



# **MANUAL OF POLICIES**

## **Financial Aid Office**

*UPDATED FEBRUARY 2014*  
*LIMITED SECTIONS UPDATED DECEMBER 2014*

## Contact Information

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## Electronic File Locations

<b>Internal Drive</b>	G:\Policies and Procedures\Current Manual\ FAO Policies and Procedures Manual
<b>Website</b>	<a href="http://www.denverseminary.edu/financialaid">www.denverseminary.edu/financialaid</a> <a href="http://My.DenSem.edu">My.DenSem.edu</a>

## Preface

This manual contains the policies and procedures which govern all aspects of the Financial Aid Administration at Denver Seminary. Unless otherwise mandated by Federal Rules and Regulations, all policies and procedures are subject to interpretation or change, as deemed necessary by the Director of Financial Aid, the Scholarship Committee, or the Administrative Council.

Denver Seminary is solely a Graduate-level school. Therefore for Title IV purposes all students are at the Graduate/Professional level and are therefore Independent and not eligible for the Federal Pell Grant program.

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## Introduction

### **1 Introduction**

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## Introduction

### **1 Section One: Introduction**

Federal regulations mandate that institutions have written policies and procedures. Beyond the federal requirement, there are many benefits to having a written document outlining financial aid office policies and procedures: 1) for distribution to appropriate others outside the Financial Aid Office (FAO) for the purpose of informing and fostering an understanding of the complexity and operation of the FAO; 2) for FAO staff as a referral guide to assist in maintaining consistency in the problem-solving process; and 3) as an important component of a comprehensive training program.

#### **1.1 Purpose**

##### 1.1.1 Statement of Purpose

The purpose of this document is to record policies and procedures surrounding the delivery of Financial Aid at Denver Seminary. If no policy or procedure addresses a given issue, the FAO staff is expected to use professional judgment based upon the intent of all financial aid programs and office practices.

This Manual:

1. Provides the financial aid staff with current policies and procedures which pertain to eligibility assessment for Federal and Seminary programs.
2. Provides the staff with general and specific responsibilities of the total office, and the Office's relationship to other departments/divisions of the Seminary.
3. Provides the staff with general office procedures in order that a systematic and consistent approach may be taken in the operation of all programs; ensuring that similar operations will be handled in a uniform manner.
4. Provides quick reference to various practices.
5. Facilitates the orientation and training of personnel when changes occur.

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### 1.1.2 Reference Documents

There are many resource guides which assist the FAO staff. These citations are maintained by the Director of Financial Aid.

The documents which are used to determine student eligibility for financial aid include current regulations published in the Federal Register, Department of Education guides (such as the Federal Student Financial Aid Handbook, Verification Guide, formula books, and Audit Guide), Dear Colleague Letters, financial aid legislation and other laws or regulations that impact student aid, and the National Association for Student Financial Aid Newsletters.

#### Financial Aid web sites:

##### - Functional

- CbFISAP.ed.gov
- COD.ed.gov
- EligCert.ed.gov
- ELMProduction.com
- FAAMAccess.ed.gov
- FAFSA.gov
- GoArmyEd.com
- LoanConsolidation.ed.gov
- MyEdAccount.com
- NSLDS.ed.gov
- PIN.ed.gov
- StudentClearinghouse.org
- StudentLoans.gov
- WAWF.eb.mil

##### - Informational

- ATS.edu
- AuburnSeminary.org
- CAFAA.org
- CollegeBoard.com
- ConstitutionDay.com
- DirectStudentLoanCoalition.org
- FSAConferences.ed.gov
- GIBill.va.gov
- IFAP.ed.gov
- IRS.gov
- MappingYourFuture.org
- MyGreatLakes.org
- NASFAA.org
- NCES.ed.gov
- Nelnnet.com
- RMAFSAA.org
- SallieMae.com
- ScannellKurz.com
- SSS.gov
- StudentAid.ed.gov
- TGSLC.org
- USAFunds.org
- VA.gov

### 1.1.3 Membership

#### 1.1.3.1 External organizations

##### 1.1.3.1.1 Colorado Association of Financial Aid Administrators (CAFAA.org)

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1.1.3.1.2 National Association of Student Financial Aid Administrators (NASFAA.org)

1.1.3.1.3 Rocky Mountain Association of Student Financial Aid Administrators (RMASFAA.org)

1.1.3.2 Internal groups

1.1.3.2.1 Scholarship Committee (administrative director and non-voting participant)

1.1.3.2.2 President's Cabinet

1.1.4 Packaging Aid

The packaging philosophy is to award gift aid first and then supplement the student with Direct Loans after the gift aid has been awarded.

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### **1.2 Philosophy**

The philosophy of the Financial Aid Office (FAO) is to help students obtain their goal of higher education, which might not be possible without assistance.

#### 1.2.4 Policy Development

##### *1.2.4.1 Responsibility for Institutional Policy Development*

The Director of Financial Aid with the assistance of the Vice President of Student Services is responsible for setting the institutional policies for awarding and disbursement of financial aid. These policies must follow all federal regulations as well as the mission of Denver Seminary. The Scholarship Committee approves and oversees the policies of the FAO.

##### *1.2.4.2 Institutional Principles of Financial Aid*

1. The main purpose of the FAO is to assist students by monetary means to attend Denver Seminary. This can be accomplished one of three ways:
  - a. Federal Funds
  - b. Institutional Funds
  - c. Private Funds
2. The Seminary will publish the financial aid budget for students on their award letter. This will give the student a realistic idea of what to expect monetarily.
3. Students are expected to contribute to their educational expenses, including borrowing student loans.
4. Financial aid will only be offered after the student completes the Free Application for Federal Aid (FAFSA). This will allow the FAO to determine what additional resources the student will need.
5. The need-based aid, as well as both institutional and federal aid will go to the most-needy applicants on a first-come, first-served basis.



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6. The FAO will review every year the policies and procedures governing how the need-based aid is awarded.
7. The FAO will keep all award information on each student confidential. The only exception to this is if the student requests in writing that the FAO release the information to another person or institution.
8. All information that students release to the FAO must be kept confidential.
9. In awarding students need-based aid, the FAO will look at need first and then other issues.

### 1.2.4.3 *General Policies*

#### 1.2.4.3.1 Academic Year

For the purpose of Federal Direct Loans, the academic year for all master's level programs is defined as September of the current year through August of the next year (i.e. Fall and Spring). The Academic Calendar is defined in Addendum-A. Summer session is considered a trailer to the academic year. Exceptions to the academic year can be made on a case-by-case basis. In these individual cases, a borrower based academic year will be used. The academic year for the Doctor of Ministry program is defined in the D.MIN. section of this manual.

#### 1.2.4.3.2 Audits

School audits are done and submitted to the Department of Education on a yearly basis by EKS&H. Federal audits conducted by the Department of Education may happen at any time, however they are normally done once every five years. Texas Guarantee may also conduct a program review at any time, however they normally happen once every three years. The VA does an audit every three years.

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### 1.2.4.3.3 Crime Statistics

Crime Statistics are published, distributed and available in the Auxiliary Services Office. This is updated once a year in the month of September and reported as required by October 1<sup>st</sup> to the Department of Education.

### 1.2.4.3.4 Default Reduction

Denver Seminary awards \$16,500 to begin with to all students. The Financial Aid Office does this to make sure that students are thinking about how much debt they are accruing rather than just signing off on their loan offer. Students can request an additional \$4,000 in Unsubsidized Direct Loans by completing a Loan Adjustment Request Form (Exhibit 2A) and submitting it to the Director of Financial Aid. Denver Seminary reserves the right under Professional Judgment to refuse to certify a loan on a case by case basis. The Director of Financial Aid will discuss the situation with the Vice President of Student Services before a final decision is made.

### 1.2.4.3.5 Enrollment Status

Enrollment status is defined as follows:

- Full-time: Any student who is taking 9 or more credit hours per semester.
- $\frac{3}{4}$  time: Any student who is taking 7 or 8 credit hours per semester.
- Half time: Any student who is taking 5 or more credit hours per semester.
- For the Intersession one class is considered full time.
- For the summer semester if they are taking full term summer classes they do have to follow the standard term requirements. If a student is taking an intensive class lasting 3 weeks or less

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## Introduction

he/she will be considered full time during that session. A student taking one class that lasts all summer would be considered less than half time. If the student has a mixture of the above that will be handled on a case-by-case basis.

### 1.2.5 Operating Policies

The Financial Aid Office has adopted the following policies to ensure that financial aid is handled in an appropriate manner.

1. All students must apply for financial aid each year that they are requesting aid for. The applications are the FAFSA, and, if interested, the Scholarship Guide and Application.
2. All funds available to the Seminary for financial assistance will be administered through the FAO. This includes External Scholarships and any additional funding for the student. When funds or awards for students are received from outside sources by other offices (such as the Business Office) that office will be required to notify the FAO.
3. The FAO will maintain adequate records to ensure proper administration of aid funds. This includes ensuring that aid given is not in excess of need, budget, and/or the cost of attendance. Records will be kept to ensure that the FAO did not overspend for each individual program.
4. Financial Aid is NOT awarded based on race, age, sex, color, sexual orientation, religion, national origin, disability, or marital status.
5. Priority for aid is given to students whose files are complete by April 1 of each year.

### 1.2.6 Scholarship Committee

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## Introduction

The Scholarship Committee is a policy-level committee which:

1. Awards financial aid to students.
2. Establishes Seminary policy on matters relating to scholarships, grants, loans and work study employment.
3. The composition of the Committee includes seven members. Currently these members are as follows: Director of Financial Aid, Director of Admissions, Dean of Students, Controller, a faculty member, and Vice President of Student Services (Chair). The Director of Financial Aid and Director of Advancement are non-voting members due to potential conflicts of interest.

The Committee meets in April to award scholarships, and again as needed during the year (typically on a monthly basis).

### *1.2.6.1 Appeals*

Appeals to the Scholarship Committee must be made for, but are not limited to any of the following reasons: appeal of award, appeal of loan amount under default reduction, or any challenge of financial aid policies.

Appeals must be in writing and contain the following information: Student name and reason for appeal, why the student feels his/her appeal should be granted and any information which the student feels would be helpful in deciding his/her case. It is up to the student to provide any information which would be needed or helpful. In the case of an appeal of loan amount the student would want to include, but is not limited to including, information regarding approximate repayment amount, how he/she plans to repay the loan, and what his/her current debt level is.

All appeals and decisions are subject to Federal Rules and Regulations and Denver Seminary

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policies and procedures. The Scholarship Committee also reserves the right to overrule or change any Seminary policy or procedure on a case-by-case basis or for all students in general.

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  - 2.1.1.1 Institution
  - 2.1.1.2 Financial Aid Office
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**Administrative Organization & Office Management****2 Section Two: Administrative Organization & Office Management****2.1 Administrative Organization of the Financial Aid Office****2.1.1 Organizational Charts**

The following diagrams illustrate the organizational structure for Denver Seminary and the Financial Aid Office.

*2.1.1.1 Institution*

Org chart is included (Exhibit 3)

*2.1.1.2 Financial Aid Office*

Org chart is included (Exhibit 3)

**2.1.2 Division of Responsibility Between Financial Aid and Fiscal Officers**

There exists a clear and separate division of responsibility for the administration of financial aid programs which are divided between the FAO and the Business Office. In order to maintain this division, each office is accountable for the following responsibilities:

*The Financial Aid Office*

The FAO is responsible for the following:

1. Collect supporting documentation for the determination of aid eligibility.
2. Determine student eligibility for financial assistance.
3. Award Federal and Seminary aid in compliance with laws, regulations, and policies.
4. Notify students of aid eligibility.
5. Compile and complete all institutional and Federal reports.

*The Cashier's Office*

The Cashier's Office is responsible for the following:

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## Administrative Organization & Office Management

1. Maintain and disburse accurate bills.
2. Collect payments for student accounts.
3. Disburse funds to students
4. Report scholarship donations to the FAO.

### 2.1.3 Job Descriptions for Financial Aid Office

The job descriptions for each position in the FAO are listed below. These descriptions are updated on an annual basis.

- 2.1.3.1 Director of Financial Aid (Exhibit 3A)
- 2.1.3.2 Financial Aid Officer (Exhibit 3B)

### 2.1.4 Job Descriptions for Cashier's Office

The job descriptions for positions related to the FAO in the Cashier's Office are listed below. These descriptions are updated on an annual basis.

- 2.1.4.1 Seminary Cashier (Exhibit 3C)

### 2.1.5 General Financial Aid Office Administration

#### *2.1.5.1 Office Hours*

The FAO is open and available to service students from 8:30 a.m. to 5:00 p.m. Monday through Friday. Other times may be arranged.

#### *2.1.5.2 Correspondence*

General Administrative correspondences handled by either the Director of Financial Aid, Financial Aid Officer or delegated to a Work-Study student.

Financial Aid Transcripts (FATS) are no longer required. However, if one is needed or sent, the Director of Financial Aid will process it.

Correspondence (letters) should be answered within a week. If the letter is regarding a complaint, speak with the Vice President of Student Services for assistance.



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**Administrative Organization & Office Management***2.1.5.3 Telephone*

Telephone calls should be answered in a friendly voice, identifying where they are calling and whom they are speaking to. The phone is answered by the Director of Financial Aid when able.

Voice mail will be cleared at least once a day. The call needs to be returned within one business day from the time the message was left.

*2.1.5.4 Distribution of Forms*

1. All of the financial aid forms are available online and will be mailed/emailed out upon request.

*2.1.5.5 Staff Meetings*

Staff meetings are held with the work-study students on an “as needed” basis.

*2.1.5.6 Personnel Policies*

The personnel policies of staff members are outlined in the following documents:

1. The Denver Seminary Policies Manual (stored in the Human Resources Office)
2. The Denver Seminary Employee Handbook (distributed to employees during orientation and available on the Seminary website)

*2.1.5.7 Performance Evaluations*

Performance evaluations are conducted on a bi-annual basis. The evaluation form provided by the Human Resources Department is used for FAO employees (Exhibit 3D). Forms must be completed by the immediate supervisors.

*2.1.5.8 Absence Approvals*

All requests for absences must be submitted using the Leave Authorization Form (Exhibit 3E) to the employee’s immediate

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## Administrative Organization & Office Management

supervisor and then submitted to the Human Resources Office. Approved leave requests are posted on the office calendar.

### *2.1.5.9 Appointments with Office Staff*

Students are not required to make appointments. The Director of Financial Aid is available at most times. It might be more convenient for the student to make an appointment. If the Director of Financial Aid is not available at the time a student comes into the office, another staff member in the office may schedule an appointment with the Director of Financial Aid for the student.

### *2.1.5.10 Drug-Free Workplace*

Denver Seminary has adopted and implemented a program prohibiting the unlawful possession, use, or distribution of illicit drugs and alcohol by employees and students.

