee shall be:

- to review and recommend institutional policies for the administration of all student financial aid programs;
- to be cognizant of national, state and institutional trends in Student Financial Aid and their impact upon the students and the institution;
- to receive reports of progress or problems in the Financial Aid Office and recommend appropriate action, when indicated;
- to establish institutional priorities for the distribution of available student aid resources;
- to serve as a final appeal body for students with grievances relative to the general administration of the program, when these problems cannot be resolved by the Financial Aid Administrator;
- to perform such other duties as may be delegated or requested from time to time;

Responsible Personnel 34 CFR 668.16

The Administrator of the Financial Aid Office is supported by an adequate number of professional and clerical personnel to effectively manage the aid programs administered by the school.

Documents & Methods

Students applying for aid must complete the Free Application for Federal Student Aid (FAFSA). This is available, free-of-charge, at www.fafsa.gov.

After this process has been completed, the U.S. Department of Education will notify the student by sending a Student Aid Report (SAR). The SAR is used to verify that the information submitted is correct. If any corrections need to be made, students may contact the Financial Aid Office or make corrections, using his/her assigned PIN number, at www.fafsa.gov. Student information will automatically be sent to AIAM if the student has listed AIAM as their school of choice using **Federal School Code 042344**.

Once AIAM has verified that the student will be actively enrolled in an eligible program, the Financial Aid Office will send an initial award letter informing the student of the amount of their Pell Grant for the upcoming academic year. This letter also informs students of their possible eligibility for other aid.

2. Administrative Organization & Office Management

Institutional & Division Structure 2009-10 FSA Handbook. 2-122 - 124

AIAM is approved as a Private Career School (PVS) by the State of NJ, and is accredited through the Accrediting Commission of Career Schools and Colleges (ACCSC)

Personnel Policies

The Financial Aid Office follows policies adopted by AIAM. Additionally, the Financial Aid Committee may, from time to time, adopt narrow policies regarding operations of the Financial Aid Office.

Financial Aid Office Structure & Position Responsibilities

Financial Aid Administrator. The Financial Aid Administrator, under the general direction of the AIAM Director, provides leadership and direction for the delivery and coordination of federal, state and institutional student financial aid programs, audits, compliance reviews and account reconciliation reviews. The Financial Aid Administrator is Cheryl Hurley who is responsible for the management and administration of the student Financial Aid Office, its functions, and staff.

Financial Aid Administrative Staff. The primary responsibilities of the Financial Aid Administrative designated staff are to assemble and maintain student aid records, assess eligibility of applicants for aid, complete federally mandated reports, design and implement systems to accomplish these tasks, coordinate fiscal matters with the Director, including student fund requests, accountability for student disbursements, student ledger accounts. This position requires knowledge of federal regulations, institutional policies and procedures, ability to deal with clients about sensitive issues and the ability to deal with continually changing program regulations.

In addition, the Financial Aid Administrative Assistant and designated staff are to maintain student financial aid records/files, verifying application data on selected applicants, calculate student awards, collect progress reports for satisfactory progress determinations, maintain up to date knowledge of relevant federal regulations, process incoming mail, other general office duties.

3.General Aid Office Administration

Accommodations for Disabilities

AIAM does not discriminate based on disability in admission to its programs, services, or activities, in access to them, in treatment of individuals with disabilities, or any aspect of their operations. AIAM also does not discriminate based on disability in its hiring or employment practices.

This notice is provided as required by Title II of the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973. Questions, complaints or requests for additional information regarding these policies may be forwarded to AIAM Director, Mark Carangelo, 646 Route 18, Ste 210, East Brunswick, NJ 08816.

Appointments with Staff

The Financial Aid Office is open from 10:00 a.m. – 3:00 p.m. Monday through Wednesday and Friday during regular school days. Appointments at other times may be scheduled in advance. For prompt attention, appointments are recommended.

Treatment of Correspondence/Forms

Approved forms may be obtained from the Admissions and Financial Aid Office at 646 Route 18, Ste 210, East Brunswick, NJ 08816.

Telephone

The Financial Aid Office phone line is 732-651-6060. Protected student information will only be given over the phone once identity has been established.

Records Management & Retention 34CFR 668.24; 34CFR 668.163

Financial aid records are stored in the AIAM Financial Aid Office at 646 Route 18, Ste 210, East Brunswick, NJ 08816. The Financial Aid Administration has the responsibility for maintaining these files and records. AIAM retains all financial aid records and files as required by law for three years from the end of the award year for which the aid was awarded.

Information Sharing & the Family Educational Rights and Privacy Act 34CFR 99.10-12; 34CFR 99.20-22; 34CFR 99.30-35; 2009-10 FSA Handbook 2-112

AIAM complies with the Family Educational Rights and Privacy Act (FERPA) of 1974. In accordance with this federal law, AIAM has adopted policies and procedures governing the confidentiality of student educational records. No individual shall have access to, nor will the institution disclose any information from, a student's educational record without the written consent of the student or as otherwise authorized by FERPA.

Permitted exceptions under the law include disclosures to: school officials and personnel who have a legitimate educational interest, officials of other institutions in which a student seeks enrollment, representatives of agencies or organizations from which a student has received financial assistance and certain federal and state officials.

AIAM does not produce a student directory of adult students; therefore, personal student information will not be disclosed.

Students will be provided annual notification of their right to inspect, review and request an amendment to their educational records. The student then has the right to request a hearing (if the request for an amendment is denied) to challenge the contents of the education records, on the grounds that the records are inaccurate, misleading, or violate the rights of the student.

Inquiries concerning policies, procedures or compliance with federal and state regulations and guidelines may be addressed to the Financial Aid Administrator.

Complaint Resolution Process 34 CFR 600.9 (6)(1)

Individuals with a complaint concerning the AIAM are asked to submit the complaint in writing to the Director if resolution cannot be achieved with the staff member most directly involved. Face-to-face discussion of the matter or other informal means is the preferred starting point. If resolution is not achieved individuals should follow the listed institutional chain of command. Once all institutional processes are exhausted, complainants should follow the ACCSC (Accrediting Commission of Career Schools and Colleges) Policy on Complaint Resolution found in Appendix C).

4. **Financial Aid Programs** *34CFR Parts 602 and 603*

Institutional Eligibility Requirements *34CFR 600.6(a)(5)(ii); 34CFR 600.6(a)(2); 34CFR 600.7(a)(1)(iv); 34CFR 668.32(e)*

AIAM is an eligible, public post-secondary vocational institution. AIAM is legally authorized by the State of New Jersey to provide postsecondary education programs. AIAM is accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC). The school admits as regular students only individuals with a high school diploma or its recognized equivalent. Financial statements are prepared in accordance with Government Accounting Standards Board policies (GASB) and prepared on the accrual basis. The school has sufficient cash reserves to make required refunds, meet all financial obligations, and is current in its debt payments.

Program Eligibility *34CFR 668.3; 34CFR 660.2; 34CFR 668.8; 34CFR 691.2(b)*

AIAM's academic year definition is 52 weeks and/or 680 clock hours of instructional time. Any eligible program that is less than or exceeds the school's academic year definition will have student awards prorated to meet the specific definition of that eligible program. Award years are determined on a rotating basis based on intermittent start dates.

AIAM has ensured that all offered programs are eligible for FSA funds for eligible students enrolled in that program by obtaining authorization from the State of New Jersey and ACCSC. AIAM has also obtained approval through the U.S. Department of Education to administer FSA programs for our eligible non-degree programs and locations by listing these programs and locations on the Eligibility and Certification Approval Report (ECAR).

