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## Policies and Procedures for Financial Aid

### Exit Counseling:

#### **Exit Counseling Needs to be completed**

Exit Counseling is required when you graduate, leave school, or drop below half-time enrollment. Exit Counseling provides important information you need to prepare to repay your federal student loans. At the end, you'll need to provide the name, address, email address, and telephone number for your closest living relative, two references that live in the US and current or expected employer.

Please go to the following website to complete your Exit Counseling.

[-https://studentaid.gov/exit-counseling/](https://studentaid.gov/exit-counseling/)

I have also attached a PDF that gives you all the information on why Exit Counseling needs to be completed. Thanks and we wish you the best in your future.

\*\*Please note if a student is a cash student they will not have to complete Entrance Counseling

### Satisfactory Academic Progress Policy

#### **ATTENDANCE REQUIREMENTS**

- The administrator will advise students failing to maintain satisfactory attendance of 70%. If attendance fails to improve, the school administrator, acting at the discretion of the school management, may dismiss a student for unsatisfactory attendance.

#### **COURSE PROGRESS REQUIREMENTS**

- A student must maintain a minimum grade of C+ to pass a course. A student must complete all course requirements prior to their graduation date. The maximum time frame for any program is 1.5 times the length of the program. If a student fails to maintain satisfactory progress then the student will be warned of any unsatisfactory progress. If unsatisfactory progress continues then a student may be placed on probation. If unsatisfactory progress continues during probation then a student may be dismissed from the program. A student must complete the minimum required credits for each term to meet the Program Progress Requirement component of the SAP.

#### **Required Evaluation Schedule – Satisfactory Academic Progress**

- The evaluation period for determining satisfactory academic progress for all students will be each payment period (each academic term). From 2<sup>nd</sup> term on wards, a student's SAP may also be re-evaluated if certain courses/modules in the term end by the midterm point. SAP calculations will be based on all credit hours attempted and earned. Proficiency Credit (PC), Transfer Credit (TC), Repeated courses (including previously passed courses), and Withdrawals (W) grades count as credits attempted but not earned, and count towards maximum timeframe and pace of completion. The final grade received on the last repeat of a course is used in the GPA calculation. Incomplete grades (I) will count as credits attempted but not earned, and will not count towards the CGPA until the final grade has been posted.

- Any students who are not meeting SAP will received an email and call from Jasmine. All emails will be placed in SAP Binder.
- SAP is done at the end of the first term onwards. We look at all students to see if they are meeting the attendance and course progress requirements.
- If a student does not meet attendance requirement, student will be put on a warning and no financial aid funds are requested. If student will not meet attendance the following term, then student will be put on probation.
- If a student does not meet course progress requirement, student will be put on a warning and no financial aid funds are requested. If student will not meet course progress, student must retake failed course once it's offered again and given a verbal warning.

#### Email Example

Hello,

Satisfactory Academic Progress (SAP) are basic academic standards to ensure successful completion of coursework leading to the timely receipt of a diploma. In order to receive federal financial aid, state grants, or university need-stated aid, students must meet SAP standards established by Stellar Career College in accordance with federal regulations. We monitor all aid recipients' academic progress by the following measures:

**ATTENDANCE REQUIREMENTS** The administrator will advise students failing to maintain satisfactory attendance of 70%. If attendance fails to improve, the school administrator, acting at the discretion of the school management, may dismiss a student for unsatisfactory attendance.

**COURSE PROGRESS REQUIREMENTS** A student must maintain a minimum grade of C+ to pass a course. A student must complete all course requirements prior to their graduation date. The maximum time frame for any program is 1.5 times the length of the program. If a student fails to maintain satisfactory progress then the student will be warned of any unsatisfactory progress. If unsatisfactory progress continues then a student may be placed on probation. If unsatisfactory progress continues during probation then a student may be dismissed from the program. A student must complete the minimum required credits for each term to meet the Program Progress Requirement component of the SAP.

You have received this message due to your attendance record of 65%.

#### VERIFICATION

- The Verification process is required by the Federal Government Dept. of Education and is intended to improve the accuracy of the information the student provided on the FAFSA.
- Verification selection can be random or because FAFSA data was incomplete, estimated or inconsistent.
- The U.S. Department of Education randomly selects students for the verification process; however a school may select students if they find conflicting information.

#### V1

-Income Information

-# in Household

-# in College

**V4**

-High School Completion

-Government Issued, Unexpired Photo ID

**V5**

-V1 and V4 Combined

All Sheets must be signed and uploaded to edge. All sheets can be found under FAS forms in edge.