## 2.1.6 Records Management

### *2.1.6.1 Confidentiality of Records*

All records and conversations between an Aid applicant, his/her family and the staff of the FAO are confidential and entitled to the protection ordinarily given to a counseling relationship. Denver Seminary assures the confidentiality of student educational records in accordance with Denver Seminary rules, State, and Federal laws, including the Family Educational Rights and Privacy Act of 1974 (The Buckley Amendment – whose primary intent is to provide students access to their educational records and to limit dissemination of personally identifiable information without the student written consent) as amended. As a rule, all currently enrolled and former students have the right to review their records to determine their content and accuracy. A student who wishes to obtain access to his/her financial aid record is able to do so in the presence of an FAO employee.

#### 2.1.6.1.1 Public Information

Any Denver Seminary employee may disclose the following information, considered “directory information”, to the public unless the student has

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## Administrative Organization & Office Management

specifically requested in writing that this information be withheld.

1. Name
2. Local address
3. Local telephone number
4. Birth date and place of birth
5. Major
6. Year in school
7. Enrollment status
8. Dates of enrollment
9. Degrees and awards received
10. Most recent attendance of previous educational institution
11. Anticipated Graduation Date

### 2.1.6.1.2 Non-Public Information

A student's consent is required for the disclosure or publication of any non-directory information with the following exceptions:

1. Another Seminary employee
2. Representatives of Federal and State Agencies
3. Accrediting organizations

A student must submit a written release of information (Exhibit 3F) for any additional information to be released to any other person or agency. The student's release must contain:

1. Date of request
2. Student's Social Security Number
3. Student's signature
4. Specific contact name or agency
5. Summary of information which may be released

### 2.1.6.2 *Active Records*

The FAO maintains a master record for each student receiving financial assistance. All financial aid folders are retained for three years after submission of the FISAP report. Any records involved in any claim or expenditure which has been

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## Administrative Organization & Office Management

questioned by Federal audit are retained until the question is resolved.

### *2.1.6.3 Inactive Records*

Inactive records are kept in the FAO filing cabinets for one year following the close of the fiscal year in which they were active. At the end of one year, the folders are moved to the lifetime filing cabinets. These files are kept for 3 years after the last date of attendance. After the appropriate time period, records are shredded.

### *2.1.6.4 Automated Program Files*

Federal eligibility information is received electronically from the Department of Education. This information is loaded into PowerFAIDS and maintained by the Director of Financial Aid.

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## Systems Operations

### **2.2 Systems Operations (COMPUTER INFORMATION)**

#### 2.2.3 PowerFAIDS

The Financial Aid System used for all of the students who are receiving any financial aid.

#### 2.2.4 Jenzabar CX

The system that is used by the Admissions, Registrars, and Business Offices for student data.

#### 2.2.5 ED Connect

The system that Denver Seminary uses to send and receive information to the Central Processor, National Student Loan Data System.

#### 2.2.6 Common Origination and Disbursement (COD)

COD is used to send and receive Direct Loan and Direct PLUS information. This is a secure site and allows us one process for all communications.

#### 2.2.7 ELM Resources

ELM is used to send and receive alternative loan information. All of "our" Lenders and Guarantors use ELM for communication. This is a secure site and allows us one process for all communications.

#### 2.2.8 NSLDS

National Student Loan Data System. This is the area that we (and students) can receive the most up to date information on a student's past loan history.

#### 2.2.9 StudentLoans.gov

Provides online Entrance Counseling and Master Promissory Notes for the following programs: Direct Loan and Direct PLUS federal programs.

#### 2.2.10 Microsoft Word

All of the financial aid forms start as word documents then transferred into a PDF file to put on the web site. PowerFAIDS has the ability to create letters and export the information to word. Minutes from the Scholarship Committee are in word format. Also minutes and agendas for meetings, etc.

Systems Operations

2.2.11 Microsoft Excel

Using custom reports out of PowerFAIDS can be directly exported into Excel. This is a great program for reports.

2.2.12 Microsoft Outlook (Exhibit 8A)

Used as a primary communication and organization tool.

There are many other programs on the computer which can be used, however these listed programs contain the majority of the financial aid information.

Should you have any questions regarding the use of the computer or its programs, you can contact the Information Technology Department at [help.desk@denverseminary.edu](mailto:help.desk@denverseminary.edu).

## Student Consumer Information

**3 Student Information****3.1 Consumer Information**

- 3.1.1 Program Availability
- 3.1.2 Application Procedures and Forms
- 3.1.3 Methods of Disseminating Consumer Information
- 3.1.4 Student Eligibility Requirements
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- 3.1.6 Availability of Forms and Instructions
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- 3.1.10 Academic Programs
- 3.1.11 Person(s) Designated to Provide Financial Aid Information
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**3.2 Student Budgets**

- 3.2.1 Basis & Rationale
- 3.2.2 Standard Budgets
- 3.2.3 Special Considerations

**3.3 Information Protection**

- 3.3.1 Definitions
- 3.3.2 Documents and Files
- 3.3.3 Student Information Systems
- 3.3.4 Disposal and Destruction
- 3.3.5 Breaches

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**Student Consumer Information****3 Section Three: Student Information**

The staff in the FAO recognizes that in order to understand the complications of Financial Aid, accurate and timely dissemination of information to consumers is vital. Several policies have been implemented to ensure appropriate dissemination is achieved.

**3.1 Consumer Information****3.1.1 Program Availability**

Financial Aid programs which are available to students attending Denver Seminary are distributed through the following Denver Seminary published documents:

1. The Denver Seminary Catalog
2. The Scholarship Guide and Application

Financial Aid funds may be categorized into four basic sources: Federal, State, Institutional, and Private. Because there are too many outside private sources to list in this manual, and because Denver Seminary does not participate in state funding, only federal and institutional sources for Denver Seminary are listed below.

1. Federal

- Federal Direct Subsidized Loan (FSSL)
- Federal Direct Unsubsidized Loan (FUSL)
- Federal Work-Study (FWS)

2. Institutional

- Emergency Loan (through the Dean's office)
- Denver Seminary Scholarships
- Endowed Scholarships
- Minority Scholarship
- Church Partnership
- International Grant
- Seminary Grant
- Spouse Half-Tuition Discount



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## Student Consumer Information

For a complete list of the available scholarships available at Denver Seminary see the Scholarship Guide and Application. Additional information is listed in Section Twelve.

### 3.1.2 Application Procedures and Forms

The procedures and forms required to apply for financial aid are published in the Seminary Catalog and the Denver Seminary Information newspaper. Aid is awarded on a first-come, first-served basis using a priority deadline. Direct Loans are still available if a student completes the paperwork after the deadline.

There are many forms which may be required to evaluate student aid eligibility. Students need to complete the FAFSA. Denver Seminary will receive the Instructional Student Information Record (ISIR) electronically if Denver Seminary's school code (001352) is listed on the FAFSA.

The Scholarship Application Packet (Exhibit 5A) is recommended to complete to become eligible for institutional aid.

Additional documents may be requested to complete processing of the aid request. Notification of these additional required documents will be sent to students through a missing document letter (Exhibit 5B). Additional information may include, but is not limited to, the following:

1. Proof of citizenship (Copy of Birth Certificate, SSN card)
2. Proof of selective service registration
3. Marriage certificate
4. Independent Verification Worksheet
5. Tax returns of student and spouse
6. Statement of non-tax filer (student and spouse)
7. Student Aid Report (SAR)
8. Admissions status

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## Student Consumer Information

### 9. Student certifications

#### 3.1.3 Methods of Disseminating Consumer Information

The primary method of disseminating consumer information to Seminary students is through the Denver Seminary Catalog. In addition, information is distributed through the website ([www.denverseminary.edu](http://www.denverseminary.edu)).

#### 3.1.4 Student Eligibility Requirements

Student eligibility requirements are listed in the following documents:

1. Denver Seminary Catalog
2. Website ([www.denverseminary.edu/financialaid](http://www.denverseminary.edu/financialaid))
3. On specific aid applications (i.e., loan applications for Direct Loan and Scholarship Applications describe eligibility requirements)

To be eligible to receive Federal assistance, a student must:

1. Be enrolled in an eligible program of study.
2. Be a U.S. citizen, U.S. national, or U.S. permanent resident or reside in the United States for other than a temporary purpose (supportive documentation may be required to verify residency or citizenship status.)
3. Maintain satisfactory academic progress in their course of study.
4. Not be in default of any loan or owe a repayment on a Federal Pell Grant, FSEOG, or State Grant.
5. Demonstrate Financial Need.

Additional information is listed in Section 7.

#### 3.1.5 Criteria for Selecting Recipients and Determining Award Amounts

Students may obtain the criteria used for selecting financial aid recipients and determining award amounts by making an

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**Student Consumer Information**

appointment with the Director of Financial Aid. Additional information concerning criteria and selection is listed in Section Fourteen.

### 3.1.6 Availability of Forms and Instructions

Availability of forms and instructions is listed in the following documents:

1. Denver Seminary Catalog
2. On specific aid applications

### 3.1.7 Student Rights and Responsibilities

As a recipient of financial aid, there are certain rights and responsibilities of which students should be aware. Students have the right to know:

1. Financial Aid programs available at Denver Seminary.
2. Application process which must be followed to be considered for aid.
3. Criteria used to select recipients and calculate need.
4. Denver Seminary refund and repayment policy.
5. FAO policies surrounding satisfactory academic progress.
6. Special facilities and services available for the handicapped.

Students are responsible for:

1. Completing all forms accurately and by the published deadlines.
2. Submitting information requested by FAO staff in a timely manner.
3. Keeping the FAO informed of any changes in address, name, marital status, financial situation, or any change in student status.

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## Student Consumer Information

4. Reporting to the FAO any additional assistance from non-Seminary sources such as scholarships, loans, fellowships, and educational benefits.
5. Notifying the FAO of a change in enrollment status.
6. Maintaining satisfactory academic progress.
7. Re-applying for aid each year.

### 3.1.8 Cost of Attendance

A description of the fees for attendance is published on the students' award letters. A complete budget outlining the cost of attendance may be obtained from the FAO. Cost of attendance information is listed in Section 7.

### 3.1.9 Refund Policy

A brief description of the refund policy is described in the Denver Seminary Catalog. A detailed description of the refund policy is listed in Section Nineteen.

### 3.1.10 Academic Programs

A description of the academic programs offered at Denver Seminary is listed in the Denver Seminary Catalog. Additional information may be obtained from individual departments.

### 3.1.11 Person(s) Designated to Provide Financial Aid Information

Information concerning person(s) designated to provide financial aid information is listed in the Denver Seminary Catalog. Only information published, provided, or referred by FAO staff is valid. Any additional information should be verified with staff from the FAO.

### 3.1.12 Student Retention and Completion Data

The Office of Recruitment gathers student retention and completion data.

### 3.1.13 Information for Students with Disabilities

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## Student Consumer Information

Information concerning students with disabilities is listed in the Denver Seminary Catalog. Students are also notified of their responsibility to inform the FAO of any special or unusual circumstances

Students complete a form for the Admissions Department after they have been accepted into a degree program. The form is then given to the Dean of Students. The Dean of Students will provide information and assistance to students with disabilities who are in need of special accommodations.

### 3.1.14 Information on Accreditation

Information concerning accreditation is listed in the Denver Seminary Catalog. Additional information may be obtained from the Office of the President.

## 3.2 Student Budgets

Student budgets are an important component in the financial aid process. Standard student budgets reflecting the Denver Seminary average student population cost of attendance at a modest, but adequate standard of living are used to award financial aid. The Director of Financial Aid on a case-by-case basis approves special budget considerations.

### 3.2.1 Basis & Rationale

The Director of Financial Aid collects information to prepare standard costs on an annual basis. Student budgets are determined each year by adjusting non-direct costs in the budget for the previous year in an amount equal to the Cost of Living Adjustment (COLA) which is reported by the Bureau of Labor and Statistics, Denver-Boulder-Greeley consumer Price Indexes. Direct costs such as tuition and fees are updated yearly if these figures change because of a rise or drop in tuition or fees. All budget figures are determined by costs for each specific category, and each individual budget is computed based on the number of credits that each student is currently enrolled. Within each budget category, the values of specific budget items (Tuition/fees/books, for example) are defined. Doctor of Ministry budgets are based on costs defined by the Doctor of ministry department and are set forth more fully in the Doctor of Ministry section of this manual. Budgets may be adjusted on an individual

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## Student Consumer Information

basis to allow for the cost of study abroad, handicap allowance, or unusual situations. Adjustments are made on the basis of Professional Judgment.

### Tuition and Fees

The Board of Trustees for Denver Seminary determines the tuition rate for each tier. The tiers are as follows 1-6, 7-11, and 12 or more.

### Books and Supplies

A survey of expenses within the different academic areas and the University Bookstore is used to collect costs for books and supplies.

### Room and Board

Room budgets are based on the assumption of single occupancy of a one bedroom apartment at Denver Seminary.

### Transportation

Transportation expenses include insurance, gas, and regular maintenance.

### Personal Expenses

Personal expenses include costs for clothing, toiletries, medical/dental, recreational, and other miscellaneous expenses.

## 3.2.2 Standard Budgets

See Exhibit 7A for Denver Seminary standard budgets.

## 3.2.3 Special Considerations

Upon request, the Director of Financial Aid may review, and if appropriate, adjust a student's budget. Students must submit supporting documentation.

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## Student Consumer Information

Examples of changes to standard budgets include, but are not limited to:

1. Child care – the cost of childcare for single parents (or parents with a spouse also in college) with dependent children may be added to a standard budget.
2. Special needs – disabled students or students with special problems may be allocated funds to cover reasonable costs associated with disabilities or problems that are not already covered by other resources.
3. Extreme medical expenses not covered by insurance.

### **3.3 Information Protection**

Financial Aid Office personnel will endeavor to protect and safeguard sensitive information at all times, whether such information concerns the company, personnel or customers. This information may be contained in physical files, data bases or electronic records/media. Further, the Financial Aid Office will endeavor to adhere to, and keep up-to-date on, requirements according to the Red Flag Guidelines, FERPA or other statutory or company guidelines that regulate the protection of sensitive information. This policy applies only to Financial Aid Office operations and personnel. These procedures are not intended to supersede more detailed procedures formulated by the Human Resources Director for that area. Other areas of Denver Seminary have procedures in place to address the unique circumstances, documents and personnel in their areas. Overarching procedures which are required of all Denver Seminary personnel such as technology systems protocols or human resources procedures are included by reference.

#### 3.3.1 Definitions

##### 3.3.1.1 Customer Information

Personal information regarding Denver Seminary customers, vendors, students, donors, personnel or contractors that has been entrusted to the Seminary through our relationships with the same. This information should be utilized and accessed by Denver Seminary personnel only if needed in regard to their business function at the Seminary, and is not to be disclosed to outside parties or inadequately safeguarded.