Administrative Capability *34CFR 668.16*

The Director of AIAM is responsible for the overall function of the institution, coordinating with the Director of Administration. The State of New Jersey Board of Education governs the operation of AIAM. The Financial Aid Administrator and Director are the primary administrators in dealing with the Financial Aid Office.

Records *34CFR 668.14; 34CFR 668.24; 34CFR 668.27; 34CFR 682.610; and 34CFR 685.309(c)*

AIAM keeps comprehensive, accurate program and fiscal records related to its use of FSA program funds for the minimum of three (3) years from the end of the award year. AIAM has established and maintains, on a current basis, any application submitted for FSA program funds.

Other program records that are maintained include:

- Program Participation Agreement, Approval Letter, and Eligibility and Certification Approval Report (ECAR)
- Accrediting and licensing agency reviews, approvals, and reports
- State agency reports
- Audit and program review reports

- Other records, as specified in regulation, that pertain to factors of financial responsibility and standards of administrative capability.
- AIAM also keeps records that substantiate the eligibility of students for FSA funds, such as:
 - Cost of attendance information
 - Documentation of a student's satisfactory academic progress (SAP)
 - Documentation of student's program of study and the courses in which the student was enrolled
 - Data used to establish student's admission, needs analysis documents, enrollment status, and period of enrollment
 - Required student certification statements and supporting documentation
 - Documents used to verify applicant data, and resolve conflicting information
 - Documentation of all professional judgment decisions
 - Financial aid history information for all students-Student Account Ledgers

Electronic Processes 34CFR 668.16(o); DCL GEN-04-08, September 2004 Federal Register, 09-14-2004,55418-55420

AIAM contracts with CAMPUSIVY, Inc. for the processing of student financial aid. CAMPUSIVY and AIAM transmit confidential student information via CAMPUSIVY's ESP software. Safeguards against possible fraud and abuse include:

- password protection,
- password changes at set intervals,
- access revocation for unsuccessful log-ins

AIAM's Financial Aid office along with CAMPUSIVY personnel uses:

- the E-App to submit and update the school's eligibility information through www.eligcert.ed.gov
- the Student Aid Internet Gateway (SAIG) system at www.fsawebenroll.ed.gov to verify users and access to information
- the COD Website <https://www.cod.ed.gov> to confirm completion of entrance counseling and signing of MPN.
- the National Student Loan Data System (NSLDS) to submit the school's student enrollment updates, FSA program overpayments, and NSLDS Transfer Student Monitoring Records at <https://www.nsldsfa.gov/secure/logon.asp>
- electronic submission for the school's annual compliance and financial statement audits through <https://www.ezaudit.ed.gov>
- the Information for Financial Aid Professionals (IFAP) Web site to review Dear Colleague Letters, announcements, or Federal Registers at ifap.ed.gov

Information Discrepancies 34CFR 668.16(f)

AIAM will not disburse aid until any conflicting information has been resolved. All resolutions of conflicting information will be documented in the student's file explaining the resolution, in detail, and accompanied by any supporting documentation. If a student withdraws and has conflicting information in their file, resolution will be

made by financial aid staff before making late or post-withdrawal disbursement.

Conflicting information consists of, but is not limited to:

- Student name and SSN do not match
- Student has not registered for selective service
- Conflicting enrollment information
- Student's financial aid history, as reported by NSLDS
- Any output document received from USDE with a 'C' flag by the EFC
- Student's immigration status
- Changes to an ISIR, once enrollment has commenced, when changes are not made by the Financial Aid Office

All subsequent ISIR transactions for a student, for the entire processing year, will be reviewed for accuracy and verified again if items required for verification have been changed. Findings will be documented in the student's file explaining the resolution, in detail, and accompanied by any supporting documentation, if applicable.

Cohort Default Rates 34CFR 668.16(m)(1)

The Department releases draft default rates in February which allows AIAM an opportunity to review and correct the data that will be used to calculate their official cohort default rates. In the early fall of each year, the Department issues the official cohort default rates.

The cohort default rate for Federal Stafford or for Direct Subsidized/Unsubsidized Loans made to students for attendance at AIAM must remain below 25% for the three most recent fiscal years, or lower, if possible.

Reporting & Reconciliation

CAMPUSIVY, Inc., on behalf of AIAM utilizes the reports from COD and DL tools to make sure that our reports and originations/disbursements are accurate. Our Financial Aid Office completes the monthly bank statement reconciliations.

National Student Loan Data System 34CFR 682.610

If deemed necessary, the Financial Aid Office, along with CAMPUSIVY, checks with the National Student Loan Data System (NSLDS) prior to awarding any aid to an enrolled student. NSLDS maintains information on a student's financial aid history. Checking this history ensures the proper aid packaging for the student.

NSLDS has the most recent information on student enrollment, grant and loan aid the student may have received at other schools, in addition to the student's repayment status. Checking a student's NSLDS history also reduces the chances of over-awarding aid, and provides information regarding student withdrawal, termination and graduation.

Student Eligibility Title IV Requirements 34CFR 668.32 (c)(2)(ii);34CFR 668.32(e), (f),and (g) (1); 34 CFR 668.33; CFR 668.34; 34 CFR668.35(a)-(c),and (h);34CFR 668.36;34CFR

668.37;34CFR 668.40; 34CFR 668.16(e); 2009-10 FSA Handbook Vol.1-Ch 1

To receive FSA funds, a student must be qualified to study at the postsecondary level.

A student qualifies if s/he:

- has a high school diploma (this can be from a foreign school if it is equivalent to a U.S. high school diploma)
- has the recognized equivalent of a high school diploma, such as a general education development or GED certificate
- has completed homeschooling at the secondary level
- has satisfactorily completed six credits of college work that are applicable to a degree or certificate offered by the school.
- A student must be a citizen or eligible noncitizen to receive aid from the FSA programs. The eligible statuses are:
 - A U.S. citizen or national;
 - A U.S. permanent resident;
 - Other eligible noncitizens.

A person isn't eligible for FSA funds if he is in default on an FSA loan or he owes an overpayment on an FSA grant or loan and he has not made a repayment arrangement for the default or overpayment. The AIAM Financial Office/CAMPUSIVY staff will check the student's FSA history on NSLDS to verify eligibility.

To be eligible to receive FSA funds, each student must provide a correct Social Security number (SSN). To confirm the student's SSN, the Department conducts a match with the Social Security Administration.

Anyone required to register with Selective Service at any time must have done so to receive aid. The Department performs a match with Selective Service to confirm a student's registration status.

AIAM does not consider incarcerated students for enrollment in any program of study. A federal or state drug conviction can disqualify a student for FSA funds. The guidelines and worksheets provided by the Department of Education will determine whether the student is eligible for FSA.

Federal Aid Programs in Which AIAM Participates

PELL. 34CFR 690; 34CFR 668.164; Section 428G(a) of the HEA

Federal Student Aid may be available for any course, which includes, at least, 600 clock hours of instruction. Students must have completed their Free Application for Federal Student Aid (FAFSA). Pell Grant awards are based on the Expected Family Contribution (EFC) on the student's SAR or ISIR, AIAM's academic year definition and the student's cost of attendance. The Scheduled Award amounts are specified on the Pell Payment Schedules released by the Department. A student must be enrolled in an approved course of study to receive a Pell grant.

Direct Loan Program (DL). 34CFR 685

Students must have completed their Free Application for Federal Student Aid (FAFSA). To be eligible for Direct loans, undergraduate students attending a

school that participates in the Pell Grant Program must first receive a determination of their eligibility for Pell grants. Any student that wishes to borrow a subsidized or unsubsidized Direct loan must be enrolled at least half-time. The Department of Education's definition of a full-time student is anyone attending a minimum of 24 hours per week in a clock hour program. A student enrolled less-than-half-time is not eligible for a Direct loan.