**CCODE**

- When the U.S. Department of Education processes a FAFSA, the processor may place a C code on the applicant's Student Aid Report (SAR). This code acts as an alert for the student and the Financial Aid Office to indicate that the student cannot receive aid until a given issue is resolved.

Some of the most common C Codes are Default (124, 133, 134, 135, 136, Overpayment, Pell & Loan Limits (115, 133, 350) Citizenship (141,144), Social Security Administration (146), Bankruptcy (116), & Unusual Enrollment History (359 Stellar's Most Common).

All codes will be giving you how to solve them on all front pages on the ISIR.

**FASLINE**

Fasline is our third party company that helps with processes with Financial Aid. We have software as well that we do all work through Fasline and Edge.

**Fasline**

- Create Financial Aid Award Letters
- Create FASAPPS
- Request Funds
- Return Title IV funds
- Change College Budget
- Find ISIR
- Enrollment Update

**Edge/Student Services**

We never send any student's information directly to FAS. We upload all documents through Edge or the student system. We don't want to risk any student's information getting out. This is very important. Never send document with students full Social.

- Upload all student signed documents for Verification and CCODE
- Find all training materials
- Any audits or student Eligibility Review

- Professional Judgments

### **Estimates**

Estimates are financial aid plan we give student to let them know what they are eligible for.

- Fill out student information at top. Please only put last 4 of social.
  - Next find out if student is an independent student or dependent student. (This is critical because funds differ basic on it)
  - If student have zero EFC and not close to Pell or Loan grant them full funds based off Financial Aid Award Sheet given by FAS
  - Use the chart to fill out aid. If student as a number for EFC make sure you find out on the Pell Chart to figure out how much they are eligible for.
- If any student has an out of pocket cost please create a Payment Plan.

### **Payment Plans**

We create interest free payment plans for any students in which is a cash student or have an out of pocket balance.

- All Cash student must put down a \$3000 deposit before classes start to ensure they are serious about their program. Then break down the balance for the following months equally.
- Any students who are not a cash student give them the option the mini they can pay monthly is \$300 but make sure they know that the balance needs to be paid in full before they graduate.
- Make sure they sign and keep copy in FA file at all times

### **MPN & EC**

Master Promissory Note and Entrance are required for all students who receive Financial Aid to complete. These will help student better understand their loans and option for repayment.

- Sign into COD for Professionals and use their full SSN to look them up.
- Print the one page for Entrance Counseling and put in students Financial Aid Folder
- Print the first two pages for Master Promissory Note and place in students folder

### **Payments**

Keep track of all payments from students.

- In the google drive there is a file called Payments & WIOA.
- Add all payments plans for all students in notes.
- Send Balance Updates every month so the student will know where they stand
- Make Sure you check the FA email daily to log payments in CMS and on the google spreadsheet

### **Verification Letters**

Student will contact you for verification letters for housing, care child, job reimbursement, and etc.

- Check the student's file to make sure their admission and financial aid folder is complete.
- In the letter make sure you include program, start date, anticipated grad date, schedule and tuition information.
- Every student make need different things so make sure you ask what it is for and what are they looking for

### **Leave of Absence**

Leave of absence is offered to all students who are having a difficult time course wise or personal wise. The maximum time a student can take off is 6 months. Student must provide reason with proof before LOA is approved.

- Fill out the sheet once student is approved.
- Email the student a copy of sheet
- Lastly place copy in FA file and give to AK to store away in his binder

### **R2T4**

R2T4 refers to the calculation required when a recipient of Title IV aid withdraws from an institution during a payment period/period of enrollment in which the recipient began attendance. This process is only done with student receive financial aid.

- R2T4 are done through FASLINE. Go to the return to Title IV Request
- Credit Hour, Attendance (Yes), Award year, Student Name
- Withdrawal Date is always the Last Day of Attendance (LDA)
- Comment why student is dropping or dropped
- Add all funds for that term for student
- Credit Balance (NO)
- Charge Tuition (By Term)
- Look at breakdown sheet for Tuition Cost
- Add Term Fees
- Put Yes for book purchases
- Then hit Save and print and place in students FA folder

After you complete the worksheet, you must get two forms ready for FAS. You need to get a copy of student ledge and attendance record.

- Student ledges can be found in all student folder but make sure all funds disbursed , reimbursement, and cash payments are on ledge
- You have to create a record attendance sheet. We have a template but make sure attendance and accurate. You can find attendance sheets in Stellar google drive.
- Once you have both sheets ready, upload in Edge under R2T4 folder with Students full name.