##### 3.3.1.2 Sensitive Information

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## Student Consumer Information

Information about the operations, contracts, agreements or strategic plans of Denver Seminary that is not available to the public.

### 3.3.2 Documents and Files

Access to sensitive information concerning Denver Seminary students, including but not limited to addresses, social security numbers, and dependent information, is limited to only the financial aid office personnel. Information of a personal or financial nature will not be shared with anyone other than the applicable customer unless specific authorization has been given in writing by the applicable customer.

#### 3.3.2.1 Hard-copy Files

Hard-copy files are locked in file cabinets, which exist in a locked file room. Limited personnel have access to the file room (such as the offices within the Student Life and Enrollment Management department, not including work study employees) and only the financial aid personnel have keys to the financial aid file cabinets. If the file cabinets are left open for easier access during the work day, they are locked by end of the day prior to personnel leaving the office.

#### 3.3.2.2 Electronic Files

Electronic files are located on the Financial Aid Drive, which exists on the Seminary's internal network. Outdated electronic media will be erased before disposal. Computer files stored on the LAN or on hard drive media will be managed in accordance with Information Technology Department protocol and procedures. Electronic media will be secured within personnel offices and individual files of a sensitive nature will be password protected. All personnel will place take care not to leave their logged on terminal unsecured. Access to the student database and the financial aid information database will be granted to personnel in accordance with the responsibilities of their position. The security administrator for each database will default to granting the least access that will still allow an employee to execute their job functions. Information to access to online accounts will be secured and password-protected if applicable. Individual information will not shared with other individuals.

### 3.3.3 Student Information Systems



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**Student Consumer Information****3.3.3.1 Federal, military and institutional [COD, CPS, VA-ONCE, GoArmyEd, WAWF, PowerFAIDS, Jenzabar CX]**

These systems require individual log-in information for each user. The user ID is to be kept as secure as the password and is not to be shared with any other person. Should this policy be violated and the user ID and/or password is shared the user will be revoked by the institution of all permissions on the system for a period of up to 6 months. A repeated offense, should the user regain permissions, will require a mandatory permanent revocation on the system. Prior to applying for a user ID the applicant will be required to sign an institutional confidentiality agreement in addition to the requirements of the system.

**3.3.3.2 National Student Loan Data System (NSLDS)**

Each user has an individual ID and password, meaning that there is not a set of school-wide log-in information. The user ID is to be kept as secure as the password and is not to be shared with any other person. Sharing a user ID is a serious system security violation, and may cause a permanent user revocation on the NSLDS system. Should this policy be violated and the user ID and/or password is shared the user will be revoked by the institution of all permissions on the NSLDS system for a period of up to 6 months. A repeated offense, should the user regain permissions, will require a mandatory permanent revocation on the NSLDS system. Prior to applying for an NSLDS user ID the applicant will be required to sign an institutional confidentiality agreement in addition to the requirements of NSLDS.

**3.3.4 Disposal and Destruction**

All physical documents and notes containing sensitive company or customer information will be shredded before being placed in unsecured trash receptacles, or they will be secured until placed into a locked shredding bin or properly shredded by business office personnel. Documents are to be retained and destroyed in accordance with the Records Management Policy of the Seminary.

**3.3.5 Breaches**

If the security of any record is compromised the following actions will be taken:

- Applicable password(s) and other access points (codes, keys, etc.) will be adjusted to prevent a duplicate breach

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Student Consumer Information

- The Vice President of Student Life and Enrollment Management will be notified
- The customer will be notified immediately of the following via email and/or letter:
  - o Applicable file(s) and exact contents
  - o Estimated time and location of breach
  - o Efforts being made to prosecute violator and ensure incident is isolated
- Security weakness will be evaluated and a new security strategy will be implemented to ensure incident is isolated

Student Application

**4 Applications & Forms**

**4.1 Application for Financial Aid**

4.1.1 Forms

4.1.2 Application Process

4.1.3 Deadlines

4.1.4 Independent Student Status

## Student Application

**4 Section Four: Applications & Forms**

Students are required to submit aid applications on an annual basis, with exception to “renewable” scholarships. Priority consideration for receipt of financial aid funds administered by the FAO shall be given to students who submit all required documentation by the assigned deadline of April 1<sup>st</sup> of each year. The Vice President of Enrollment Management has requested that we have additional deadlines for scholarships. The deadlines are April 1<sup>st</sup>, May 1<sup>st</sup>, and June 1<sup>st</sup> for the fall semester, and November 1<sup>st</sup>, December 1<sup>st</sup> and January 2<sup>nd</sup> for students starting in the spring semester. The Kern Family Foundation Scholarship Application is due February 15<sup>th</sup>, which is the only exception to the above deadlines.

**4.1 Application for Financial Aid****4.1.1 Forms**

Minimum forms required:

- FAFSA ([www.fafsa.ed.gov](http://www.fafsa.ed.gov))
- Scholarship Guide & Application

**All Aid**

Complete the FAFSA which is the information that comes to the school as the Institutional Student Information Record (ISIR) or (SAR) and the student receives the Student Aid Report

**Loans**

Complete the FAFSA. Sign the award letter electronically. Complete a Master Promissory Note (FA Office is not required to keep a copy of this form) with the chosen lender. Complete Entrance Counseling ([www.studentloans.gov](http://www.studentloans.gov)). Additional information on the award letter and entrance counseling can be found in the Financial Counseling section (7.6)

**Grants/Scholarships**

Institutional Student Information Record (ISIR) or (SAR)  
Scholarship application

## Student Application

Additional documents may be requested to complete processing of the aid request. Notification of these additional required documents is sent to students through a missing document letter. Below are documents which may be required.

1. Free Application of Federal Student Aid (FAFSA) – a need analysis document published by the Department of Education. Information is sent to the Central Processing Center (CPS) for an analysis of the expected family contribution (EFC). Students receive a Student Aid Report (SAR) which shows the results of the analysis. Federal aid may only be awarded based on the official results of the FAFSA.
2. Student Aid Report (SAR) – students are not automatically required to submit SAR's. However, an Aid Administrator may request the document to verify conflicting information (see Exhibit 6D). Students are not required to sign this form unless corrections need to be made.
3. Master Promissory Note – students are only required to complete one note per lender that is valid for 10 years.
4. Federal Tax Returns (Exhibit 6A) – Federal Income Tax returns may be requested if a student is selected for verification, or if the Aid Administrator deems is necessary to verify conflicting information. Independent students must submit their tax returns and their spouse's if applicable. Tax returns must be signed or have the preparer's section completed, and a complete copy of the tax return is necessary including all schedules.
5. Verification Worksheet (Exhibit 6B) – a document which collects updated information submitted on the FAFSA. Students who are selected for verification must submit a worksheet. Independent students must obtain their spouse's signature if appropriate. An Aid Administrator may request a Verification Worksheet to resolve conflicting documentation.
6. Employment Verification – a document which verifies a student or spouse's change in employment status. This document must be completed by the student or spouse's current or former employer, whichever is appropriate

## Student Application

### 4.1.2 Application Process

Students who wish to receive financial aid of any type must complete the application process. Students begin the application process by submitting any piece of documentation. This submission informs the FAO that the student wishes to apply for financial aid. Tracking letters are sent to students twice every 45 days informing the student of documents or information which still need to be submitted. If a student submits an incomplete document, it is returned for completion with a letter (Exhibit 6C). If the student doesn't submit the required information in the appropriate time span, the application will become inactive and no further correspondence is sent. Once the student submits all the required documentation, an aid file is created and forwarded to the Director of Financial Aid for review or to the appropriate Aid Administrator if not selected for verification. If the Director of Financial Aid requires additional information, a letter and any appropriate forms will be sent to the student. If the student does not submit the requested information, the file will be considered inactive. Once the requested information is received, the Director of Financial Aid will then review the information and then proceed with awarding the student.

If the student is interested in Grants/Scholarships and has made the applicable awarding deadline, then his/her information is taken to the Scholarship Committee for awarding. If the student has requested a Federal Direct loan, the application is processed in the Office of Financial Aid and prepared for certification. If verification is required, verification must be completed before the loan certification can be transmitted to the lender / guarantor via the Elm website. This is a secure website and the files are directly uploaded to the website. Elm is an open site which allows us to send loan certifications to any lender in the US.

### 4.1.3 Deadlines

Financial Aid Packets for each year are available in January for the next fall.

Fall deadline: April 1st

Spring deadline: November 1st

### 4.1.4 Independent Student Status

Student Application

All of the students at Denver Seminary are independent due to the Seminary being an exclusively graduate institution.

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Professional Judgment

**5 File Review****5.1 Verification**

- 5.1.1 Introduction
- 5.1.2 Selection of Applications to be Verified
  - 5.1.2.1 Exclusions
  - 5.1.2.2 Conflicting Information for Non-selected Applications
- 5.1.3 Verification Time Frame
- 5.1.4 Document Collection Procedures
  - 5.1.4.1 Documentation
  - 5.1.4.2 Processing Time Period
    - 5.1.4.2.1 Failure to Comply
    - 5.1.4.2.2 Submission after deadline
  - 5.1.4.3 Notification of Verification to Applicants
- 5.1.5 Verification of Data Elements
  - 5.1.5.1 Adjusted Gross Income
  - 5.1.5.2 U.S. Income Tax Paid
  - 5.1.5.3 Household Size
    - 5.1.5.3.1 Exclusions
  - 5.1.5.4 Number in Postsecondary Institutions
    - 5.1.5.4.1 Exclusions
  - 5.1.5.5 Institutional Discretionary Items
- 5.1.6 Tolerances
- 5.1.7 Notification to Students
  - 5.1.7.1 Correction Procedures
  - 5.1.7.2 Overpayments
- 5.1.8 Updating Requirements and Procedures
- 5.1.9 Interim Disbursements

**5.2 Need Analysis**

- 5.2.1 General Policies of Need Analysis
- 5.2.2 Calculating Federal Methodology
- 5.2.3 Calculating Institutional Methodology

**5.3 Professional Judgment**

- 5.3.1 Areas of Administration
- 5.3.2 Staff Authority
- 5.3.3 Circumstances
- 5.3.4 Student Appeals
- 5.3.5 Documentation



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Professional Judgment

## 5 Section Five: File Review

### 5.1 Verification

#### 5.1.1 Introduction

Verification is the process of confirming the accuracy of student reported data on financial aid applications. Federal regulations require that any student selected for verification must be verified. Once an institution has verified 30% of their total student enrollment, then no more verification needs to be done. Denver Seminary does verify all students who have been selected. A signed copy of the current Federal Tax return (Exhibit 6A) and Verification Worksheet (Exhibit 6B) are required to verify a student's file.

#### 5.1.2 Selection of Applications to be Verified

The FAO verifies those applicants identified by the Department of Education (DOE). Typically, the DOE selection criterion translates into verifying thirty percent of the financial aid population at Denver Seminary. In addition, Aid Administrators may select a student for verification if there is a discrepancy or a condition which is unusual and warrants investigation.

##### *5.1.2.1 Exclusions*

Listed below are certain circumstances where students do not have to complete verification. Counselors must identify and document in the aid folder why the student is not required to complete verification.

1. An applicant who has died during the award year.
2. A resident of Guam, American Samoa, the Northern Mariana Islands, the Marshall Islands, the Federated States of Micronesia, and the Trust Territory of the Pacific Islands (Palau).
3. A student who is incarcerated.
4. A student immigrant (however, the student must meet the citizenship requirement).

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Professional Judgment

5. A student who does not receive Title IV funds.

*5.1.2.2 Conflicting Information for Non-selected Applicants*

Aid Administrators are required to resolve any discrepancies discovered in a student's file. Because need analysis information is only collected from the DOE, and additional information is typically not requested from students who are not selected for verification, conflicting information is systematically rare.

5.1.3 Verification Time Frame

Upon receipt of any documentation that a student intends to apply for financial aid, a Tracking Letter listing missing items is sent to the student when the student record is activated after receipt of a federal transmission. This letter informs the student of any additional information which is required to complete his/her financial aid file. If the FAO has received DOE information identifying the student as being selected for verification, the tracking items letter requests the appropriate verification documents (i.e., verification form, student and spouse's tax returns).

Students are notified that the majority of financial aid funds are awarded on a first-come, first-serve basis and that until the missing items are submitted to the FAO, additional processing of their file is not possible.

If a student submits documentation which appears fraudulent, the FAO staff member must notify the Director of Admissions (see Section 21 for additional information).

5.1.4 Document Collection Procedures

Required documentation items are identified and receipt date is maintained on an automated tracking system. When documents arrive, the Work Study student enters a receipt date beside the document name. When all required documents are received, the student is considered complete and ready to be packaged. The Work-Study student gathers all documentation and creates a student folder for new students and updates previous year files for returning

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**Professional Judgment**

students. These files are routed to the Director of Financial Aid for verification and packaging.

#### *5.1.4.1 Documentation*

Documentation submitted to the FAO must be legible, appropriate, and have the student's social security number for identification purposes. If the student submits a document which is not legible (i.e. a copy of tax return in which the income numbers are not identifiable), appropriate (a tax return is requested and the student submits a W-2), or identifiable (student submits a copy of the step-parent's tax return and the last name does not match the student's and there is no student social security number) the documents will be returned and a request for additional documentation is requested. If possible, the return of documentation is recorded on the computer system.

#### *5.1.4.2 Processing Time Period*

Students are notified that the majority of financial aid funds are awarded on a first-come, first-serve basis and that until the missing items are submitted to the FAO, additional processing of their file is not possible.

##### *5.1.4.2.1 Failure to comply*

Students who fail to submit verification documents never become complete; therefore, aid is not awarded for these students.

##### *5.1.4.2.2 Submission After Deadline*

Students who submit verification documents very late after the time they were requested will be awarded aid on an availability basis. Typically, by the end of the summer, aid funds beyond federal loans are depleted.

#### *5.1.4.3 Notification of Verification to Applicants*

Students are notified that they are selected for verification on the Student Aid Report (SAR). In addition, the tracking letter

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Professional Judgment

indicates to the student he/she has been selected for verification.

#### 5.1.5 Verification of Data Elements

Denver Seminary systematically verifies only those data elements required by the Federal government. However, Aid Administrators are free to ask for additional information if further investigation is needed to resolve a discrepancy. The items to be verified are:

- Adjusted Gross Income
- Taxes Paid
- Earned Income Credit
- SS Benefits
- Child Support Received
- Untaxed Income
- Number in College
- Number in Family

##### *5.1.5.1 Adjusted Gross Income*

Adjusted Gross Income is verified by comparing a copy of the student and spouse tax return or Income Certification Statement to federal data. Discrepancies outside of tolerance levels must be corrected before further processing.

##### *5.1.5.2 U.S. Income Tax Paid*

U.S. Income Tax paid is verified by comparing a copy of the student and spouses income tax return or Income Certification Statement to federal data. Discrepancies outside of tolerance levels must be corrected before further processing.