When AIAM receives Program funds, it must disburse the funds within 3 business days. Students will be advised in writing of how the loan funds have been applied to their account within 30 days (Student Account Ledger). They are always informed of their right to cancel loan funds at this time.

Students must complete entrance counseling prior to being approved for a Direct Loan on the website <http://www.studentloans.gov>.

Once the entrance counseling is completed, a confirmation is received from COD and is included in the student's file. Students must also complete exit counseling for their Direct Loans. This is completed at the NSLDS website. The advantages to completing exit counseling at this site include:

- Meets school requirements for Exit Counseling
- Data is automatically sent to ED Servicers
- Compliant for DL
- Includes borrower's actual loan data
- Flexible reporting options
- Automatic update of completion date for CAMPUSIVY

The Financial Aid Office regularly requests exit counseling completion reports from the NSLDS website which are then sent to our SAIG mailbox. A copy is placed in the student's file.

When it is found that a student has not completed required exit counseling, the Financial Aid Office will notify him/her in writing of the requirement to do so and will include the sites necessary to complete the counseling.

State Aid Programs in Which AIAM Participates

NJTOPPS. The Division of Workforce Development administers this program which has been established to help American workers who become totally or partially unemployed due to increased imports.

Vocational Rehabilitation. Students may apply for financial assistance through this program. Vocational Rehabilitation will determine eligibility.

5. Student Consumer Information Requirements

General Provisions Subpart D; 34CFR 668.41-48; 34CFR 668.14(d); 34CFR 668.14(c)(1)

Consumer information as required in Subpart D of the General Provisions include financial assistance information and information about the school's academic programs and policies, information on graduation and completion rates, and information about the

school's security policies and crime statistics report. Drug and alcohol prevention materials are available as well as information for borrowing students regarding FSA loan programs, loan obligation and repayment options. Consumer information must include any refund policy with which the school must comply, the requirements for the treatment of Title IV funds when a student withdraws; and the requirements and procedures for officially withdrawing from the school.

Consumer information is distributed by the school's administration and available on the school's website.

6. Application Process *AVG -5-40*

AIAM utilizes the U.S. Department of Education's Free Application for Federal Student Aid (FAFSA) to determine a student's eligibility for FSA. This application is available at www.fafsa.gov. After submitting the FAFSA, the student receives a Student Aid Report (SAR), which includes a summary of application information and the determination of the expected family contribution (EFC). This EFC is the result of computations involving the financial and non-financial data submitted on the application. The method of computation is applied to all students uniformly. Students should review all the information on the SAR. If any changes are necessary, the student is required to contact the Financial Aid Advisors and provide the necessary documentation. Corrections will be made using FSA ACCESS to CPS Online. If they meet all eligibility requirements, they will receive an award letter notifying them of the amount of their Pell grant award and projected payment schedule.

As AIAM's program spans two award years, students who would like to apply for financial aid for both years must repeat the application process for the subsequent year through the FAFSA website. The student should update his or her information and submit it to the processing center. The school will receive an Institutional Student Information Record (ISIR). The student will receive a SAR Information Acknowledgement. This ISIR will be used to determine the student's award.

Student Files

A student's file ultimately includes the student's ISIR and all related documentation. Additionally, the student account ledger is a document that records all activity to a student's account. All debits, credits, charges, refunds, payment of credit balances, etc will be recorded on the student's account ledger.

Deadlines

Student FAFSA must be processed by CPS of the Department of Education by April 1 of current year for State Aid and June 30 of the following year for Federal.

Document Collection & Tracking

As Institutional Student Information Records (ISIRs) are received by CAMPUSIVY, they are uploaded to the ESP software and saved to the CAMPUSIVY financial aid drive. As students are accepted, their ISIRs are retrieved from ESP, student files are created, award letters sent and funds disbursed if student meets all required criteria. Any printed

ISIRs that are not matched with a student by the end of the award year will be destroyed.

7. File Review

Verification *34CFR 668.53 General Provisions, Subpart E Selection of Applicants to be Verified 34CFR 668.54(a)(2)(i)(ii); 34CFR 668.54(b); 34CFR 668.53(a)(1); AVG-81-100*

All ISIRs received from USDE with an asterisk (*) by the EFC must be verified. The Financial Aid Office may also choose a student to be verified even if the Department of Education has not. This will only be practiced when it is obvious to the Financial Aid Office personnel that information on the ISIR may not be correct. Thirty percent of all student ISIRs must be verified as required by USDE. No Title IV aid will be calculated or disbursed until the required documentation is provided and verified as correct. Students selected for verification will be notified by letter and must submit the completed worksheet and required documentation to the Financial Aid Office within 21 days.

Applicants excluded from verification, (absent conflicting information) include, but are not limited to:

- Applicants who die during the award year (regardless of conflicting information)
- Applicants who are legal residents (or dependents of parents who are legal residents) of the Commonwealth of the Northern Mariana Islands, Guam, or American Samoa
- Applicants who are citizens of (and dependents of parents who are citizens of) the Republic of the Marshall Islands, the Federated States of Micronesia, or the Republic of Palau
- Incarcerated students
- Dependent students whose parents reside outside the United States and cannot be contacted by normal means of communication (exclusion is applicable to parental information only)
- Applicants who are immigrants and arrived in the United States during either calendar year of the award year
- Applicants whose parents' address is unknown and cannot be obtained (exclusion is applicable to parental information only)
- Dependent applicants when both parents are deceased or physically or mentally incapacitated (exclusion is applicable to parental information only)
- Applicants who will not receive Title IV assistance for reasons other than the applicant's failure to verify the information on the application
- Transfer students who completed verification at the previous school and the current school obtains the correct information/data
- Any other applicants excluded from verification by the school

Acceptable Documentation & Forms *34CFR 668.57(a)-(d)*

AIAM's Financial Aid Office uses USDE's Dependent and Independent student Verification Worksheets. Required documentation is considered to be student and/or parent federal tax returns for the base year. All tax returns must be signed by the filer. If the student and/or parent were not required to file, they may mark the appropriate

box on the verification worksheet. If income is reported, but a tax return not filed, the student and/or parent must submit proof of that income such as, but not limited to W-2 forms, 1099 form, etc.

If child support received must be documented, the best form of documentation is a statement from the Division of Child Support Enforcement, court order or court ordered payment transmittal forms. Cancelled checks may also be used.

Data Elements to be Verified 34CFR 668.16(f); 34CFR 668.56

AIAM's Financial Aid Office will verify the student's household size, the number of family members reported to be in college, student's and/or parent's adjusted gross income and income earned from work, the amount of income tax paid and any untaxed income and/or benefits, such as child support, IRA or Keogh deductions, interest earned on tax-free bonds, etc.

Conflicting & Inaccurate Information 34CFR 668.53(a)(4)

When inaccurate or conflicting information is found during the verification process, it must be resolved. The student is contacted in an attempt to resolve any conflicts. Additional documentation may be required to resolve the conflict. When it is found that errors were made outside the \$400.00 tolerance, corrections must be made to the student's FAFSA. These changes could result in a change in the student's EFC which would then affect the amount of the student's awarded aid package.

Student Notification of Verification Changes 34CFR 668.53(a)(3);34CFR 668.59(a)

When changes are made to the student's FAFSA application that effect the student's EFC and award, the student will be notified immediately and a new award letter sent reflecting the award amount that corresponds to the student's new EFC.

Database Matches, Reject Codes & "C" Codes Clearance

In the event the Financial Aid Office receives Potential Over-payment (POP) Report, all aid processing ceases until the POP situation is resolved. NSLDS and the student's prior school may be contacted to ensure an over-payment does not occur. When it is found that the student has been over-awarded, the award will be adjusted to resolve the POP situation.