FASLINE will actually process and check your work before being sent. You will receive an email directly from FASLINE with what you need to do. If there is no funds that need to be returned then print out confirmation page (found in edge under student name), then place in

student folder and put folder with withdrawn student. If a student does have fund that need to be returned, see below.

### **Returns**

We only process returns when we need to send fund back from a dropped student or we requested funds when student wasn't eligible for. All returns must be return through FASLINE.

- Email Dr. Satti that we need to return this amount for a student so he can transfer fund to the account. Please include student name and which type Pell, Sub or Unsub
- Once you have gotten the confirmation that the fund are there, proceed with the next steps.
- Go to return in FASLINE and follow the steps
- Refund Amount - The amount of funds to be returned to the Dept. of ED. Direct Loan (subsized, unsubsized, and Plus) refunds amounts must be in whole dollars. Pell/SEOG may include both whole dollars and/or change.
- Deposit Date: The date the funds to be returned were deposited in the school's Federal Funds account. The funds need to be deposited in the account associated with the type of refund, i.e. Pell/SEOG or Direct Loan. In addition, the deposit date should not be greater than the date the request is entered in FASLine.
- Refund Type: The type of funds to be refunded: PELL, SEOG, or DL (subsized, unsubsized, Plus).
- Reason Code : The reason for the refund: R2T4 calculation, ineligible disbursement, credit balance (DL only), other
- Comment: A comment needs to be entered to explain the refund request and/or provide instructions to FAS.
- Save and Print: Save the completed refund request to the PENDING tab and print a copy for the student's file. An electronic version of the request will be received by FAS on the next business day for processing. Once the request has been imported by FAS, the record will move to the COMPLETED tab.
- The next day you should receive a notification in fasline that the deposit was successful. Please print out that sheet.
- Lastly, keep that record in your refund and disbursements binder and log the refund in CMS.

### **Disbursements**

We refer to disbursements are funds requested from the government for students. We request funds on FASLINE as well. All award years are put into FASLINE with date so when it's time to get their funds they are already on the site. You can only request funds for students with the correct disbursement date. You only request funds for Pell two weeks after student started then 31 days for Direct Loans after student start. Then, first week of each term only if student made SAP.

- Go to Anticipated Disbursement
- Click on the student with the black student. Make sure you are clicking the correct student at all times.
- Once you have selected all students then save and Send to FAS.
- Lastly make sure you send Dr. Satti an email with the funds you request with the total.

The next day you will receive a Voucher sheet in which you check all funds are there.

- Make Sure to log in CMS
- Also put all fund on students ledge

### **Financial Aid Folders**

All files must have all the following documents. All docs must have signatures with date. In the following order! VERY IMPORTANT!

- Signed Estimate
- Signed FAS award Letter (2 sheets)
- FASAPP
- Student Receipts for Federal Aid Disbursed (federal Grants & Loans)
- Loan Certification Report
- VALID ISIR or SAR (signed if over 01 transaction)
- NSLDS (Loan History, Overpayment History, Pell History, Transfer Monitoring)
- C Code Documentation (if applicable) (INS Confirmation, Default, Passport/Cert of Naturalization, or Selective Services Documentation) (If applicable)
- Professional Judgment Documentation (if applicable)
- Verification Worksheet (if applicable)
- Loan Entrance Counseling Quiz (1 page)
- William D. Ford Direct Loan Master Promissory Note (First two pages)

### **WIOA (Workforce Innovation and Opportunity Act)**

The WIOA program is designed to strengthen and improve our nation's public workforce system. Its goal is to help American youth and people with significant barriers to employment get high-quality jobs and careers as well as funding for training. WIOA also assists employers with hiring and keeping skilled workers.

- All WIOA students before they start any program is to get two colleges in which they are interested in and have their Training Provider Exploration Form Filled out.
- All students must come in the office to come see us to fill this form out.
- Fill out sheet and make sure student all information is correct.

Once a student is approved, their counselor may ask for monthly attendance sheets. Not all WIOA students need these attendance sheets, it strictly based off their county.

- Once we receive WIOA check, please upload students account on CMS and ledger and let them know new balance.

### **Policies and Procedures for Student Administration and Management**

#### Opening Closing Responsibilities:

- Lock/unlock office door. The key is in the lockbox to the side of the door frame; code is 0086. Always scramble the numbers after using.
- Turn on Hallway/Office/Bathroom lights. Only light the third floor as needed.
- Turn on Hallway TV. Remote is on the front counter. Press power – media player – Stellar College video
- Open/close front desk grate. Button is on the right hand side of the counter.
- Place all signage on the counter. Plug in the parking ticket machine and place on counter. Machine needs to be turned off and all items placed back inside the office before closing the grate.
- Boot up/shut down computers and scanners
- All sensitive student information should be stored securely before leaving for the night.