##### *5.1.5.3 Household Size*

Household size is verified by comparing the Verification Worksheet to federal data. Discrepancies must be corrected before further processing.

##### *5.1.5.3.1 Exclusions*

Although regulations allow situations when verification of household size is not required, the FAO does not have

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## Professional Judgment

a systematic way to track these exclusions. Therefore, all students selected for verification must submit a response to the Household size question on the Verification Worksheet.

### *5.1.5.4 Number in Postsecondary Institutions*

Number of family members enrolled at least half time in postsecondary institutions is verified by comparing the Verification Worksheet to federal data. Discrepancies must be corrected before further processing.

#### 5.1.5.4.1 Exclusions

Although regulations allow situations where verification of number in college is not required, the FAO does not have a systematic way to track these exclusions. Therefore, all students selected for verification must submit a response to the Number in College question on the Verification Worksheet.

### 5.1.6 Tolerances

When verifying a student's record, there are two instances when discrepant information does not have to be corrected:

1. When the absolute value of the discrepancies does not exceed \$200.
2. When the EFC is 0 and a recalculation determines the EFC would remain 0.

### 5.1.7 Notification to Students

Students are notified of the results of verification by receipt of an award letter.

#### *5.1.7.1 Correction Procedures*

Any necessary corrections are made through the Department of Education's EDE software and in the CARS system. Verification documentation is retained in student files per federal guidelines.

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**Professional Judgment****5.1.7.2 Overpayments**

FAO policies and procedures are designed to eliminate the possibility of an overpayment from any fund. If however, an overpayment does occur, the student is placed on hold until the overpayments can be corrected. Students are not allowed to register for subsequent terms and academic transcripts are withheld until the account has been cleared.

**5.1.8 Updating Requirements and Procedures**

There are three situations whereby an Aid Administrator may update student information. When students notify the FAO of an allowable update, the Aid Administrator may recalculate the student's EFC and the new figure may be used to award financial aid. Updates may occur for:

1. Family size.
2. Number of family members enrolled in a postsecondary institution.

**5.1.9 Interim Disbursements**

Because the FAO is liable for disbursements made prior to verification, the FAO policy does not allow interim disbursements. Students must complete the verification process before aid is awarded or disbursed. Exceptions must include extenuating circumstances, be documented in the student's folder and be monitored by an Aid Administrator.

**5.2 Need Analysis****5.2.1 General Policies of Need Analysis**

Needs Analysis is initially done by the CPS. When corrections need to be made, this is done on software provided by EDE. This uses the Federal Methodology when calculating a student's EFC.

**5.2.2 Calculating Federal Methodology**

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## Professional Judgment

We use the PowerFAIDS software system to figure out the Federal Methodology. The Director of Financial Aid can also hand calculate the EFC if needed.

### 5.2.3 Calculating Institutional Methodology

We do not use an Institutional Methodology for the purpose of Financial Aid.

## 5.3 Professional Judgement

The Higher Education Act of 1992 allows financial aid administrators to make professional judgment decisions for special or unusual family or student circumstances. These circumstances must be documented. Circumstances requiring professional judgment decisions must be analyzed on a case-by-case basis. Federal regulations provide that the Director of Financial Aid or any Director of Financial Aid designated to do so may make Professional Judgments regarding adjustments to a student's Student Aid Report (ISIR). Since all of our students are Independent, we do not make any Dependency overrides.

Aid Administrators may treat a student with special circumstances differently than the strict application of the methodology would otherwise permit. Adjustments can either increase or decrease a student's EFC or cost of attendance. In the case of an adjustment to a student's EFC or cost of attendance, specified adjustments may be made to data elements. The reason for the adjustment must relate to that student's special circumstances and must be documented in the student's file.

### 5.1.1 Areas of Administration

Professional judgment decisions may be made to adjust eligibility for all institutional, Title IV, and campus-based aid. Documentation supporting special circumstances must be maintained in the student's folder (see Exhibit 11A).

### 5.3.2 Staff Authority

The Director of Financial Aid has the authority to adjust a student's eligibility using professional judgment.

### 5.3.3 Circumstances

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## Professional Judgment

Student circumstances which may warrant a professional judgment decision include, but are not limited to:

1. Medical expenses not covered by insurance may be deducted from a student's income.
3. Moving expenses are defined as gas, lodging, and food for actual travel time (one week maximum). Moving van, airline expenses or other directly related moving expenses are also acceptable. These expenses may be deducted from a student's income.
4. Tuition paid for children attending private elementary or secondary schools may be deducted from a student's income.
5. Professional fees such as lawyer's fees may be deducted from a student's income.
6. A student's projected income and taxes to be paid may be used to determine a student's EFC should the information provided on the Student Aid Report (ISIR) not accurately reflect current year expected income. Documentation must be provided by the student. The Director or Director of Financial Aid will decide what is considered sufficient documentation on a case by case basis.

### 5.3.4 Student Appeals

Students may appeal decisions of Aid Administrator. A student must first submit a written appeal to the Director of Financial Aid. If the decision is not reversed, the student may make an appointment with the Director of Recruitment and Admissions. The decision of the Director of Recruitment and Admissions is final, and no further means for appeal are available.

### 5.3.5 Documentation

Students who have special conditions and wish for the Financial Aid Office to consider these conditions under Professional Judgment must contact the Financial Aid Office to request a Professional Judgment form (Exhibit 11A), and must turn in a signed copy of the taxes. The student must also provide additional documentation sufficient to allow a decision to be made. Aid Administrators are required to



### Professional Judgment

document professional judgment decisions. This documentation must be maintained in the student's file. Because professional judgment situations are unique, specific required documentation is not listed for each case. The Director of Financial Aid or Director will determine what is sufficient documentation on a case by case basis.

1. Documentation should substantiate the student's situation.
2. Typically, documentation should be from a professional outside the family and not a family member.
3. If collecting documentation about a student's life situation, documentation from more than one person should be collected.

Any changes resulting from Professional Judgment are made in the student's ISIR (SAR) and updated in all applicable data bases and files.

## Awarding &amp; Packaging

**6 Program Information****6.1 Program Participation**

- 6.1.1 Institutional and Program Eligibility
  - 6.1.1.1 Institutional Eligibility
  - 6.1.1.2 Terms of Agreement
  - 6.1.1.3 Institutional Application for Federal Funds
- 6.1.2 General Student Eligibility for Federal Title IV Financial Aid
- 6.1.3 Federal Programs
  - 6.1.3.1 Federal Work-Study Programs (FWSP)
    - 6.1.3.1.1 Purpose of Program
    - 6.1.3.1.2 Institutional Policy Statement
    - 6.1.3.1.3 Student Eligibility
    - 6.1.3.1.4 Minimum and Maximum Awards
    - 6.1.3.1.5 Job Classifications
    - 6.1.3.1.6 Placement Procedures
    - 6.1.3.1.7 Supervision
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## Awarding &amp; Packaging

**6 Section Six: Program Information**

The FAO participates in a variety of financial aid programs. Assistance may include scholarships, grants, loans and jobs. Scholarships and grants are gift awards which do not have to be repaid. Loans and work opportunities are considered self-help awards since repayment or performance of duties are required. The type of aid awarded depends upon the student's financial need and is generally a combination of gift and self-help assistance.

**6.1 Program Participation****6.1.1 Institutional and Program Eligibility***6.1.1.1 Institutional Eligibility*

As a public nonprofit institution, Denver Seminary has been authorized by the United States Secretary of Education to participate in financial aid programs authorized by Title IV of the Higher Education Act of 19612 as amended.

*6.1.1.2 Terms of Agreement*

The Program Participation Agreement (Exhibit 12A) between Denver Seminary and the Department of Education entitles the FAO to participate in the following federal programs:

1. Federal Work-Study Program
2. Federal Family Educational Loan Program (including the Subsidized Direct Loan Program and the Unsubsidized Direct Loan Program).
3. Direct PLUS loan program

*6.1.1.3 Institutional Application for Federal Funds*

The FAO applies for funds through the Fiscal Operation Report and Application to Participate (FISAP). The FAO applies annually for federal funds through the FISAP (Exhibit 12B) which is submitted each September. The Director of Financial Aid and the Accountant work together to collect the necessary statistics to complete the report. The finalized data into the Electronic FISAP Program and the information is sent electronically to the Department of Education. The signature

## Awarding &amp; Packaging

page and required certifications (Presidents signature) are sent certified mail or Fed Ex so the paperwork can be tracked if needed.

### 6.1.2 General Student Eligibility for Federal Title IV Financial Aid

There are several eligibility requirements which students must meet in order to be considered for federal funds. Students must:

1. Demonstrate financial need according to Federal Methodology.
2. Have a high school diploma, a GED, or have passed a test approved by the Department of Education.
3. Be enrolled in a degree seeking or eligible certificate program.
4. Be a U.S. Citizen or eligible non-citizen.
5. Make satisfactory academic progress as determined by the institution.
6. Sign a statement of educational purpose and a certification statement on refunds and default.
7. Register and attend classes.

### 6.1.3 Federal Programs

The federal programs in which the FAO participates are listed in Section 12.1.2 above. The Federal Work-Study Program is referred to as campus-based programs because although funded primarily with federal dollars, the institution is able to determine how these funds should be awarded to students.

#### *6.1.3.1 Federal Work-Study Programs (FWSP)*

The FWSP program provides employment positions for undergraduate and graduate students who demonstrate financial need. These earnings assist students with educational expenses. The program works in conjunction with the seminary's student employee guidelines (Exhibit 12C).

##### 6.1.3.1.1 Purpose of Program

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## Awarding & Packaging

The objectives and purpose of the FWSP are to provide:

1. A source of financial aid to graduate students who demonstrate financial need.
2. Work experience which enhances the participants' education whenever possible.
3. An employment pool to the Seminary.

### 6.1.3.1.2 Institutional Policy Statement

#### Selection of Students

The policy regarding dissemination of FWSP funds is to award monies to as many students as possible. This is accomplished by awarding funds to needy (including part-time) students on a priority basis until funds are exhausted. Reasonable effort is made to place students in positions which complement and/or reinforce their educational and career goals. FWSP funds are awarded to departments at Denver Seminary and students who apply for a work study position are checked for eligibility.

#### Determination of Award

Students are awarded the FWSP based on the packaging formula described in Section 14. Records, which document FWSP eligibility and how financial need is met, are maintained in the student file and the computer system.

#### Employment during periods of non-enrollment

Students are allowed to work during periods of non-enrollment (i.e. vacations, breaks, summer session prior to June 30) provided sufficient work-study allocations exist.

#### Off-Campus employment

## Awarding & Packaging

Typically, FWSP contract with outside agencies are not permitted. Exceptions require the approval from the Director of Financial Aid and a written agreement. The exception of this is the students who are math and reading tutors working at an elementary school.

### Over-awards

Students are only awarded FWSP funds if, in combination with other resources, the award does not exceed the student's need. If additional resources are received after FWSP wages are paid, the over-award is the amount which exceeds the student's need by more than \$300.00. To rectify an over-award, an Aid Administrator should determine if there is additional (previously unforeseen) need. If an over-award remains, unpaid loan or grant (excluding Pell) monies should be canceled. If the over-award still remains and the student will be enrolled for the next academic year, the amount of the over-award must be counted as a resource for that next year. If the student ceases to enroll, no further action is necessary.

Students may not earn work-study funds in excess of their FWSP award. Students who earn their FWSP award and want to continue working may do so if they have the employer's consent and are paid with non-FWSP funds.

### FWSP fund transfers

At the discretion of the Director, 10% of FWSP funds may be carried forward or back to the previous academic year or forward to the next academic year's work-study account.

### Federal share

The institution requires a 25% federal and 75% institutional contribution split, the minimums required by Federal regulations to maximize fund availability. Students who are tutors for math and reading in the elementary school the federal share is 100%.

## Awarding &amp; Packaging

## 6.1.3.1.3 Student Eligibility

Students must meet general eligibility for Federal Title IV funds as described in Section 12.2.

## 6.1.3.1.4 Minimum and Maximum Awards

The maximum FWSP award for a graduate student is \$8500. Aid Administrators may make exceptions for additional awards if funding allows.

## 6.1.3.1.5 Job Classifications

Position levels are used to assist employers in determining salaries for students. The levels also help to maintain consistency of student salaries across campus.

## Level 1 (Minimum Salary \$9.00)

Students work at clerical support level and need no prior experience. Student's primary tasks may include answering the phone, typing, and filing.

## Level 2 (Minimum Salary \$9.50)

Student's work requires some technical or special support which involves some prior experience. Student's primary tasks may include proofreading, running office equipment, or data entry.

## Level 3 (Minimum Salary \$10.00)

Student's work requires highly specialized functions which require prior experience. Student's primary tasks may include programming computers, supervising students, or repairing equipment.

## 6.1.3.1.6 Placement Procedures

Collection of available positions



## Awarding & Packaging

At the end of the academic year, the Director of Financial Aid sends a letter to each department instructing them to complete the Job Description/Personnel Request Form. This request identifies available positions for the following academic year.

### Student referrals

The student fills out a work study application. Students are able to view FWSP employment positions at the Seminary Receptionist Desk or in Campus News. If the student is interested in employment they should complete an application and submit a resume and a cover letter for the position.

### Student placement

If the student is hired, the student will need to make an appointment with the Human Resources Office to complete the necessary paperwork. They will also need to complete a work study acceptance form (See Exhibit 12F) that will be signed by the student, supervisor and the Financial Aid Office. The student receives the Student Employment Guidelines. The student must follow the policies in the Student Employee Handbook (Exhibit 12D).

#### 6.1.3.1.7 Supervision

Employers are instructed to maintain adequate supervision of students with regard to attendance and quality of job performance, per the Supervisor's Handbook (Exhibit 12E). A work schedule must be agreed upon each semester by the student and the employer which is not in conflict with the student's class schedule.

#### 6.1.3.1.8 Time Cards

Students receive time cards from the Business Office (Exhibit 12G). After completion of the time card, the student's work hours are checked and signed by the department supervisor. The supervisor returns the

## Awarding &amp; Packaging

time card to the Business Office for processing. The student must have prior approval when making changes in the schedule.

#### 6.1.3.1.9 Record keeping

Records concerning compensation for student employment are maintained in the Business Office. A record of student earnings is loaded into the financial aid computer system. Earning records are reconciled between the Financial Aid Office and the Payroll Office at the end of each semester and at the end of the academic year for the FISAP report.

#### 6.1.3.1.10 Payment Procedures/Frequency

Students are issued a paycheck from the Seminary monthly for hours worked documented on the student time sheet. Non-cash contributions are not used to compensate students. All students are paid at least the federal minimum wage.

### 6.1.3.2 *Federal Direct Subsidized Loan Program*

The Federal Direct Subsidized Loan Program provides low interest deferred payment loans to students who demonstrate financial need. These funds assist students with educational expenses.