In the event the Financial Aid Office receives a Multiple Reporting Record (MMR), all aid processing ceases until the MMR situation is resolved. The Financial Aid Office will contact the stated school to resolve the conflict. While a student can be dually enrolled, only one school can pay FSA that being the degree-granting school. In most instances, the student has failed to report to their previous school that they have transferred and enrolled elsewhere. The previous school only has to show the student as withdrawn to cure the MMR.

When the Financial Aid Office receives an ISIR with a C flag where the EFC should be, the reject codes will be identified. The most common reject C flags are for the following:

- The student has defaulted on a student loan and is not eligible for FSA. The Financial Aid Office will notify the student immediately and advise them to cure the default and provide them with the contact information provided in the ISIR.
- The student has not registered with Selective Service System. All males between the ages of 18-25 are required to register. If the student is required to register, they may do so by entering a correction on their FAFSA application, registering at the post office, where registration forms are provided, or on-line at www.sss.gov. This will cure the C flag. If the student is not required to register, they must provide a letter from the Selective Service System stating they are not required to register.
- The student's name and SSN do not match. It is often easier for the student to complete a new FAFSA when they have entered the wrong SSN. The Financial Aid Office can require proof of name and SSN from the student and proceed with processing. Proof shall be the student's original SS card, birth certificate and marriage licenses or court orders if names have been changed by court order.

Review of Subsequent ISIR Transactions—Post-screening 34CFR 668.54(a)(1)

The Financial Aid Office will review all subsequent ISIR transactions received. Once enrolled, it should not be necessary for students to make FAFSA corrections. If a student feels a correction is necessary, they should contact the Financial Aid Office for assistance.

All corrections to a student's FAFSA application will create a subsequent ISIR. When review is complete, the Financial Aid Office may flag the new transaction for verification if information is changed that will affect the student's EFC.

8. Cost of Attendance Calculations HEA, Section 472; 2009-10 FSA Handbook

Various Student Populations

CAMPUSIVY provides AIAM with financial aid budget components which is a breakdown by month. AIAM conducts an annual student population survey to determine amounts which address average room, board, transportation, personal and miscellaneous expenses. From these amounts an annual amount is found for each budget category.

How Costs are Derived & Updated

The program allocations are prorated if the program is less than full time or less than one year in length. Program specific tuition, books and fees are added. All amounts are then totaled creating the program's cost of attendance. Annual increases are based on the Census Bureau figures.

Budget Restrictions

Only allowable costs as defined by Department of Education will be considered in a student's program budget.

9. Awarding/Packaging Financial Aid

Packaging Philosophy 34CFR 668.16(h); 2009-10 FSA Handbook 3-137; HEA: Sec 428(a)(2)(C)
(ii) AIAM's Financial Aid Office will package student aid in a manner that will attempt to meet the financial needs of all students without exceeding the student's cost of attendance.

Available Amounts & Number of Eligible Students.

Award amounts are derived based on Department of Education and New Jersey Department of Higher Education guidelines. Student eligibility is determined by FAFSA need analysis.

Campus-based Program Amounts

AIAM has no campus-based aid programs.

Packaging Groups

AIAM has no campus-based aid programs.

Determining Award Amounts 34CFR 668.42(c)(3)

Award year begins July 1 of one year and ends June 30 of the next year. The amount of a student's Pell award is based on the number of clock hours in the program and the student's EFC. For those programs that are 900 clock hours in length the student is eligible for their maximum scheduled award.

Dependent students are eligible to borrow \$3,500.00 in subsidized loan funds and an additional \$2,000.00 in unsubsidized loan funds so long as all aid received by the student does not exceed their cost of attendance for Award Year 1.

Independent students are eligible to borrow \$3,500.00 in subsidized loan funds and an additional \$6,000.00 in unsubsidized loan funds so long as all aid received by the student does not exceed their cost of attendance for Award Year 1.

For those programs less than 900 clock hours in length, the student's award is pro-rated based on the number of clock hours in the program and the student's scheduled award.

Package Construction 34CFR 674.9; 34 CFR 682.200(b); 34CFR 682.201(a); 34CFR 685.102(b); 34CFR 685.200(a); 34CFR 685.300(a)

A student's aid package is constructed to utilize non-repayable resources first. All aid a student receives must be reported to the Financial Aid Office to prevent over-awards and/or over- payments. Each time the Financial Aid Office is notified of a new source of funding for the student, a new need-analysis will be completed. The Financial Aid Office will make every effort to avoid over-awards and/or over-payments.

Packaging Other Education Resources

Bureau of Indian Affairs. *34CFR 673.6* Once a student has completed all necessary forms to determine eligibility for a Bureau of Indian Affairs Grant, AIAM will prepare any necessary documentation to verify the student's enrollment and assist the student in initiating receipt of grant aid. The Bureau of Indian Affairs Grant is considered in the student's aid package.

Vocational Rehabilitation. The Division of Vocational Rehabilitation sends the Financial Aid Office an authorization for any enrolled student they support. Vocational Rehabilitation pays the difference between the cost of the student's program and the amount of the student's Pell award. Vocational Rehabilitation assistance is considered in the student's aid package.

Veteran's Educational Benefits *2009-10 FSA Handbook 3-144*The VA certifying official is located in AIAM's Financial Aid Office. Once a student has completed all necessary forms to determine eligibility for benefits, the certifying official will complete the VA's enrollment form to begin the student's benefit. If a student withdraws the certifying official will notify VA.

Student Needs Analysis *34CFR 674.9*

AIAM employs the Federal Need Analysis Methodology in assessing financial need and eligibility for Title IV Assistance. The Federal Need Analysis Methodology is based on the following philosophy of financial aid:

- To the extent that they are able, parents have the primary responsibility to pay for their children's education.
- Parents will, as they are able, contribute funds for their children's education.
- Students, as well as their parents, have a responsibility to help pay for their education.
- The family should be accepted in its present financial condition.

A needs analysis system must evaluate families in a consistent and equitable manner, while recognizing that special circumstances can and do alter a family's ability to contribute. Briefly, for dependent students, three broad categories of family resources are examined in need analysis. They are: (1) Parent's Income (the Available Income Concept); (2) Parent's Assets (the Income Supplement Concept); and (3) Student Resources (including summer earnings, and other similar benefits). For independent students, income and assets are examined. Need is determined for Pell Grants by a formula developed and updated annually by the Federal Government. A copy of the student's need analysis will be included in every student file.

Treatment of Educational Tax Provisions

529 Plans: Prepaid Tuition Plans & College Savings Tuition Savings Plans

New Jersey's NJBest529 College Savings Plan, offers a convenient, flexible, and tax-advantaged way to save for a college education at an accredited institution.

26 U.S. Code § 127 - Educational assistance programs
For more information, consult a tax professional.

Award Package Notification 34CFR 673.5

AIAM's Financial Aid Office notifies students of their award package by an initial award letter. This letter is not sent until it is verified that the student is, in fact, enrolled in a program of study at AIAM.

Packaging Appeals

Should a student wish to appeal their packaging award notification, they may do so by notifying AIAM's Financial Aid Administrator, in writing, within 15 days of the date of the award notification.

Award Package Notification Revisions 34CFR 673.5(b)

In the event a student's award package should be changed, the student will be notified, in writing, of the amended award and the reasons for the amendment will be stated in the notification. Possible reasons for award revisions would be:

- the student received additional funding (scholarship, grant, etc.) after initial notification sent, student's EFC changed, requiring a new need-analysis,
- student defaulted on a student loan awarded at another school,
- the student requested and received a consideration of special circumstances,
- any change in the student's status that would be reflected in their EFC or enrollment status.