#### In-Person Student Assistance:

- Students need to have their temperature taken when they come on campus. We have a machine across from the front desk that dispenses hand sanitizer while scanning their wrist. Make sure all students check themselves before proceeding to class.
- Make sure to direct students as needed. A guide for classroom locations is taped to the front desk on the left hand side. If a student is there to speak with a specific staff member, have them wait at the front desk and check to see if the staffer is available. Send student to their office or take a message for the staffer if they're unable to address the student.
- Students need to sign in and out if they are on-campus to practice handling equipment.
- Any paperwork submitted by students should be filed immediately upon receipt.

#### Answering phones:

- Make sure you greet the caller by clearly stating your name and the school's name.
- If the caller requests to speak with a specific staff member, press hold - intercom – then enter the staffer's extension. Check if the staffer is able to take the call; if so, have them pick up on the line. If not, then press hold again and take a message including the student's name, number, and reason for calling.
- We experience a high volume of mistaken and scam calls due to incorrect Google ads. These calls should all be dismissed quickly but politely.
- Check voicemails daily. Press voicemail on the button bank, then enter password 1234#. Make sure all messages are addressed or referred to the correct staff members.

#### Attendance:

#### Absence/Withdrawal Policy:

A student will be automatically withdrawn from the college, if a student is absent from school for four (4) consecutive class days for a 1-day-per-week class schedule, eight (8) consecutive class days for a 2-days-per-week class schedule, and twelve (12) consecutive class days for a 3-days-per-week class schedule. The consecutive class days will not include school-scheduled breaks (winter break, term break, or any other similar scheduled break) and any school's scheduled holidays published in the academic calendar in the catalog.

- If any students have missed more than 2 days, Jo will contact the student to make sure everything is okay and give them verbal warning about our drop policy. This communication is logged in R2T4.
- All Attendance from all classes can be found on the google drive under Term Attendance Sheets.

-If we have no communication with the student after they have missed more days than allowed, student will be dropped from the program and sent a dropped email (see example below.)

-Attendance is tracked on a daily by Jo. If you any other questions about student's attendance please email Jo or Jasmine.

#### Example Drop Email:

Hello Student,

I wanted to inform you that you were dropped from the Medical Assisting with Phlebotomy Tech Program here at Stellar Career College due to you not attending. Please reach out to me if you would like to re-enroll into the program. Also please complete your exit counseling as well.

Policy:

#### Days of Absences and Automatic Withdrawal from the College

A student will be automatically withdrawn from the college, if a student is absent from school for four (4) consecutive class days for a 1-day-per-week class schedule, eight (8) consecutive class days for a 2-days-per-week class schedule, and twelve (12) consecutive class days for a 3-days-per-week class schedule. The consecutive class days will not include school-scheduled breaks (winter break, term break, or any other similar scheduled break) and any school's scheduled holidays published in the academic calendar in the catalog.

- All attendance sheets are located in the blue flash drive at Jo's desk. On the drive is a folder titled Admission Docs, where all individual class sheets are divided into folders by program. Excel sheet versions of the docs are in the admission docs folder and should be updated regularly to reflect current classes.
- Teachers must submit the attendance sheet for each class within the school week. Teachers with outstanding attendance sheets should be emailed and Dr. Satti cc'd until sheets are submitted.
- Attendance for Dr. Bilal is recorded in the comment section of his zoom classes. There's a list of teacher's zoom logins in the "books/resources" excel sheet in the Google drive. Once logged into Bilal's Zoom account, check recordings to locate and access classes. Fill out the attendance sheet accordingly.

- All sheets are to be hole punched and organized by date and course into one of the attendance binders located in the cabinet above Jo's desk. All cohorts that started September 2021 or later are located in the "Attendance Sept 2021 Cohort Term 1" binder. All older cohorts are in the "T3 Attendance Sheets" binder. All information is input into the excel workbooks of the same name in the drive.
- At least once per semester a reminder email with the SAP policy should be sent out to the student body. The email template can be found in the drafts of Gmail and student emails are in the "Enrolled etc Chicago Lead Log" and "Prospective Students" sheets in the drive.
- For students who have missed more than two consecutive classes, they are to be entered on the Borderline student sheet in the R2T4 workbook in the drive. All notes of contact are entered and tracked until student returns to class. A new entry is made each time a student falls back into the borderline zone.
- Absences can be excused for Medical reasons. A doctor's note must be provided and put in the student's file. The attendance sheet in drive needs to have a note with the name of note's cell written into the space of the absence in the attendance grid. Both cells should then be highlighted blue to reflect and excused absence.
- All attendance notes are taken below the schedule grids. The name of the note cell (ie B47) should be entered into the cell of the corresponding date to which the note pertains.