#### 6.1.3.2.1 Purpose of the Program

The Federal Direct Loan program federally guarantees repayment through the Guarantee Agency to the lending institution should the student borrower default. This guarantee creates an incentive for lending institutions to loan funds to students without a credit history. This ability to borrow helps the needy students meet the cost of postsecondary education. The institution and the lending community administer this program.

#### 6.1.3.2.2 Institutional Policy Statement

## Awarding &amp; Packaging

## Determining Eligibility

In order to determine eligibility for any federal financial aid program, students must file a Free Application for Federal Student Aid (FAFSA) and have the results sent to Denver Seminary. The FAO will accept results through electronic transmission with the Central Processing System (CPS). Student eligibility is determined only through the CPS of the Department of Education using the Federal Methodology need analysis formula. The FAO must have an official EFC before eligibility for any fund may be determined. A Subsidized Direct Loan is awarded to part-time students as well as full-time.

Students are notified of the amount of their Direct Loan eligibility through an award letter. Direct Loan recipients must sign and return to the lender a Master Promissory Note (Exhibit 12H) before the loan funds can credit their school account. Master Promissory Notes can now be completed online at [www.studentloans.gov](http://www.studentloans.gov). See Section 18 for additional information.

At the Graduate level students have an aggregate limit of \$138,500 total of Subsidized and Unsubsidized Direct Loans and only \$65,500 can be Subsidized Direct Loans.

## Certification of Loan Applications

Loan origination occurs electronically through the COD website. Loan certification will not be completed until:

1. FAFSA is complete.
2. Verification is complete.
3. Award Letter is signed.
4. Entrance Counseling has been completed online at [www.studentloans.gov](http://www.studentloans.gov).
5. All other financial assistance is reported.

## Awarding & Packaging

Exceptions should be carefully documented and monitored by the certifying Aid Administrator to ensure proper disbursement of loan funds occurs.

### Payment

Subsidized Direct Loan funds are disbursed to students usually within the first two weeks of classes for those students who have a valid award letter. Before disbursement, the FAO checks to make sure that all eligibility criteria is met, to ensure the student remains eligible for the loan and is registered for the appropriate number of classes.

### Over-awards

Once the entire Subsidized Direct Loan proceeds have been released to the student, an over-award does not exist. If, however, the student becomes ineligible between certification and receipt of the loan funds, the over-award is returned to the lender. If one disbursement is remaining, the second disbursement will be reduced. The student will be notified in either situation.

### Record keeping

Financial aid records are maintained in student's files. Student records include the demonstration of need and Federal Subsidized Loan eligibility. The Director of Financial Aid and the Accountant are responsible for account management and appropriate security for student aid account transactions.

Denver Seminary is a part of the National Clearinghouse. Denver Seminary submits a file every two weeks during fall, spring and summer terms. The National Clearinghouse does complete the SSCR for Denver Seminary.

### Returning Direct Loan Funds to Lenders

## Awarding &amp; Packaging

The Director of Financial Aid is also responsible for returning funds to lenders if the student is not registered, or if the student doesn't attend class.

#### 6.1.3.2.3 Student Eligibility

Students must meet general eligibility for Federal Title IV funds as described in Section 12.2

#### 6.1.3.2.4 Minimum and Maximum Awards

The minimum amount regulated for the Subsidized Direct Loan is \$201. Students, if eligible, can take a maximum of \$8,500 in Subsidized Direct Loans. If the student needs additional funds they can complete an Additional Loan Request Form.

#### 6.1.3.2.5 Processing Procedures

See Section 16 for processing information.

#### 6.1.3.2.6 Disbursement Procedures

See Section 18 for disbursement information.

#### 6.1.3.2.7 Pre-loan/Exit Loan Counseling

##### Pre-loan Counseling

All first-time transfer and re-entry students borrowing a federal loan on or after July 1, 1990 are required to attend an entrance interview. The student can complete this requirement online at [www.studentloans.gov](http://www.studentloans.gov). There is a section where the student can ask questions. The FAO will promptly answer any questions. The FAO will also offer individual entrance interviews on an as-needed basis. Students are required to sign a statement of attendance indicating he/she understands his/her rights and responsibilities and are presented entrance counseling information. All students must attend the session before loan proceeds are disbursed. Student attendance is recorded in the student file.

## Awarding &amp; Packaging

## Exit Loan Counseling

Students who are graduating are notified of attendance requirements for group exit loan counseling and must sign an attendance certification upon completion. Students who terminate attendance by means other than graduation or students who indicate they cannot attend the session are contacted and informed of loan responsibilities in writing. During the exit interview, the students are presented loan counseling information and are asked to submit:

1. Permanent home address
2. Personal references
3. Expected employer
4. Next of kin (including address)

If a student does not attend the group session they can complete the requirement online at [www.studentloans.gov](http://www.studentloans.gov). The Financial Aid Office receives confirmation the next day.

## 6.1.3.2.8 Report to lenders

If a student withdraws or leaves school, the lending institution must be notified within sixty days. The Registrar's Office or the Financial Aid Office electronically submits a file to the National Clearinghouse every two weeks of the fall, spring, and summer semesters. The NLC then completes the SSCR for Denver Seminary.

6.1.3.3 *Federal Direct Unsubsidized Loan Program*

The Federal Direct Unsubsidized Loan Program provides low interest deferred payment loans to undergraduate and graduate students regardless of financial need. These funds assist students with educational expenses.

## 6.1.3.4 Purpose of the program

## Awarding &amp; Packaging

The Federal Direct Unsubsidized Loan program federally guarantees loan repayment through the Guaranty Agency to the lending institution should the student borrower default. This guarantee creates an incentive for lending institutions to loan funds to students without a credit history. This ability to borrow helps the students meet the cost of postsecondary education. The institution and the lending community administer this program.

#### 6.1.3.5 Institutional Policy Statement

Denver Seminary starts by awarding a maximum of \$16,500 per student for the academic year. The Subsidized Direct Loan is awarded first if eligible up to \$8,500. Then a minimum of \$4,000 is awarded in the Unsubsidized Direct Loan. If the student needs additional loan funds they can complete an Additional Loan Request Form. The Director of Financial Aid then will process the request.

#### 6.1.3.6 Student Eligibility

Students must meet general eligibility for Federal Title IV funds as described in Section 12.2.

#### 6.1.3.7 Minimum and Maximum Awards

The minimum amount regulated for the Federal Direct Unsubsidized Loan is \$201. The Maximum award for a graduate student is \$20,500. At Denver Seminary we initially award \$16,500 per year or \$8,250 per semester.

#### 6.1.3.8 Processing Procedures

See Section 16 for processing information.

#### 6.1.3.9 Disbursement Procedures

See Section 18 for disbursement information.

## Awarding &amp; Packaging

## 6.1.3.10 Pre-loan/Exit Loan Counseling

See 12.3.2.7 for this information.

## 6.1.3.11 Report to Lenders

If a student withdraws or leaves school, the lending institution must be notified within sixty days. The Registrar's Office or the Financial Aid Office electronically submits a file to the National Clearinghouse every two weeks of the fall, spring, and summer semesters. The NSLC then completes the SSCR for Denver Seminary.

*6.1.3.4 Federal Direct PLUS Loan Program*

Direct PLUS loans are used as additional loan funds for graduate level students. This loan unlike the traditional PLUS loan is taken by the student. Students have to complete a Direct PLUS MPN. During the process a credit check is required. Students wanting to take advantage of this program need to write a letter to the Director of Financial Aid including the following: the specific amount that the student is requesting, what the funds will be used for, student id number and signature and the date. Student must take advantage of the Direct Loan Program before they can use Direct PLUS.

Direct PLUS doesn't have a federal limit. The student can receive up to the cost of attendance minus any other aid. Students do have to use all of their Subsidized and Unsubsidized Direct Loan eligibility before Direct PLUS is awarded or offered.

## 6.1.4 Institutional Loan Program

*6.1.4.1 Institutional Loans*

The Student Services Department offers a temporary loan to assist students who have a need for financial assistance on a short-term basis or have an emergency. These loan programs have a repayment date within a few months after borrowing and are not intended to be used as a long-term financial option. The student would talk with the Dean of Student Services for assistance.



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**Awarding & Packaging****6.1.5 Other Programs****6.1.5.1 VA and Voc Rehab****V.A. Certification**

Certification on veteran's files will be done each semester. Students who are receiving VA benefits must notify the Financial Aid Office that they want to receive their benefits each semester. VA Form 22-5490 or 22-1995 may serve as the initial application for benefits and should be done through the E-Benefits site:

<https://www.ebenefits.va.gov/ebenefits-portal/ebenefits.portal>

Students must submit two documents to the financial aid office prior to any enrollment certification: a copy of their Certificate of Eligibility and a completed Post 9/11 GI Bill Payment Contract. Copies of everything which is submitted by a student or sent to the VA office should be kept in the student's file.

VA certifications are done online using VA Once, which is the online equivalent of VA Form 22-1999.

The staff person signing any forms for the Seminary must be authorized by the Dept. of VA as a School Certifying Official. To change who is allowed to be a certifying official, the Seminary must submit a form 22-8794.

Students may only receive benefits for classes which are taken at an approved site. The Littleton campus of Denver Seminary is an approved site. Students may also take classes as a guest student at other schools, but it is the responsibility of each site to get their own site approval from the applicable state's State Approving Agency. Guest students must also coordinate with the certifying officials at both schools to ensure the classes they are taking are eligible for certification through their educational benefits.

Payment deadline – Veterans who are fully funded (100%) through the Post 9/11 GI Bill will be cleared for the payment deadline based on the expectation that the VA does not send in

## Awarding &amp; Packaging

their tuition payments until well after the semester has started. Veterans who are not fully funded (less than 100%) will be expected to pay the portion the VA does not cover by the standard payment deadline. Exceptions will be made on a case-by-case basis. Recipients of all other chapters of veteran's benefits (e.g. 30 and 35) will be required to make standard payment arrangements by the payment deadline. This could include either payment in full or enrollment in a payment plan.

The specific Policies and Procedures for handling each student's certification, including determination of eligibility; handling of withdrawals, failed classes, repeated classes and dropped classes; change of program; course applicability; enrollment status; rate of pursuit and all other case specific instances are outlined in the VA Once Handbook (available at the link below). This is the document referenced by each Denver Seminary School Certifying Official when processing each veterans' certification.

VA Once Handbook download:

[www.benefits.va.gov/gibill/school\\_training\\_resources.asp](http://www.benefits.va.gov/gibill/school_training_resources.asp)

### **Vocational Rehabilitation Billing**

Students who are eligible to receive Military Vocational Rehabilitation benefits must be authorized to receive these benefits by a counselor at the Department of Veterans Affairs. They will send or call with the authorization. Once a student is authorized to receive these benefits we will bill them each semester after the census date (starting the third week of classes. Vocational Rehabilitation normally covers books, tuition and fees. The Business Office will purchase the student's books through the online bookstore and submit the receipts to the Financial Aid Office. These must be submitted, along with an invoice for tuition and fees, to the student's Voc Rehab counselor via email.

Payment deadline - Because the Vocational Rehabilitation program pays for tuition and fees in full, all participants in the program will be cleared for each semester's payment deadline.

## Awarding &amp; Packaging

Students who are eligible to receive State Vocational Rehabilitation benefits must also be authorized to receive the benefits by their counselor. You will receive an Authorization for Service. This will tell you what the student is authorized to receive. Usually this covers tuition, fees and books.

*6.1.5.2 Tuition Education Assistance Program*

Student's receiving Tuition Assistance benefits must be certified or invoiced through their branch of the military's unique site. The sites are listed below:

Navy: <https://wawf.eb.mil/>

Air Force: [aiportal.acc.af.mil/aiportal/Account/ConsentToMonitor](https://aiportal.acc.af.mil/aiportal/Account/ConsentToMonitor)

Army: <https://www.goarmyed.com/>

Invoices and grades from classes must be submitted every semester.

Students who are receiving assistance under Chapters 1606 or 1607 (Selected Reserve and Reserve Educational Assistance Program) may not receive Tuition Assistance benefits (see November 26, 2014 Advisory from DoD).

## Awarding &amp; Packaging

## 6.1.6 Non-participating Programs

*6.1.6.1 Ability-to-Benefit*

It is policy of Denver Seminary not to admit Ability-to-Benefit students into any of our programs. Being a graduate level school, all students must possess at least a high school diploma and also an undergraduate degree. Students admitted under UDE (undergraduate equivalent) must still have a high school diploma.

*6.1.6.2 Correspondence and Telecommunications Courses*

No telecommunications or correspondence courses are offered at this time.

*6.1.6.3 Federal Pell Grants & Federal Supplemental Educational Opportunity Grants*

Since Denver Seminary is strictly a Graduate/Professional school, none of our students receive or are eligible to receive Federal Pell Grants. This would also preclude students from receiving a Federal Supplemental Educational Opportunity Grant.

*6.1.6.4 Federal Parent PLUS Loan Program*

Since all of our students are Graduate/Professional, and therefore independent, none of our students are eligible to receive Federal Parent PLUS loans.

*6.1.6.5 State Aid*

Denver Seminary does not participate in any State funding or State Aid.

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Awarding & Packaging

**7 Awarding, Packaging & Counseling**

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7.1.1.1 Presidential & Merit Scholarships

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## Awarding &amp; Packaging

**Section Seven: Awarding & Packaging****7.1 Grants & Scholarships****7.1.1 Seminary Scholarships (Exhibit 13A)**

Denver Seminary can only assist students with the first master's degree. If the student is going after the second degree no scholarships or grants will be available. The most up-to-date, exhaustive list of available scholarships are listed on the Scholarship Guide and in the Academic Catalog, both available online.

*7.1.1.1 Presidential & Merit Scholarships***McIntire Presidential Scholarship**

An endowed fund provided by Charlene McIntire for two new first year students who demonstrate outstanding academic ability. Students must have a cumulative undergraduate (or most recently completed cumulative graduate-level) grade point average of 3.8 or higher on a 4.0 scale. Eligible students must maintain full-time status each semester and maintain a 3.8 cumulative GPA.

**Denver Seminary Presidential Scholarship**

Denver Seminary awards four additional Presidential Scholarships to qualified students. Students must have a cumulative undergraduate (or most recently completed cumulative graduate-level) grade point average of 3.8 or higher on a 4.0 scale. Eligible students must maintain full-time status each semester and maintain a 3.8 cumulative GPA.

**Hayes Presidential Scholarship**

An endowed fund provided by Denver Seminary supporters in honor of Dr. Edward L. Hayes, the Seminary's fourth president, for continuing students who maintain a cumulative GPA of 3.8 or higher, can demonstrate need and maintain full-time status (nine or more semester hours).

**Ecklebarger Scholarship**

An endowed fund provided by friends of Dr. Kermit and Shirley Ecklebarger available to one married M.Div. student who has completed 48 hours and one scholarship for a married M.A. student whose major is biblical studies and has completed 24

## Awarding &amp; Packaging

hours. Recipients must be enrolled part time with a 2.75 cumulative grade point average.