Over-awards 34CFR 673.5

AIAM's Financial Aid Office will strive to prevent over-awards and over-payments of FSA funds.

Resolving an Over-award When Student is Liable. 34CFR668.32(g)(4); 34CFR 668.35(e)- (h); 34 CFR 673.5(f)(4)(ii); 34CFR 673.5(f)(5) If it is discovered that a student has received an over-payment due to supplying false information, failing to disclose or falsifying information, the Financial Aid Office will adjust the amount of the student's aid package to eliminate the over-award.

If this is not possible, we will promptly attempt to recover the overpayment by notifying the student, in writing, and requesting full payment. The notice will state that if the student fails to repay the overpayment or to make satisfactory arrangements for repayment, he or she will be ineligible for Title IV funds until the overpayment is resolved.

If the student claims that the school made a mistake in determining the overpayment, we will consider any information he or she provides and decide whether the objection is warranted.

If, after notification to the student and consideration of possible objections, an overpayment remains, and the student has not repaid or made satisfactory arrangements to repay the overpayment, the student's overpayment will be reported

to NSLDS and AIAM will refer the over-payment to USDE for collection

Resolving an Overpayment When School is Liable. *34CFR 668.22; Section 498(c) of HEA* When the Financial Aid Office discovers a student has been awarded aid which exceeds the student's need, we will adjust the student's aid package to prevent an over-award. If funds have already been disbursed when the overpayment is discovered, and the over-payment is a result of an error by the school, AIAM's Financial Aid Office will make downward adjustments to the student's award in COD, and return the funds through G5.

AIAM will then attempt to collect funds we have returned from the student. However, this will not be considered a Title IV debt, because the overpayment was due to an error on the part of the school.

10. Professional Judgment *AVG -105; HEA Sec 479A(c)*

PJ Authority & Individuals Who May Exercise It

PJ determinations are not taken lightly as doing so alters the student's EFC. Professional Judgment is only to be used in extreme cases and when the student can provide the documentation to show that it is justified. AIAM's third party servicer, CAMPUSIVY, Inc., assists in determining PJs. Paperwork and documentation is submitted to CAMPUSIVY and the AIAM financial aid advisors are notified of the outcome.

The Financial Aid Administrator must be notified of any reasons and adjustments made to an award before the student is notified. The student is notified of the change and is given a copy of the revised award letter.

Circumstances Where PJ May be Used & Possible Actions

PJ is most commonly used in cases where the student, their parents or their spouse has had a significant change in income. PJ could also be used in cases where the student cashed in a 401K, other retirement plan, or a significant investment that was reported on the tax return for the base year, but that income is no longer available to them.

PJ might also be considered if the student, their parents or spouse had medical expenses exceeding the allowance in the Department's EFC formula.

Request for PJ Consideration

AIAM's Financial Aid Office will not consider a professional judgment determination unless it is requested by the student or their parents. Consideration will not take place until all required documentation is received.

Documentation

The documentation required for a PJ determination will vary, but could include:

- tax returns,
- letter of unemployment status, including date of termination,
- final pay record from employer with year-to-date income clearly stated,

- benefits letter from the New Jersey Division of Employment Security,
- proof that investment or retirement plan funds are no longer available,
- proof of paid medical, unreimbursed medical expenses

11. Disbursements *34CFR 668.4; 34CFR 668.4(h)(1), (2); 34 CFR 690.75(a)(3);*

Disbursement Process *34 CFR 668.42(c)3; 34 CFR 668.164(b); 2009-10 FSA Handbook Vol. 3-17*
 FSA disbursements are made on a payment period basis. Each payment period is 450 clock hours in length. Programs longer than 900 clock hours still have 450 hour payment periods, but may also have a remaining period that is less than 450 hours in length. FSA funds are paid at such times and in such installments within each payment period for each student to successfully complete half the weeks of instructional time and half the clock hours in the program.

CAMPUSIVY, Inc., processes Pell and Direct Loads on behalf of AIAM. Financial aid advisors receive an “OK to Pay” list from CAMPUSIVY on the disbursement date. Once SAP and award amounts are verified, the financial aid advisors approve or disapprove and return to CAMPUSIVY. A disbursement report will then come from CAMPUSIVY and includes the amounts and the date funds will post to the AIAM Federal account.

Definition of Disbursements & Disbursement Methods

Funds are considered ‘disbursed’ to the student when they are applied to the student’s account. When FSA funds are received, they are transferred to the general disbursement account and documented in the student ledger. A check will be written and mailed to the student for any funds received over the tuition balance. As a means of internal checks and balances, no one person or office shall package, authorize, and disburse FSA funds to students.

Disbursement Dates & Schedules *34CFR 668.167*

AIAM will notify students of the amount of funds the student can expect to receive from each FSA program, and how and when those funds will be disbursed. This notification is sent as a part of the award letter worksheet. If the funds include a Direct Loan the notice will indicate which funds are from subsidized loans and which are from unsubsidized loans. AIAM will notify the student, in writing, of the anticipated date and amount of the disbursement and the student’s right to cancel all or part of the loan or disbursement and the time by which the student must notify the school that they wish to cancel the loan or disbursement. If a student elects to take DL funds, the student will meet in person with the financial aid advisor to sign award letter and the loan information page. AIAM Financial Aid Staff will have three business days to disburse funds to student accounts once received in the Federal Funds for Student Financial Aid account.

Student & Parent Authorizations *34CFR 668.165(b)*

Students are notified via a student receipt when funds are disbursed. When loan funds are included in a disbursement, the student may refuse loan funds and sign an acknowledgment on the date of disbursement.

Disbursing Title IV Funds by EFT to Designated Bank Account 34 682.207(b)(1)(ii),(v)
AIAM disburses all FSA funds to students by paper check.

Disbursing Title IV Funds to Pay Institutional Charges for Educationally-Related Activities Other Than Tuition, Fees, Contracted Room & Board, & Minor Prior-Year Charges

AIAM assesses no charges, other than tuition, books and fees.

Holding Excess Title IV Funds (Credit Balances) 34CFR 668.164(c)(1)(ii), and (e); FR 72- 152, August 8, 2007, page 44630; 2009-10 FSA Handbook 4-16

A Financial Aid Coordinator will evaluate the accounts periodically to ensure no credit balances exist. Any FSA credit balance will be paid to the student within the 14-Day regulatory timeframe.

Title IV Eligibility & Payment Information 34 CFR 682.604(a)(2); 34 CFR 682.604(c)(3)(ii); 34 CFR 682.201(a)(1); 34CFR 682.604(f) and (g); 34CFR 685.304; 2009-10 FSA Handbook Vol. 2-78
AIAM will notify students of the amount of funds the student can expect to receive from each FSA program, and how and when those funds will be disbursed. This notification will be sent before the disbursement is made. Notification will be in writing, which may be hand or electronically delivered. Before a student takes out a loan, the student will be required to complete a MPN and Entrance Counseling on the Direct Loan website at www.studentloans.gov. Exit Counseling on the NSLDS website will also be provided before the borrowing student completes his course of study or otherwise leaves school. This allows the student with little or no experience with repayment or managing debt to have information regarding budget development and debt management strategies and types of tax benefits available to borrowers.

Personal and contact information is available to the DL servicing center through the NSLDS site. If a student fails to complete Exit Counseling online, AIAM will mail materials to the student within 30 days of their exit date with instructions for the student to complete the paperwork and return it to AIAM so that we can forward it onto NSLDS. Staff is always available to answer student questions.