Admissions Support:

- Active applicants are listed in the "Prospective students" workbook in the drive. The students in green have sent in all supplemental application materials and need to have all materials compiled into a physical admission file. For Admissions, use plain manila folders with the students name and program on the tab. A student file checklist should be attached on the opposite side of the folder. Checklists for Admission and Financial Aid Folders can be found in the second drawer of Jo's desk. The following should be printed and put into the folder:

- Diploma/academic records
- Photo ID
- Enrollment Agreement
- Printout of Entrance Exam Results\* +
- Writing Prompt response\*
- Letter of Recommendation\*

\* = only needed for longer programs.

+ = only needed if student has less than 30 college credits

- If a student is missing anything, email them ASAP to request the needed paperwork. Templates are in the drive as "Please Complete Your Supplemental Application Materials Stellar College"

- Always make sure any emails being sent out have your signature (name, college logo, etc) and all the sizes & fonts are correct.)

- If a student needs a copy of either writing prompt they are on Jo's flash drive in admissions docs. They only need one depending on their previous medical experience or lack thereof.

- Letters of recommendation can come from anyone students have worked with in a close proximity (i.e. employer, manager, teacher, principal, director, etc.) There is no set format required, but the recommender must provide contact information.

- Enrollment Agreements are sent to students via DocuSign:

- Go to Templates, search for “Enrollment Documents!(1)”, then click USE
  - Enter the student’s name and email, then send.
  - Send a separate email to the student instructing them to complete the EA.
- Make sure all Students that need to take the Entrance Exam are on LMS and enrolled for exam.
    - Log into LMS
    - Go to Site Administration – Users – Browse list of users – Enroll users
    - Student Usernames are first name + last name initial all lowercase (i.e. janed)
    - Standard password is Stellar22!
    - Only student email address is needed to complete profile. Save user once added.
- For the exam:
- On LMS go to Short course – entry exam – more – users – enrolled users
  - Enter the student’s name in the search bar pop up and click enroll.
  - The entrance exam is free, , and takes roughly 20 - 30 mins testing high school level mathematics & comprehension. The test is not timed and can be taken as many times as needed until the students passes. Any score of 10 or higher is passing.
  - Once a student passes the exam, go to LMS and select “Grades Overview” on their profile. From there, select Entrance Exam and print the Grading page for student folder.
- Acceptance Letters:
- Once Students have completed their application, enrollment documents, and FAFSA/Payment plans, send them their acceptance letter.
  - The letter, email template, and flyers are all in “Acceptance Letter Template & Email Template & Materials”
  - Each letter and email should have the date, student’s name, and program entered into the template.
  - This email template includes their schedule, where they can get their uniforms from, and parking information. Do not forget to attach the Covid-19 and parking discount flyers on to this email. Make sure the schedule is correct by verifying with AK + TK.
  - Once a student has received an acceptance letter, send them their student portal login information. Every student receives this email regardless of whether or not they have already logged into LMS.
  - Use the “Your Portal Log-In Credentials & Class Assignments | Stellar College” email template to send this information. Within this email also include all their classes for the first term and the timings of each as well as if it is on-campus/virtual. This email template is found in the "Acceptance Letter Template & Email Template & Materials” sub-folder on the drive.

Text Web:

- Students receive text message notifications for class changes/cancellations or to bring their attention to an important email/phone call.
- NEVER text more than 1-2 cohorts at a time. Our account will be suspended for mass text campaigns. If a large campaign is needed, discuss options with AK to stagger texting.

- The text web site and password are saved to the Google account. Once logged in, select “New Message” in the upper left hand corner, then copy/paste student’s numbers from the Enrolled Chicago Lead Log.

Miscellaneous:

-The On Campus Schedule needs to be updated each time a cohort starts/ends. The templates can be found on Jo’s computer.

-All printing needs to be done on tray 3 for the 7970 printer and tray 2 for the 5330 printer. The printers will jam if you use the auto select tray function. Be sure that your computer is set accordingly in printing preferences.