**Denver Seminary Merit Scholarship**

These scholarships are for students preparing for full-time pastoral ministry or who plan to continue their studies in a doctoral program after obtaining an M.A. or M.Div. from Denver Seminary. Students must have a cumulative undergraduate GPA of 3.5 and enroll for a minimum of 12 semester hours while maintaining a 3.0 GPA. The awards are two-year scholarships for M.A. students and three-year scholarships for M.Div. students.

**Denver Seminary Vernon Grounds Scholarship**

For students taking at least 12 credit hours per semester and who maintain a minimum 3.0 grade point average.

**Baraca Philathea Scholarship for Christian Education**

These funds are available to both international and U.S. students who are studying for a master's degree in the field of Christian ministry.

*7.1.1.2 Need-based Scholarships***Eugene Albert Scholarship**

A scholarship fund made available to a Master of Divinity student with unmet financial need, as determined by the FAFSA.

**Priscilla C. Harrell Scholarship**

This restricted scholarship is designed for students pursuing a degree in order to enter ministry and who show need based on the FAFSA.

**Freda T. Roof and Yngve Hanson Memorial Scholarship**

A restricted fund set up as a Memorial to Freda T. Roof and Yngve Hanson. Qualifying students need to show need based on the FAFSA. Freda T. Roof, when setting up the funds, said "I sincerely hope that the recipients of assistance will be of such character that, regardless of whether the funds are given or loaned, the individuals so selected will feel a strong moral obligation to repay the amount received in order that the

## Awarding &amp; Packaging

benefits, which I hope may be brought about by this trust, may be continued over a substantial period of time.”

### *7.1.1.3 Special Scholarships*

#### **Julia Amen Scholarship**

A scholarship fund established to assist female students who are pursuing ministry in the local church.

#### **Buker Scholarship**

An endowed fund provided by Raymond Buker in loving memory of his wife, Mary Dorothy Buker, for a student who is majoring in intercultural ministry and is either an international student who will be returning to his or her home country upon completion of study, an American student committed to trans-cultural/missionary service in a foreign country, or a student who plans to be involved in home mission work.

#### **Neva Burk Scholarship Fund**

This restricted scholarship fund assists a female student pursuing ministry in chaplaincy.

#### **Christian Ministry Endowed scholarship fund**

This endowed fund is available for a full-time student who has high academic achievement and is in one of the following majors: worship, leadership, youth and family ministry, Christian formation and soul care or intercultural ministry.

#### **Walt Cochran International Endowed Scholarship fund**

An endowed fund made available for a full-time international student who is not from the United States or Canada

#### **Diversity Scholarship**

Qualifications for this scholarship include being a member of a recognized minority group and enrollment as a full-time student (at least nine hours per semester).

#### **Joel England Scholarship**

This restricted fund is used to assist a minority student. Preference will be given to students who are studying in the areas of cross-cultural/urban studies and evangelism.



## Awarding &amp; Packaging

**Inner-City Scholarship**

A fund established by the West Side Kings for a student who plans to work in the inner-city after graduating or who is currently working in an inner-city ministry.

**Indonesian Student Scholarship Fund**

A restricted scholarship offered to assist full-time students from Indonesia who demonstrate high academic achievement. Preference is given in the following order: 1) A qualified counseling student from S.E.A.B. Seminary; 2) Any qualified student from S.E.A.B Seminary; and 3) Any qualified Indonesian student.

**International Scholarship**

Denver Seminary funds to assist International students. This is given by the Scholarship Committee. This is renewable at the same amount as long as the student is full time and meeting SAP.

**Norman Kendall Scholarship**

A fund provided by Rev. Glenn Kendall, in memory of his father Norman R. Kendall, for a student who plan to go overseas with World Venture after graduation.

**Kern Family Foundation Scholarship**

This scholarship covers full tuition for select M.Div. students. The foundation desires that recipients serve as pastors of local congregations, so scholarship recipients must be (1) 27 years of age or younger, (2) enrolled full-time, (3) a citizen of the United States, (4) a graduate of an accredited college with a minimum 3.25 cumulative grade point average on a 4.0 scale, and (5) committed to congregational leadership.

**Kingdom Scholar Scholarship**

Recipient(s) must be a full-time M.Div. student(s) and (1) sign a good-faith statement committing to pursue a career in full-time ministry; (2) annually sign and uphold, without reservation, the NAE Statement of Faith; (3) be of high academic achievement and maintain a 3.25 Denver Seminary grade point average; (4) demonstrate potential for leadership and impact on the kingdom of God; (5) maintain the standards

## Awarding & Packaging

of conduct outlined in the Student Handbook; and (6) attend up to 10 meetings per year hosted by a Seminary representative.

### **Korean Student Endowed Scholarship Fund**

An endowed scholarship offered to assist Korean/Korean-American students attending full-time and demonstrating high academic achievement. (Must be at least 50% Korean to apply.)

### **Korean Student Aid Fund**

An endowed scholarship offered to assist Korean/Korean-American students attending full-time and demonstrating high academic achievement. (Must be at least 50% Korean to apply.) Married students receive \$3,000 and single students receive \$2,000 per year.

### **Pastoral Student Endowed Fund**

An endowed fund that will assist a full time student who is willing to sign a good-faith statement committing to pursue a career in pastoral ministry, be of high academic achievement and show need according to the FAFSA.

### **Barnes Scholarship**

An endowed fund provided by Carole Barnes VandeKoppel, in honor of her brother Donald Barnes, to assist an educational ministries' major in his/her senior year. The recipient is chosen by the educational ministries faculty.

### **Timothy Ayre Scholarship**

An endowed fund provided by the parents of the late Timothy Ayre to help a student who is pursuing Christian camp or youth ministry

### **Urban Pastor Scholarship**

Be a pastor in a paid position. Be accepted into a degree program.

Serve as a pastor of a church which fits one of the following definitions:

Type 1: Midtown, the city's central business district, usually location for banks, state or city office buildings.

Type 2: Inner-city, generally one of the most deteriorating parts of the city.

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**Awarding & Packaging**

Type 3: Inner Urban neighborhood, basically residential but some mixture of neighborhood business.

Provide the financial aid office with an official letter from the church signed by the church clerk, elder or deacon certifying that the church and pastor meet the above criteria.

**Spouse Half-Tuition Discount**

Students (not the spouse) must maintain at least 9 hours per semester and must maintain Satisfactory Academic Progress standards. Both students do have to be in the Masters level program and taking classes concurrently. The student with the lesser number of hours will only pay half-tuition. Audits of classes are not covered under this scholarship. Spouses may sit in on classes the student is taking with the instructor's permission at no charge. No record will be kept of the classes. In this situation the spouse is not even registered for the class as an audit, they are only being allowed to "visit" the class on a permanent basis. No records are kept. All required courses are covered under this scholarship and spouses are allowed to use this fund during the summer semester provided all other qualifications are met. Intersession is now also included. The student has to take one course since 9 credits is not possible in the intersession. One class is considered full-time.

**Student Council Scholarship**

Students who serve on the Student Counsel receive one credit of free tuition at the lowest rate. (Using the 12 or more tier).

**Inner-City Scholarship** See West Side Kings. These two scholarships merged as one, now known as the Inner-City Scholarship

*7.1.1.4 General Scholarships***Lew Gras Memorial Scholarship**

An endowed fund provided by Mrs. L.S. Gras, in loving memory of her husband Lew Gras, for either a first year M.A. student or a second year M.Div. student.

**Ginny Condos Scholarship**

A restricted fund provided for a full-time student whose spouse stays at home to take care of the children. The recipient

## Awarding &amp; Packaging

must also be of high academic achievement and have need based on the FAFSA

**Clifton McGlothlan Scholarship**

A scholarship for first-time M.Div. students.

*7.1.1.5 Seminary Grant*

The seminary grant is designed to assist students who have a very low EFC according to the FAFSA. The Financial Aid Office generally limits this grant to those with an EFC lower than \$5,000, with the largest awards going to those with highest need (lowest EFC).

**7.1.2 External Scholarships**

External Scholarships are recorded in PowerFAIDS and the check is then given to the Business Office to put onto the student account.

If the Director of Financial Aid finds an outside scholarship that students might be eligible for it is posted in Campus News and on the school's online financial aid Step-By-Step Guide.

A list of reliable external scholarship options and search engines are listed on the website.

## Awarding Financial Aid

### **7.2 Awarding Financial Aid**

The FAO staff has developed an institutional packaging philosophy to ensure consistent, equitable, and fair distribution of financial aid funds.

#### 7.2.1 Institutional Packaging Philosophy

Denver Seminary awards and gift aid are awarded first and loan funds are awarded last.

#### 7.2.2 Institutional Packaging Procedures

Students are packaged as follows for each individual category:

##### **Grants**

Students are awarded Grants on the basis of need. This need is calculated similarly for each student. The Free Application for Federal student aid is utilized to determine this need. The Director of Financial Aid then uses a chart to determine the amount (per semester) the student will receive.

##### **Scholarships**

All of the Seminary's Scholarships have specific qualifications which the student must meet in order to be eligible for that specific scholarship. If there are more students applying for a scholarship than there are scholarships available, the Scholarship Committee uses other information such as GPA, unmet need and major to determine eligibility.

##### **Federal Direct Loans**

Federal Direct loans are awarded according to federal rules and regulations. Other forms of aid received will be included in calculating a student's eligibility for Direct Loans.

#### 7.2.3 Determination of Total Funds to be Awarded

The Director of Financial Aid looks at the available budget information and then determines the total aid to be awarded during an academic year.

## Awarding Financial Aid

The Department of Education sends the FAO information detailing annual Work Study fund allocations through the Federal Authorization Letter with the Official Notice of Funding. Determining the total funds available includes an evaluation and projection of available funds.

### 7.2.4 Outside Resources

Students are encouraged to seek assistance from outside resources. It is required that all outside assistance be reported to the FAO. Student aid including outside resources, may not exceed the student's cost of attendance. Therefore, if a student has been awarded by the aid office and receives an outside award, an adjustment to the original award letter will be necessary. If an adjustment is made, the outside aid will replace self-help aid if possible.

### 7.2.5 Award Letter and Acceptance of Awards

Students receive an email that links the student to their Award Letter (Exhibit 14A). Once all awards have been made this information is then sent to the student in the form of an email. The student is required to sign the award letter electronically.

### 7.2.6 Summer Aid

There are only a few financial aid programs for which students may apply during the summer. Students may apply for Direct (Subsidized and Unsubsidized) loans during summer terms if they have not used all of the loans for the year and the student is taking at least 5 credits. The Spouse Half-Tuition Discount and the Church Partnership Program is also available to qualifying applicants.

### 7.2.7 Consortium Agreements

A student may receive Title IV aid if he/she is taking courses at two or more schools, if the participating institutions enter into a consortium agreement. A consortium agreement specifies which institution will process and disburse student aid. The agreement also should stipulate which institution will consider the student enrolled. Whichever institution disburses aid funds is responsible for keeping records and returning Title IV funds in the case of an over-award.

## Awarding Financial Aid

## 7.2.8 International Students

International students are not eligible for federal or state financial aid because they do not meet the citizenship requirement. International students may receive non-federal aid and are encouraged to apply for such aid using the International Scholarship Guide and Application.

## Processing Loans

**7.3 Revision of Financial Aid Awards**

Once an award letter is sent to the student, there may be instances which warrant a change to the original notification. The Director of Financial Aid may review a student's circumstances, make an adjustment to an award, and release a revised award letter. This revised award invalidates the original award notice.

**7.3.1 Revision Initiated by the Financial Aid Office**

The FAO will automatically consider a revision in a student's aid package when the following occurs:

1. There is conflicting information in the file.
2. There are changes resulting from verification.
3. There is a change in availability of funds.
4. There is an FAO staff member error.

Students are sent a revised award letter as soon as possible with an award message explaining the change. In the case of an office error, it is customary to contact the student personally and send a personalized letter.

**7.3.2 Revisions Initiated by Request from Student**

Students may decline any portion of their award. Lack of acceptance does not count as revision. If a student wants to add an award, the request will be referred to the Director of Financial Aid.

It is the student's responsibility to notify the FAO of changes in a student's resources. If the student makes an appointment with the Director of Financial Aid and reveals a change in circumstances which may affect the student's family contribution, the student should document the situation in writing reiterating the conversation and including supportive documentation. If a change to the award is allowable, the Director of Financial Aid will release a revised award letter.

**7.3.3 Over-awards**



## Processing Loans

An over-award occurs any time a student's disbursed financial aid (federal, institutional, and outside aid) and other resources exceeds the cost of attendance for the award period by more than an allowable tolerance.

*7.3.3.1 Eliminating an Over-award*

Before reducing a student's aid package because of an over-award, the Aid Administrator should always attempt to alleviate the situation by reducing or eliminating the over-award. The following possible allowances should be checked.

1. Increase budget using allowable expenses.
2. Adjust EFC.
3. Adjust undisbursed funds (all undisbursed financial aid funds must be withdrawn in the case of an over-award).]

*7.3.3.2 Causes of an Over-award and/or Overpayment*

There are several causes of an over-award:

1. Student wages – the student earns more than the awarded FWSP allocation.
2. Changes in the enrollment status – the student withdraws or drops below the projected enrollment status.
3. Reduction in cost of attendance – the student changes budget categories.
4. Additional resources – the student has resources greater than those used to calculate the award.
5. Administrative error – the Aid Administrator inadvertently makes an error.
6. Fraud – the student intentionally deceives or misrepresents information to obtain funds. This must

## Processing Loans

be reported to the Department of Education and to the Director of Admissions.

### *7.3.3.3 Treatment of an Over-award*

If eliminating the over-award is not possible, the Aid Administrator must reduce the over-award using the following sequence:

1. An over-award over \$300 based on surplus earnings must be counted as a resource for the next academic year.
2. An over-award from an Administrative error must first reduce or eliminate next semester's overpayment. The Aid Administrator must then bill the student for any remaining amount.
3. Once a Direct loan has been disbursed, there is no over-award.
4. If an over-award occurs due to fraud, follow the procedures in Section 22.

## **7.4 Processing Loans**

See section 12 for more details about loan programs.

Loan applications will not be processed for students who are in default. A student's file must also be complete and/or NSLDS verification of no Default. (This is reported on the ISIR and will result in a C code). PowerFAIDS will not let you award a student that has a C code flag. That student must also be accepted into a degree program for their loan to be processed. All loans are certified in PowerFAIDS and then uploaded to Elm Resources web site where the information will be sent to the lender and guarantor.

### **7.4.1 Federal Direct Subsidized Loan**

#### *7.4.1.1 Loan Application*

Denver Seminary currently uses the Master Promissory Note (Exhibit 12H), which is valid for up to 10 years. The student is only required to complete the MPN the first year that they attend Denver Seminary.