Crediting Title IV Loan Proceeds & Borrower's Cancellation Right 682.604 (c), (d)

AIAM will notify the student, in writing, of the anticipated date and amount of the disbursement and the student's right to cancel all or part of the loan or disbursement and the time by which the student must notify the school that they wish to cancel the loan or disbursement.

Crediting Post-Withdrawal Disbursements Containing Title IV Loan Proceeds & Borrower's Cancellation Right

When a Return to Title IV (R2T4) calculation reveals a student is entitled to a post-withdrawal disbursement and the student still owes institutional charges, the student is notified that those charges can be partially or fully satisfied through a post-withdrawal loan disbursement. The student then has the opportunity to notify the Financial Aid Office to carry out the loan disbursement or refuse and cancel the loan disbursement.

Offering Post-Withdrawal Disbursements Not Credited to Student's Account When a Return to Title IV (R2T4) calculation reveals a student is entitled to a post-withdrawal disbursement through Pell funds, the post withdrawal disbursement is made by the Financial Aid Office, through CAMPUSIVY, and sent to the student at their last known address. When post-withdrawal funds include loan monies, the student is given the opportunity to notify the Financial Aid Office to carry out the loan disbursement or refuse and cancel the loan disbursement.

12. Satisfactory Academic Progress *2009-10 FSA Handbook Vol. 2-125 Requirements for Satisfactory Academic Progress HEA Sec 484(c), 34 CFR 668.16(e), 34 CFR 558.34*
Requirements for Satisfactory Academic Progress

Satisfactory Academic Progress (SAP) means a student must be proceeding in a positive manner toward fulfilling certificate requirements in a specific length of time. Students must be in good standing and making satisfactory progress according to the institutional standards before receiving Federal Financial Aid (Title IV) assistance. Good standing means that the student is capable of enrollment or continued enrollment established in criteria for the massage therapy program at AIAM.

Federal regulations require that students meet certain academic standards to be eligible for financial aid programs. The basic standards are:

1. Students are expected to maintain satisfactory cumulative grades.
2. Students are expected to successfully complete the clock hours that they are enrolled in each period.
3. Students are expected to complete their program in a timely manner.
4. Students must also be working on their first certificate (unless approval is granted on appeal).

All coursework is evaluated for financial aid purposes whether or not financial aid was received for that work. These standards will be evaluated at the end of each payment period. At AIAM, a payment period consists of 340 hours. The number of weeks to accumulate the 340 hours is 26 weeks.

Qualitative: Cumulative Grades

Students must meet the standards of AIAM in order to retain eligibility and remain in good standing. The qualitative component includes grades, work projects completed, or other comparable factors that are measurable against a norm. AIAM uses a student's cumulative grade to determine compliance with the qualitative component of SAP. A student must maintain a minimum cumulative grade of "75%" at the end of each payment period to meet this standard.

Due to the nature of the AIAM program which run as cohort models (all students begin and progress through the program as a group, the program is taken as a whole, not individual classes), transfer hours are rarely accepted. However, should a transfer be allowed, those grades would be used in the calculation of SAP. If a student withdraws from the program, the student must begin with a new cohort. If a student is allowed to start at the second (or later) payment period, cumulative grades from the previous completed payment period(s) will be included in SAP calculations.

Each student's cumulative grade will be reviewed by the financial aid staff at the completion of each payment period.

Quantitative: Hours Completed for Period

Students must complete 90% or more of the clock hours for which they are enrolled during each enrollment period (coincides with payment period) to meet SAP. Students must meet those requirements in order to remain enrolled.

To remain eligible for Federal Financial Aid the student may be absent no more than 10% in a payment period (34 hours for a 340 hour payment period). This policy is distributed to students upon enrollment. The first disbursement of Title IV funds for

first time entering students at AIAM requires no progress check provided the first disbursement is issued during the payment period of training for a new student. At the end of their first payment period students must be making satisfactory progress.

Students missing five consecutive days of classes without notification to the school will be administratively withdrawn from the AIAM.

Pace: Maximum Time to Complete a Certificate Program

Pace of program completion is an additional quantitative standard of Satisfactory Academic Progress. Students may take up to 11% longer than the normal time of their program to complete that Program and still be regarded as being in good standing. However, a student will NOT BE ELIGIBLE for Title IV federal financial aid once he/she has received aid for the number of hours in the program.

Warning

Students who do not meet the standards to retain financial aid eligibility will automatically be placed on financial aid warning and may continue to receive financial aid for one payment period. A student who meets the standards while on warning status will return to good financial aid standing.

Probation

The status of Financial Aid Probation will be assigned to a student who fails to meet the standards for Satisfactory Academic Progress and who has appealed and has had eligibility for financial aid reinstated. Conditions may be imposed for a student's continued eligibility to receive financial aid. During this time, the student may receive aid for one payment period.

During the period of enrollment of Financial Aid Probation, the student must be making Satisfactory Academic Progress or successfully following an academic plan. If not, the student will be suspended from financial aid. A student suspended from financial aid (other than the maximum time limit) may re-establish eligibility by attending at their own expense until they meet the minimum standards.

Failure to meet Satisfactory Academic Progress standards results in the loss of eligibility to receive federal financial aid which includes grants and loans. Students will be notified by both emailed and printed documentation, plus a copy of this notification will be put into their file.

Appeal Process

The appeal is the process by which a student who is not meeting the Satisfactory Academic Progress standards petitions for reconsideration of eligibility for aid. In some cases, a student's failure to be in compliance with one or more of these requirements is due to events totally beyond the student's control. If such extreme circumstances can be documented for the specific periods of enrollment when the deficiencies occurred, the student may submit an appeal that will be considered by the Appeals Committee. Appeals will only be considered for documented extreme circumstances. Examples of situations that may be considered beyond a student's control include: the death of a relative, an injury or illness of the student, or other special circumstances. An appeal request must be submitted in writing to the Director of AIAM accompanied by appropriate supporting documents, which may include documents requested by the Financial Aid Appeals Committee. The Financial Aid Appeals Committee makes recommendations to AIAM's Director.

A student wishing to appeal should submit a written appeal to the Director of AIAM within five calendar days from date of notification of loss of financial aid eligibility. The appeal must include why the student failed to meet the Satisfactory Academic Progress standards and what has changed that will allow the student to meet the Satisfactory Academic Progress at a designated point in time.

An appeal following a period of Financial Aid Probation must be accompanied by an academic plan signed by program instructor which outlines how the student will be able to get back on track for successful completion by the end of the next period of enrollment or by a specific point in time.

The Financial Aid Appeals Committee will review the appeal and the academic plan and approve or disapprove the reinstatement of aid. If the student fails to follow the approved academic plan or the appeal is not approved, all aid will stop until the student has re-established eligibility at his/her own expense.

Transfer Students

The program at AIAM designed to serve a cohort of students. Students are expected to begin and progress through the program courses as a group. Therefore, students are required to complete all hours within a program in order to earn a diploma. Under unique circumstances an exception to this requirement could be made.

Student transfers from other institutions: Students from other institutions are expected to meet all entrance requirements and, if accepted, begin a program with the next cohort group.

AIAM normally does not accept credit from other institutions to be applied toward program coursework. An example of an exception would be if a student came from a

like program due to the unexpected closure of said program. These situations are considered individually and students are required to prove competency in the subject area before credit is granted. (Program-specific accrediting body guidelines and stipulations must be followed.) A student requesting the transfer of credit is required to provide transcripts, course syllabi, and other documentation requested by the review committee. The review committee will consist of the Director of AIAM and Instructional Staff. Students will be notified of the committee decision in writing. If an exception is granted, the student is then placed at the appropriate point in an existing cohort and credit given for previous coursework. Previous coursework from other institutions is not considered in the cumulative grade calculation at AIAM.

Repetitions, Withdrawals, Incompletes, Remedial and ESL Courses

For repeated coursework, the most recent grade a student has earned will be used in determining the student's cumulative grade. All clock hours completed by a student will apply to the Quantitative and Pace standards of the SAP policy.

Students may receive financial aid for a program they withdraw from and then reenter after 180 days.

Students receiving a grade of Incomplete have one marking period to complete the coursework or the grade will be converted to a failing grade. Coursework assigned a grade of Incomplete will be included in the Quantitative and Pace standards of the SAP policy. The resulting grade at the end of the following marking period will be used in the calculation of the student's cumulative grade.

AIAM does not offer remedial or ESL coursework. Credit for such coursework at previous institutions will not be accepted by AIAM.

Terms of Enrollment

Payment periods and periods of enrollment are based on clock-hour standard definitions, SAP is therefore determined for each payment period. Financial aid is prorated for payment periods in accordance with federal financial aid regulations.

Record Keeping Process for Satisfactory Academic Progress

An individual folder is maintained for each student and progress reports are issued on a regular basis. Agencies providing financial assistance to students, and which require notice of progress, will be notified within thirty days of the withdrawal or termination of a student.

The Satisfactory Academic Progress standards to be monitored include:

- Student maintains a cumulative grade of 75%.
- Student is absent less than 10% of a payment period – 34 hours in a 340 hour payment period.
- The student maintains a pace of progress that assures completion of a program in no more than 150% of the published time for that program.

Financial aid staff will monitor the following sources of information to determine that students are meeting the standards:

- Cumulative Grade as recorded in the AIAM Grade and Attendance Ledger.
- Attendance as recorded in the AIAM Grade and Attendance Ledger.
- Progress reports and counseling records as provided by instructional staff.

At the end of each grading period, a designated financial aid official will check grades and attendance to ascertain that the student is making satisfactory academic progress.

13. Return of Title IV Funds *34CFR 668.43; HEA Sec 484B;*

Process Overview & Applicability *34CFR 668.22; 34CFR 668.43(a)(4); 34CFR 682.607*
AIAM will determine the earned and unearned portions of Title IV aid as of the date the student ceased attendance based on the amount of time the student was scheduled to be in attendance. After the 60% point in the payment period (204 hours out of 340 total hours) the student has earned 100% of the Title IV funds he or she was scheduled to receive during the payment period.

Withdrawal Date *34CFR 668.22(b), (c); 34CFR 682.604(d)(4); 34CFR 682.605*

When a student begins the official withdrawal process or provides official notification to the AIAM Financial Aid Office of his or her intent to withdraw, the date of the student's withdrawal would be the date the student began the official withdrawal process, or the date of the student's notification, whichever is later. If a student did not begin the official withdrawal process or provide notification of his or her intent to withdraw, the date that the student withdrew would be the date of the student's last date of attendance (LDA).

Formula Calculation *34CFR 668.22(e),(f)*

AIAM's Financial Aid Office uses the payment period R2T4 calculation to determine whether a post-withdrawal disbursement should be made. R2T4 calculations will be completed within 10 days of notification of a student's withdrawal. AIAM and CAMPUSIVY utilize the R2T4 calculation tool provided by the US Department of Education.

Post-Withdrawal Disbursements *34CFR 668.22(a)(3),(4),and (5)*

When a Return to Title IV (R2T4) calculation reveals a student is entitled to a post-withdrawal disbursement of Pell funds, the post withdrawal disbursement is made by the Financial Aid Office and applied to the student's account or, should their account be closed, sent to the student at their last known address within 45 days. When post-withdrawal funds include loan monies, the student is notified within 30 days and given 14 days to notify the Financial Aid Office, in writing, to carry out the loan disbursement or refuse and cancel the loan disbursement.

Returning Unearned Funds *34CFR 668.22(g), (h); 34CFR 668.21*

When the R2T4 calculation determines that unearned Title IV funds were disbursed to a student, AIAM will return those funds to all applicable sources. When Pell funds are

a part of the return process, the student's award will be adjusted and sent to COD via the CampusIvy system. Those funds will either be returned to USDE. Refunds or returns will be processed within 30 days of notification of student's withdrawal.

Refunds due shall be applied in the following order:

- Direct Student Loan (Title IV)
- Pell Grant (Title IV)
- Private Scholarships
- Personal Funds

If the R2T4 calculation results in a credit balance on the student's account, the student will be notified and this credit balance will be disbursed to the student within 14 days of the R2T4 calculation.

If the R2T4 calculation results in an amount that exceeds the school's portion, the student will be notified and will be required to repay the additional funds.

Over-award Resolution 34CFR 682.604(h); 34CFR 668.22(h)(4); 34CFR 668.32(g)(4); 34CFR 668.35(e)-(h)

To resolve an over-award, AIAM will promptly attempt to recover the overpayment by notifying the student, in writing, and requesting full payment. The notice will state that if the student fails to repay the overpayment or to make satisfactory arrangements for repayment, he or she will be ineligible for Title IV funds until the overpayment is resolved.

If the student claims that the school made a mistake in determining the overpayment, we will consider any information he or she provides and decide whether the objection is warranted. If, after notification to the student and consideration of possible objections, an overpayment remains, and the student has not repaid or made satisfactory arrangements to repay the overpayment, the student's overpayment will be reported to NSLDS and AIAM will refer the over-payment to USDE for collection.

Institutional Refunds

AIAM has no institutional funds; therefore, this section does not apply.

14. Title IV Fraud

Student Fraud 34CFR 668.16(g)

A student who has been convicted of, or has pled no contest or guilty to, a crime involving fraud in obtaining Title IV aid must have completely repaid the fraudulently obtained funds to the Department or the loan holder before regaining aid eligibility. The school's administration will decide whether the incident should be reported to USDE's Office of the Inspector General.

Institutional & Third Party Fraud 34CFR 668.16(g)

AIAM contracts with a third-party servicer to complete the processing of student financial aid. CAMPUSIVY, Inc. is located at 6451 N Federal Highway, Suite 501, Ft. Lauderdale, FL 33308-1488. Phone: 800-327-5772; Fax: 954-772-6257

All referrals to the Inspector General should be submitted as stated in Section 34 CFR 668.16(g) OIG referrals.

15. Audit Requirements *34CFR 668.23(a)(1) to (5)*

Financial aid records and student files are audited every year. Auditors review a sample of student aid files to ensure the Financial Aid Office is in compliance with federal, state and institutional policies.

Type of Audit

An independent auditor conducts an annual audit of AIAM's compliance with the laws and regulations that are applicable to the FSA programs in which AIAM participates (a compliance audit), and an audit of AIAM's financial statements (a financial statement audit). The Single Audit Act requires schools to have an audit conducted in accordance with the Office of Management and Budget's (OMB) Circular A-133, Audits of States, Local Governments, and Nonprofit Organizations.

Preparation for Audit

Financial Aid office staff cooperates with the auditor's requests. Typically, the auditor will randomly select a specific number of students to inspect. The files are pulled and given to the auditor. Any additional assistance requested is responded to promptly.

Audit Submission Schedule *34CFR 668.23(a)(4)*

These audits are submitted annually through USDE's website www.ezaudit.ed.gov, no later than December 31 of each year or within six months of the end of the school's fiscal year.