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## Processing Loans

### *7.4.1.2 Certification Procedures*

There are a few steps that need to be done to certify any loan. To certify a loan you will need to complete the following steps:

1. Verify the student has been awarded.
2. Verify the student has completed an entrance interview
3. Check the ISIR
  - a. Has student been selected for verification?
  - b. Are there any comments that need to be cleared up, and have they been cleared?
  - c. Is there any information that is not accurate or incomplete? Has it been cleared?
  - d. Is the student in Default on a previous student loan?
  - e. Verify how much the student has in previous loans. Make sure that the student is taking the appropriate credits (5 for half time and 9 for full time).
  - f. When certifying a Subsidized Direct loan, make sure that the award is within guidelines. The maximum allowed to a graduate-level student is \$8,500 in Sub, assuming the budget allows. To figure this out take the Cost of Attendance (COA) minus the Excepted Family Contribution (EFC) minus any other aid. An example of this is:  
 $20,000 \text{ (COA)} - 10,000 \text{ (EFC)} - 500 \text{ (Other)} = 9,500$   
would be the eligibility of the student. However the max is \$8,500 in a Sub Direct Loan.
  - g. When certifying an Unsubsidized Direct loan this is NOT a need based loan. Anyone can qualify for this type of loan. To figure the eligibility of this loan you want to make sure that the student has been awarded the full eligibility in Subsidized Direct first. After the Sub has been figured you can then figure the Unsub. The maximum amount that the Federal Government allows a Graduate level student is \$20,500 in Subsidized Direct and Unsubsidized Direct loans. However Denver Seminary attempts to limit the students to \$14,000.

## 7.4.2 Federal Direct Unsubsidized Loan

### *7.4.2.1 Loan Application*

See the process for Subsidized Direct Loans

## Processing Loans

### *7.4.2.2 Certification Procedures*

See the certification process under Subsidized Direct Loans

### 7.4.3 Deferments, Pre-claims Notifications and Student Status Confirmation Reports

#### Deferments

Denver Seminary is part of the National Clearinghouse. We submit the file starting the beginning of the third week of classes and then every two weeks after that.

#### Student Status Confirmation Reports

Denver Seminary sends reports to the National Clearinghouse starting at the beginning of the third week of courses and then sends updates every two weeks. The National Clearinghouse then takes care of the SSCR Report.

#### Pre-Claims Notifications

See if we have updated address information on the student or students listed on the report. If we have a newer address send that information to the lender that the pre-claims notification came from.

## Financial Aid Transcripts

### **7.5 Processing Financial Aid Transcripts**

Financial Aid Transcript data is collected through the National Student Loan Data System for the majority of students at Denver Seminary.

If a school requests a Financial Aid Transcript we are still required to complete one.

#### 7.5.1 National Student Loan Data System (NSLDS)

Student information can be looked up on NSLDS. You will need the student SSN, first name and birthday.

#### 7.5.2 Processing a Financial Aid Transcript

This is going to ask for the student loan information for the student listed on the FAT.

### **7.6 Financial Counseling**

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## Financial Aid Transcripts

Entrance and exit counseling is required for all student loan borrowers (additional information on these requirements are published under section 6.1.3.2.7) and financial counseling is offered to all students. Counseling takes different forms in the various stages of the student lifecycle.

### 7.6.1 Prospective Students

All prospective students who visit campus are given a presentation using the Financial Awareness Outline and the Scholarship Application Packet. This presentation includes an overview of possible costs (including tuition rates and the overall cost of tuition to complete a degree), introductions to the payment plan, work study, student loans, and scholarships, and suggested next steps. The majority of the presentation focuses on scholarships and loans. During the loan section students are presented with manageable debt levels, potential salaries, estimated loan repayments, and various loan repayment options. They are also encouraged to be creative with financing and minimize loans as much as possible, researching all options possible such as support from churches, family, friends, savings, employment, etc.

#### 7.6.1.1 All award offers are communicated through an

Award Letter. The full loan eligibility is never offered initially, but rather a lesser amount is offered that will cover tuition and fees. An explanation of this policy and directions on how to request additional loans also exist on the award letter. This policy provides the opportunity for additional counseling if and when the student requests additional loans for living expenses. The Award Letter indicates how much each award is for each semester, and requires the student to determine actual costs prior to accepting the award. The award letter also lists:

- Each student's debt literacy statement: a customized statement that indicates how much each student already has in aggregate student loan debt, estimated monthly payments, salary required to reasonably manage this debt, and a link to the Loan Management page.
- Terms and conditions

## Financial Aid Transcripts

- Additional required steps, such as Entrance Counseling and the Master Promissory Note (MPN)
- The anticipated disbursement process
- The student's right to cancel financial aid

7.6.1.2 The Master Promissory Note (MPN), which is required for all first-time borrowers, also provides additional counseling on borrower responsibilities.

7.6.2 Current Students

Students who request additional loan disbursements are required to complete a Loan Adjustment Request form, which requires students to research and report their aggregate student loan debt and estimated monthly payments. Students who have an aggregate debt of \$40k or higher must also complete a budget worksheet and discuss their financial plan with a financial aid officer prior to having any additional loans disbursed.

7.6.3 Exiting Students

Exiting students are notified of the requirement to complete Exit Counseling and are directed to the website to complete the process online. Students who feel the need for personal counseling are encouraged to contact the financial aid office.

## Refunds &amp; Repayments

**8 Disbursement of Funds****8.1 Responsibility for Disbursement of Funds****8.2 Separation of Functions****8.3 Procedures**

## 8.3.1 Check Processing

## 8.3.2 EFT Processing

## 8.3.3 Verification of Identity of Students

## 8.3.4 Verification of Status

## 8.3.5 Student Endorsement

**7 Section Eight: Disbursement of Funds****8.1 Responsibility for Disbursement of Funds**

The Business Office has the responsibility for disbursement of loan, grant, and scholarship checks. The Business Office also has responsibility for disbursement of FWSP paychecks.

**8.2 Separation of Functions**

There is a clear and distinct separation of functions between the FAO and the Business Office. The Aid Office assures and maintains the accurate and appropriate awarding of aid funds. This information is electronically transmitted to the Business Office. These funds credit the student's account. Any monies in excess of charges are disbursed to the student by the Business Office staff.

**8.3 Procedures**

## 8.3.1 Check Processing

Once a student's loan has been processed and a check has been received, the Financial Aid Office will record this information in the PowerFAIDS computer system.

1. Check to make sure the student has completed an Entrance Interview. If not, then notify the student to stop by the Financial Aid Office to complete this process before receiving their check.



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## Refunds & Repayments

2. Notify the student by phone or email.
3. If there is not an additional copy of the check from the lender, make a photocopy. The copy of the check and the Federal Direct Loan Check form go in the student file. Denver Seminary doesn't receive many checks at this time. Most of the funds are being processed through the NDN using the EFT process.
4. Students have 30 days from receipt of their check to pick it up. If this is not done then the check must be returned to the lender within 60 days. If the student still wishes to receive the check, it can be reissued.
5. Once the check is processed in the Financial Aid Office it should be taken to the Business Office for the student to pick up there. **Federal Regulations do not allow the Financial Aid Office to issue checks to the student.**
6. The student must pay his/her bill in full with the proceeds of this check. This may be accomplished one of two ways: If the student has aid or wishes to pay his/her bill in full, the student may either receive the check or deposit the check in his/her account with the Seminary. If the check is deposited into the student's account and this creates a credit balance, this balance will be refunded to them within 3-5 working days.

### 8.3.2 EFT Processing

Funds received by EFT are handled in much the same way as checks. Elm NDN will FAX a roster showing what disbursements are being made and to which students. You also need to import the roster from Elm into PowerFAIDS. This will automatically update the Loan Disbursement section in the Common Loan section of PowerFAIDS.

1. Check to make sure the student has completed an Entrance interview.
2. Check to make sure the student is taking the number of hours the loan was awarded for.

## Refunds & Repayments

3. Check the student's GPA and completion rate for Satisfactory Academic Progress.

### 8.3.3 Verification of Identity of Student

Students must present a valid identification to receive financial aid monies from the Cashier's Office (i.e. valid student I.D. card, or a driver's license).

### 8.3.4 Verification of Status

The financial aid office checks the student's eligibility status manually during each process. We are working on having this done by the computer.

## Refunds &amp; Repayments

**9 Satisfactory Academic Progress****9.1 Institutional Policy**

- 9.1.1 Grade Point Average
- 9.1.2 Credit Hour Completion
- 9.1.3 Maximum Time Frame Limitation

**9.2 Institutional Procedures**

- 9.2.1 Denial
- 9.2.2 Probation
- 9.2.3 Appeal Process
- 9.2.4 Consequences of Denial

**Section Nine: Satisfactory Academic Progress** (updated December 2014)

Federal regulations require the Seminary to establish and apply reasonable standards of satisfactory progress for the purpose of the receipt of financial assistance under the programs authorized by Title IV of the Higher Education Act. The law requires institutions to develop policies regarding satisfactory academic progress (SAP). Each institution must design criteria which outlines the definition of student progress towards a degree and the consequences to the student if progress is not achieved. Denver Seminary students who wish to be considered for financial aid must maintain satisfactory progress in their selected course of study as set forth in this policy. In addition to the basic policies and procedures outlined in this document, the Financial Aid Office follows the guidance on these issues outlined in the HEA regulations and the Federal Student Aid Handbook published on [ifap.ed.gov](http://ifap.ed.gov).

**9.1 Institutional Policy**

The Financial Aid Office evaluates initial student academic progress at the beginning of each award year. Students are evaluated on the basis of grade point average (GPA), credit hour completion, and maximum time frame. All students are required to maintain Satisfactory Academic Progress in order to receive federal or institutional aid funds. Students who fail to meet these standards are placed on probation for one semester, in which they may still receive financial aid. If they fail to meet these standards during their probationary session, they lose eligibility until these standards are met or have an appeal approved. Students who fail to meet these standards may appeal the decision. This information is included in all financial aid packets. SAP is re-checked at the end of the fall and spring semesters. Though SAP is not checked after the summer term, the results of all

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## Refunds & Repayments

classes attempted during the summer will affect a student's SAP status at the next check.

### 9.1.1 Grade Point Average

The Cumulative Grade Point Average requirement is 2.75 for the Masters of Arts in Philosophy of Religion and Biblical Studies. For all other programs the required GPA is a 2.0. Grades of Incomplete (I), Unsatisfactory (U) and Withdrawals resulting in a 'WF' will be counted as a grade of 'F' in determining cumulative GPA. Grades changed by a professor after SAP has been evaluated will be re-evaluated at the next regular SAP review. If a changed grade changes a student's SAP status, that student may request that the Financial Aid Office review the situation earlier than the next regular review.

In accordance with the academic policy on repeating courses, if a student repeats a course in which they earned an "F" or "WF" and earns a passing grade, the passing grade alleviates the impact of the failing grade on the GPA. In turn, the failing grade will no longer be taken into consideration when evaluating the GPA component of SAP, though all unsuccessful attempts will continue to impact the incremental progress of a student as well as the maximum timeframe. When a student has earned multiple failures in a course, only one of the "F" grades will be replaced when the course is successfully passed.

### 9.1.2 Credit Hour Completion (Incremental Progress)

Students are required to complete 2/3 of all attempted credits. Incomplete attempts include both withdrawals (after the drop deadline) and failed classes. Credits transferred in from other schools will be counted as both attempted and completed hours.

### 9.1.3 Maximum Timeframe

The maximum timeframe every Title IV aid recipient has to complete his or her program is 200% of the published program length for the degree being pursued. Semesters during which a student does not receive Title IV aid will still count towards a student's maximum timeframe. The timeframe breaks down in the following way for each program:

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## Refunds & Repayments

- Graduate Certificate: 2 years
- Master of Arts: 4 years
- Master of Divinity: 6 years
- Doctor of Ministry: 6 years

In order to meet these timeframes, students must successfully complete a minimum of 15 credits per year. Withdrawals resulting in a 'WF' will be counted as unsuccessful attempts. Students transferring in credits will have their maximum timeframe reduced by the percentage of their program requirements met by the transferred credits (rounded to the nearest half-year).

- Example: Master of Arts student (62 required credits) transfers in 15 credits. 15 of 62 is 24%. The 4 year maximum timeframe is reduced by 24% to 3 years.

Courses completed under a consortium agreement, second degree or previous program/major (after a change of program/major) will all count towards a student's pace and maximum timeframe calculations. For these students, all coursework completed at Denver Seminary or under a consortium agreement through Denver Seminary will count towards a student's maximum timeframe. Exceptions may be requested by appeal through the Financial Aid Office for students who have changed program/major or are completing a second program/major.

## 9.2 Institutional Procedures

Students are notified of the SAP policy in the Denver Seminary Catalog and the Student Handbook.

### 9.2.1 Denial of aid

A student may be denied access to financial aid if any of the following occurs:

The student's GPA is below the minimum requirements as defined in Section 9.1

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## Refunds & Repayments

The student does not make the incremental progress as described under Section 9.1.

### 9.2.2 Academic Probation (First semester financial aid warning)

A student will be placed on financial aid warning for one semester if the student does not meet the GPA or completion/pace requirements. A student on warning may continue to receive financial aid funds for an additional semester while attempting to re-attain compliance with the SAP standards. Failure to comply with SAP standards after the warning semester will result in a loss of eligibility for financial aid.

A student seeking to reestablish eligibility for financial aid may do so by:

- Achieving the required GPA or completion/pace requirements as outlined in Section 9.1.
- Appealing the Financial Aid decision with the Director of Financial Aid as described in the following section. A student with an approved appeal will be placed on a one semester probation period while seeking to meet the terms of his or her appeal.

### 9.2.3 Appeal Process

Any student denied financial aid due to failure to meet SAP standards after the warning period that can prove special circumstances pertaining to his/her case may appeal the decision denying aid. Students can use the Satisfactory Progress Appeal Form which can be obtained from the Financial Aid Office. Developing an academic plan for getting on track with SAP standards may be a required part of any appeal. The Director of Financial Aid may consult the Vice President of Enrollment Management or Academic Dean with any questions or concerns relating to your appeal. If this appeal is denied, the student can turn in another appeal that will be taken to the Scholarship/Financial Aid Committee. The decision of the Scholarship/Financial Aid Committee is final.

## Refunds & Repayments

All mitigating circumstances must be supported by documentation from a third party such as a doctor, published obituary, written statement from clergy, etc. The following are the special circumstances that will be considered in any appeal:

- Death in the family
- Extended illness
- Serious physical or emotional trauma
- Other extenuating factors influencing ability to succeed academically

If an appeal is approved, the student will be expected to regain SAP within one semester unless an alternate timeline was established through an academic plan.