16. Appendices

- A. Organizational Chart
- B. Contact List
- C. ACCSC Complaint Procedure
- D. Creation of Student File
- E. Award Letter
- F. Loan Change Request Form
- G. R2T4 Worksheet
- H. Chart of percentage of Title IV funds-school returns or can retain
- I. Debt Resolution Worksheet

Appendix A-Organizational Chart

Mark Carangelo Director		
Mara Maguire Administrator/Financial Aid		
Darcy Doggett Instructor	Maureen Kane Instructor/ Administrative Assistant	Jonny Veliz Administrative Assistant

Appendix B

Contact List

Mark Carangelo, Director
30 Overhill Road
East Brunswick, NJ 08816
732-804-5511

Mara Maguire,
Administration/Financial Aid
710 Falcon Ct
Bridgewater, NJ, 08807
240-277-9992



2101 Wilson Boulevard, Suite 302
Arlington, Virginia 22201
703.247.4212
703.247.4533 fax
www.accsc.org

Filing a Complaint Against an ACCSC-Accredited Institution

Institutions that are accredited by the ACCSC are required to have a published procedure and operational plan for handling complaints. Accordingly, before contacting the Commission with a complaint against an ACCSC-accredited institution, the Commission encourages complainants to first avail themselves of the school's complaint procedures.

If you feel an ACCSC-accredited institution school has not adequately addressed a complaint, or that the school is not in compliance with the [Standards of Accreditation](#), you may file a written complaint with the Commission using the [ACCSC Complaint Form](#). In order for a complaint to be processed by ACCSC, it should include:

- The basis for any allegation of noncompliance with ACCSC standards or requirements;
- All relevant names and dates and a brief description of the actions forming the basis of the complaint;
- Copies of any documents or materials that support the allegations, when available; and
- A signed release authorizing the Commission to forward a copy of the complaint, including the identification of the complainant, to the school.

Complaint Process

Upon receipt of a complaint filed in accordance with the aforementioned format, the Commission will forward a copy of the complaint to the school for a response.

- Schools are given a period of time upon receipt of the complaint to prepare a response addressing the alleged areas of non-compliance with the Commission's requirements.
- The Commission may determine, based on a review of the school's response, that the school has adequately addressed the concerns raised in the complaint and is in compliance with the [Standards of Accreditation](#).
- In all cases, both the school and complainant are notified of the final disposition of the complaint.

Although one possible outcome of the complaint process may be the resolution of a dispute between parties, **the Commission does not act as an arbitrator**. The Commission will not intervene on behalf of individuals in cases of disciplinary action or dismissal or review decisions in such matters as

admission, graduation, fees, and similar points unless the context suggests unethical or unprofessional actions that seriously impair or disrupt the educational services of an applicant or an accredited school. For more information on ACCSC, visit us online at www.accsc.org.

Appendix D

Creation of Student File

1. Student completes their FAFSA.
2. Once a student is enrolled in a class an ISIR (Informational Student Information Record) is picked up electronically and a student file is opened.
3. If the student has been selected for the verification process by the Department of Education, an asterisk will appear next to the EFC. A verification request will be given to the student which the student will complete and return with the required documentation.
4. Should corrections need to be made to the Student's FAFSA, those are completed and a new ISIR is sent to AIAM which is placed in the student file.
5. An Award Letter is e-mailed indicating the amount of financial aid that is being offered to the student. If they are accepting a loan, they are directed to **the www.studentloan.gov** website to complete a Master Promissory Note (MPN) and Entrance Counseling.
6. The signed Award Letter is placed in the student's file.
7. The following documents must also be placed in the student file prior to disbursing financial aid:
 - i. Entrance Counseling confirmation if a student is requesting loan funds
 - ii. Master Promissory Note confirmation if a student is requesting loan funds
8. The student receives their student financial aid as requested on their award letter according to the guidelines developed by AIAM for payment of all charges owed.
9. Any excess DL or Pell money will be sent to the student in check form.
10. Each disbursement throughout the award year is noted on the student account ledger and placed in the Student Account Ledger notebook.
11. If a student requests additional loan funds, they must meet with a financial aid advisor to make an adjustment on their original award letter and sign or initial and date the change.



Appendix E

Student Name
 Address
 City, State Zip

Student ID:
 Printed on:
 Award Year:
 Academic Year:

Dear Student,

Congratulations! Based on the information that you have supplied, we are pleased to provide you with this estimated financial aid award letter. Your award package is an estimate based on your projected enrollment status for the above-referenced academic year and is subject to change due to variety of factors, some of which are detailed below.

Cost of Attendance

Tuition and Fees	\$7,000.00
Room and Board**	\$.00
Transportation**	\$.00
Personal Expenses*	<u>\$.00</u>
Total Cost of Attendance	\$

*Cost of Attendance components are estimated and your actual costs may vary.

Your estimated financial aid award appears below.

	Net Amount Pay Period 1	Net Amount Pay Period 2	Total Academic Year Net Amount	Gross Amount
Pell Grant				
Student Cash Payment				
Grand Total				

*Note, if your estimated award includes loans, the federal government may charge you fees on those loans. The “Net Amount” listed above reflects those fees (if applicable). The “Gross Amount” listed above is the actual amount you will borrow before the fees are deducted (if applicable). To familiarize yourself with Federal Financial Aid programs, please go to <https://studentaid.ed.gov/sa/>.

If this estimated award letter includes federal student loan(s), you have the right to decline, cancel, or reduce the amount of the student loan(s). If you wish to borrow student loans, you must complete a Master Promissory Note (MPN) so that loan funds may be disbursed to your account. You can complete the MPN at: <https://studentloans.gov/myDirectLoan/index.action>

If you wish to decline, cancel, or reduce the amount of the student loan(s) you must notify the Financial Aid Office, in writing, within 30 days of the date of this letter. You will be given another opportunity to decline funds at the time that your student loans are disbursed. You should also notify the Financial Aid Office if you wish to apply to borrow additional student loan funding. To determine your potential maximum loan eligibility (different from your estimated award detailed above), see the chart below or refer to the section on loans in the Student Consumer Information.

Awards will be applied to your tuition and fees for the payment periods in which you are enrolled. If your enrollment status changes, your awards may be changed or cancelled. You must provide all required documents to AIAM to receive your aid. In addition, you must maintain satisfactory academic progress as stated in the school catalog. You may be required to submit additional documentation to verify certain data elements on your application.

Once AIAM applies your financial aid to your student account, any resulting credit balance will be refunded to you by check..

We wish you well in your studies. Please feel free to contact the Financial Aid Office if you have any questions.

Sincerely,
 Office of Financial Aid

Appendix F

Loan Change Request Form

You may use the form below to request an increase, decrease or cancellation of your student loan(s). Please complete the request by printing your full name in the blank below and indicating the **total** amount of student loan(s) you would like to borrow. Please sign, date and return the form to your Financial Aid Office.

I, _____ would like to increase/decrease my student loans with the following changes:

Desired Amount	
Subsidized	\$ _____
Unsubsidized	\$ _____

I would like to cancel my student loans entirely. _____ (Student Initials)

Student Signature

Date

Student ID

Appendix G

Link to R2T4 Worksheet

<https://fsapartners.ed.gov/knowledge-center/fsa-handbook/2020-2021/vol5/appx-appendix-return-title-iv-aid-worksheets>

Appendix H

Chart of percentage of Title IV funds-school returns or can retain

% of hours completed per payment period	Hours completed	Estimated % of Title IV Funds earned	Estimated % Title IV Funds returned at withdrawal
0%	0	0%	100%
1%-9%	1-31	1-16%	99-84%
10%-19%	32-65	17-32%	83-68%
20%-29%	66-99	33-49%	67-51%
30%-39%	100-133	50-65%	50-45%
40%-49%	134-167	66-81%	34-29%
50%-59%	168-203	82-99%	28-1%
60%-100%	204-340	100%	0%

Appendix I

Link to Debt Resolution Website

<https://myeddebt.ed.gov/>