### 9.2.4 Consequences of Denial

Students who do not maintain satisfactory academic progress and who do not have an approved appeal will lose eligibility for aid until satisfactory academic progress is achieved or an appeal is approved.

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**Refunds & Repayments****10 Refunds & Repayments****10.1 Cancellation of Loans****10.2 Refund Policy for All Students****10.3 Refund Policy for Financial Aid Recipients**

## 10.3.1 Refund Policy for Title IV Recipients

## 10.3.2 Refund Procedures

**10.4 Refund Procedures**

## 10.4.1 Official Withdrawal

## 10.4.2 Unofficial Withdrawal

**10.5 Distribution of Refund Policies****10 Section Ten: Refunds & Repayments**

When a student withdraws from classes, he/she may be entitled to receive money back which had been paid to the Seminary. The Seminary may be able to **refund** all or a portion of the tuition the student paid, depending on the timing of the withdrawal. A student who receives financial aid and then withdraws, drops out, or is expelled, may be required to **repay** money to the aid programs from which the money was awarded. The Seminary has designed the following policies and procedures to ensure proper accountability when a student leaves the Seminary. In addition to the basic policies and procedures outlined in this document, the Financial Aid Office follows the guidance on these issues outlined in the HEA regulations and the Federal Student Aid Handbook published on [ifap.ed.gov](http://ifap.ed.gov).

**10.1 Cancellation of Loans**

If a student wishes to voluntarily cancel a portion or all of an accepted loan before it is disbursed to the school, he/she can complete a Loan Decrease Form (Exhibit 2A) and submit it to the FAO. The Financial Aid Office will cancel any pending disbursements of the loan accordingly.

**10.2 Tuition Refund Policy for all Students**

Tuition refunds are managed by the business office and are calculated on a pro rata basis, determined by date of withdrawal, and only apply to tuition and certain class specific fees. When a student withdraws on or after the first day of class during a Fall or Spring semester, the Seminary will refund the student's account according to the chart listed below:



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## Refunds & Repayments

If the student withdraws:	The school refunds:
Prior to the first day of class	100%
1 <sup>st</sup> week	100%
2 <sup>nd</sup> week	75%
3 <sup>rd</sup> week	75%
4 <sup>th</sup> week	50%
5 <sup>th</sup> week	50%
6 <sup>th</sup> week or after	0%

### Summer and Intersession refund policy:

#### One-Week Courses

A 75% refund is given on the first day. There is no refund after the first day.

#### Two-Week Courses

A 100% refund is given on the first day, 75% percent on the second day, and 50% on the third day. There is no refund after the third day.

#### Three-Week Courses

A 100% refund is given on the first day, a 75% refund on the second and third day, and a 50% refund on the fourth and fifth day. There is no refund after the fifth day.

The refund policy also reflects the standards of the school's accrediting agency and State law.

The date used to calculate the refund is determined as follows:

1. In the case of a student who officially withdraws, the date that the student starts the withdrawal process.
2. In the case of a student who unofficially withdraws, the withdrawal date will be the date the school determines the student withdrew. If needed, the Financial Aid Office will contact each of the professors of the classes that the student was enrolled in to determine the date of withdrawal.
3. In the case of a student who is expelled, the date of the expulsion.

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**Refunds & Repayments****10.3 Aid Refund Policy for Financial Aid Recipients** (updated December 2014)**10.3.1 Refund Policy for Title IV Recipients**

When a student who has received federal student aid completely withdraws prior to the end of any term, the Financial Aid Office is required to perform a Return of Title IV (R2T4) Funds calculation to determine if any aid was unearned and must be returned. The R2T4 will be calculated (via the PowerFAIDS R2T4 calculator or FAA Access to CPS Online) and the Financial Aid Office will return the appropriate fund amounts. The school will return any funds it is responsible for repaying within 45 days of the date of determination that the student withdrew. The student will be responsible for repaying any funds the school was not required to return. Students must complete at least 60% of any term in order to fully earn all disbursed aid. R2T4 calculations may result in a balance owed to the school, depending on the timing of the withdrawal and the impact of the school's tuition refund policy.

When calculating an R2T4, funds will be returned first to the Unsubsidized Direct Loan program and then to the Direct PLUS Loan program (for those students who received a PLUS Loan). These two loan programs are the only returnable Title IV funds that Denver Seminary offers to students.

**10.4 Refund Procedures** (updated December 2014)

The R2T4 calculation is based on the percentage of the semester that has been completed as determined by:

1. The start and end dates of the term
2. The date of determination that the student withdrew (whether that is an official or unofficial withdraw)
3. Any scheduled breaks of more than 5 days

During terms in which modular or intensive sessions/classes are offered, eligibility for disbursed aid is determined at the start of the term (payment period). As long as a student is enrolled half-time at the time the loan is disbursed and begins enrollment in the term as at

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## Refunds & Repayments

least a half-time student, eligibility for the aid is earned. If the student completes one session/class, but drops all other classes before starting them, the aid is still considered earned (based on status at the time of disbursement), but is considered withdrawn and an R2T4 calculation must be performed based on the total number of days the student was originally scheduled to attend in both sessions. If a student drops a later session/class while still enrolled in the first session, it is considered a change in enrollment, not a withdrawal and no R2T4 is necessary. See the Overawards, Overpayments and Withdrawal Calculations section of the FSA Handbook for more detail.

If the student withdraws from the school and their loan has been originated but not disbursed, the student may be eligible for a post-withdrawal disbursement based on the percentage of aid earned. The Director of Financial Aid will complete a Return of Title IV funds calculation and notify the student of any eligibility for a post-withdrawal disbursement. Post-withdrawal disbursements will be offered to students within 30 days of the day the school determines the withdrawal. Students must then make a written request to the school to have those funds disbursed. The school will then disburse the post-withdrawal disbursement within 180 days. The student may cancel their loan at any point before it is disbursed.

### 10.4.1 Official Withdrawal

Students who begin an official withdrawal process either by self-dropping all registered classes or by filing the appropriate paperwork through the Registrar's Office are considered official withdrawals. The date of determination that the student withdrew is the date the official withdrawal process was initiated.

### 10.4.2 Unofficial Withdrawal

At the end of each semester, the Financial Aid Office is notified by the Registrar's Office of any students who failed all of their attempted classes. The Financial Aid Office then checks for the last day of attendance with the professors for each of the classes the student registered for. If it is determined that the student stopped attending classes prior to the end of the semester and unofficially withdrew, an R2T4 is calculated according to the processes outlined earlier in this section. This process will be completed

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**Refunds & Repayments**

within 30 days of the end of the semester from which the student withdrew.

**10.5 Distribution of Refund Policies**

Per federal regulations, loans will be disbursed to students no earlier than ten calendar days prior to the start of the semester. The Financial Aid Office will typically begin the disbursement process on the tenth day prior to each semester. Institutional aid (scholarships, grants, discounts) will be disbursed to student accounts no earlier than the add/drop date (ten business days after the start of the semester). Refund checks for all types of aid will be mailed to students on the Friday after a credit balance is created on the student account. If a student fails to establish eligibility for any disbursed aid by withdrawing from classes before the start of the term (or failing to ever attend class), the aid may need to be returned to its source, potentially resulting in a balance owed to Denver Seminary.

Students will need to contact their loan servicer directly if they wish to send any portion of their loan back to the lender post-disbursement, although under certain circumstances the Financial Aid Office may be able to return the loans on the student's behalf for a certain period of time after disbursement. Loan servicer contact information and other loan details can be found on the National Student Loan Data System (NSLDS).

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**Fund Management and Reconciliation****11 Fund Management and Reconciliation**

- 11.1 Institutional Aid Reconciliation
- 11.2 Direct Loan Program Reconciliation

**11 Section Eleven: Fund Management and Reconciliation****11.1 Institutional Aid Reconciliation**

The Director of Financial Aid will review the budget and set the limits for the next awarding cycle. The Director of Financial Aid does over-award since there is a percentage of student's that are awarded and end up not coming to Denver Seminary. The Vice President of Enrollment Management is in the decision of how much to award just in case all of the students do use the funds. Statistics are given from the previous year so that an informed decision can be reached. The Director of Financial Aid will check the status of the awards during the 5<sup>th</sup> week of the semester.

The Financial Aid Office and the Business Office reconcile institutional aid one time during each semester.

The Director of Financial Aid will ensure that all aid has been disbursed and then the Controller will use the notes from awarding and audit the disbursements from the Business Office side. They will look at what posted to the students account and give a report back to the financial aid office.

**1.2 Direct Loan Program Reconciliation**

The Direct Loan Program will be reconciled every month. This includes Direct Subsidized loans, Direct Unsubsidized loans and Direct PLUS loans. Reconciliation involves comparing records from COD, Business Office (G5) and PowerFAIDS. All three sources should reflect the same information.

Reconciliation data is gathered from the following sources:

1. COD sends monthly reports on all disbursed loans. A year-to-date report can also be sent from the COD School Relations Center.

### Fund Management and Reconciliation

2. The Business Office provides the FAO with a report of all funds that have been drawn down from the federal G5 account and posted to student accounts.
3. PowerFAIDS produces a report of all students who have received loan funds during a given semester.

Data is then compared to find discrepancies. All loan disbursements should reflect both the actual amounts a student intended to borrow as well as actual eligibility for loan funds as outlined in other sections of this report.

The FAO will communicate with the Business Office to correct all discrepancies

Audits and Program Reviews

**12 Fraud**

**12.1 Policy**

**12.2 Procedures**

## Audits and Program Reviews

**12 Section Twelve: Fraud**

There are difficult situations in which students and/or parents purposefully misrepresent information in hopes of obtaining additional assistance. The FAO is required to have a policy of referral when confronted with actual or suspected cases of fraud and abuse.

**12.1 Policy**

Students and spouses who willfully submit fraudulent information will be investigated to the furthest extent possible. All cases of fraud and abuse will be reported to the proper authorities.

**12.2 Procedures**

If, in an Aid Administrator's judgment, there has been intentional misrepresentation, false statements, or alteration of documents which have resulted or could result in the awarding or disbursement of funds for which the student is not eligible, the case shall be referred to the Vice President of Enrollment Management for possible disciplinary action. After investigating the situation, all information must be forwarded to the Office of Inspector General of the Department of Education or the local law enforcement agency.

The Director of Admissions reviews the student's aid file with the Director of Financial Aid and if the decision is made by the Vice President to pursue the possibility of denying or canceling financial aid, a written request to make an appointment is sent to the student. If the student does not make an appointment, the Vice President may:

1. Not process a financial aid application until the situation is resolved satisfactorily.
2. Not award financial aid
3. Cancel financial aid
4. Determine that financial aid will not be processed for future years.

All processing of the application or disbursement of funds shall be suspended until the Vice President has made a determination as to whether the student shall be required to make an appointment.

Fraudulent situations should be reported to the hotline of the Department of Education Inspector General at (202) 755-2270 or 1-800-MISUSED.



Audits and Program Reviews

Audits and Program Reviews

**13 Audits and Program Reviews**

**13.1 Preparation**

**13.2 Guidelines**

**13.3 Liaison**

## Audits and Program Reviews

**13 Section Thirteen: Audits and Program Reviews**

Federal regulations require the FAO to have its records and student files audited at least once every two years. Each audit must cover the time period since the last audit.

Auditors review a sample of student aid files to ensure the FAO is in compliance with Federal and Seminary policies. The auditors submit a preliminary memorandum of findings to the Director of Financial Aid who conducts research and prepares a response addressing resolution of the specific discrepancy and appropriate procedures to correct faulty processing. A copy of the audit is entered into the EZ Audit for the Department of Education.

**13.1 Preparation**

The only preparation for the audit is to cooperate with the Auditors' requests. Typically, the Auditors will randomly select a specific number of students from each of the Title IV programs. The files are pulled and given to the Auditors. Any additional assistance requested is responded to promptly.

**13.2 Guidelines**

A complete listing of financial aid audit guidelines is listed in the Audit Guide published by the U.S. Department of Education. See this reference document for additional information.

**13.3 Liaison**

The Director of Financial Aid is the liaison between the FAO and the Auditor. The Director of Financial Aid addresses specific questions regarding Direct Loan procedures. Questions regarding check disbursements, accounts receivables, and reports are initially addressed by the Accountant, and then, if needed, by the Director of Financial Aid.

Appendices

**14 Appendices**

**14.1 Doctor of Ministry Program Specifics**

## Appendices

**14 Section Fourteen: Appendices****14.1 Doctor of Ministry Program Specifics**

## AVAILABLE AID

The only aid available for D.Min. students is through the Federal Direct loan Program. These loans fall under the same policies and procedures as Master's level programs with the following exceptions. For the D.Min. catalog see Addendum-P.

- Academic Year  
The academic year is made up of two semesters lasting 6 months each. The fall semester is October 15 to March 30 and the spring semester is April 15 to September 30.
- Cost of Attendance / Student Budgets  
Budgets are determined the same as Master's level budgets, with the exception that the figures used are different due to the fact that the program is structured differently. All budgets for this program are off-campus budgets, since all the students commute to the campus twice a year.
- Number of Loan Disbursements  
Students receive two disbursements, 1 per semester.
- Satisfactory Academic Progress  
The Satisfactory Academic Progress standards are measured using the same policies as those used for Masters level students.

Doctor of Ministries students are only eligible to receive Federal Direct loans. The application process is the same as that of a master's level student who is applying for Federal Direct loans only.

The only difference in the processing of these students is their budgets and loan period. The loan period would be July through December. The student must apply under the new year Free Application for Federal Student Aid, i.e. if a student is attending classes in the fall and spring of 2014 and 2015 then he/she would complete the 14-15 FAFSA.

## Appendices

Students are still eligible to receive the same amount per year and are still under the same recommendations as master's level students.

As for enrollment status, D. Min. is considered full-time year round as long as the student attends one of the two sessions each year.

Students applying for a Direct (GSL) Loan will be required to obtain proper approval from the Registrar's Office that they are, in fact, making satisfactory academic progress prior to the approval of the Direct (GSL) Loan. Satisfactory academic progress will then be reviewed on an annual basis for each loan recipient.

Students must maintain at least an "A" or a "B" in each course in order to qualify for a Direct (GSL) Loan. Should they drop below this level before they advance to candidacy, they will be dropped from the program.

Students must complete the Pastoral track within six academic years, and the Marriage and Family track within seven academic years.

The following schedule will be applied to a student's progress annually:

Transfer students will be evaluated according to how many years they were in school prior to coming to Denver Seminary, and how many hours they will be transferring. This will be compared to our chart in order to determine satisfactory progress.

If students fall below the minimum number of required hours they have one quarter in which to bring their hours up.

Thereafter, continuation in classes is subject to approval by the Director of the Doctor of Ministry program. Any student approved to remain in classes will be determined as making satisfactory academic progress.

Students who have not maintained satisfactory progress can establish eligibility by successfully completing sufficient credit hours during the next increment and/or attaining the overall GPA required at the end of the next increment.