# Table of Contents

BPCC ...........................................................................................................1
FINANCIAL AID POLICIES & PROCEDURES ...........................................1
MANUAL ........................................................................................................1
Overview of BPCC .......................................................................................3
Forms and Materials used by BPCC ..............................................................5
Introduction to the Financial Aid Office ......................................................7
Purpose and Philosophy of the Financial Aid Office ....................................8
Institutional & Divisional Structure ...............................................................9
Financial Aid Office Structure & Position Responsibilities .......................10
Financial Aid Delivery system and Automation ..........................................11
Banner Document Management (imaging) ..................................................12
Personnel Policies .........................................................................................12
General Office Administration ...................................................................13
Confidentiality and Family Educational Rights and Privacy Act (FERPA) ....14
Record Management and Retention ..............................................................16
Adequate number of qualified person(s) to administer the Title IV Programs17
Adequate Checks and Balances ..................................................................19
Direct Loan Quality Assurance ..................................................................26
Satisfactory Academic Progress ..................................................................27
Conflicting Data/Fraud ..................................................................................27
Fiscal & Cash Management .........................................................................32
General Requirements ..................................................................................34
Updating Application Information ...............................................................34
Program Eligibility .......................................................................................34
Fiscal Operations Report & Application to Participate (FISAP) .................35
Admission Policy .........................................................................................35
Certification ..................................................................................................36
Title IV Refunds ...........................................................................................37
Compliance Audits and Audited Financial Statements .............................40
Consumer Information ..................................................................................41
Verification ...................................................................................................47
Unusual Enrollment History (UEH) ..............................................................50
Professional Judgment and Dependency Overrides ....................................51
General Title IV Student Eligibility Requirements ....................................54
Federal Aid Programs in Which Institution Participates ............................55
State Aid Programs in Which Institution Participates ..................................59
Institutional Aid/Scholarships/Third Party Waivers ....................................60
Awarding/Packaging Financial Aid ..............................................................62
Disbursements .............................................................................................64
ADDENDUM 399 COMMENT CODES ..........................................................61
Section 1: INTRODUCTION

In Section 1 we will discuss:

✓ Overview of BPCC
✓ Introduction to the Financial Aid Office
✓ Purpose and Philosophy of the Financial Aid Office

Overview of BPCC

Mission Statement

The mission of Bossier Parish Community College is to promote attainment of educational goals within the community and strengthen the regional economy. This mission is accomplished through the innovative delivery of quality courses and programs that provide sound academic education, broad vocational and career training, continuing education, and varied community services. The College provides a wholesome, ethical, and intellectually stimulating environment in which students develop their academic and vocational skills to compete in a technological society.

To achieve its mission of instruction and service, Bossier Parish Community College is committed to:

- Offering associate degree programs, one- and two-year occupational certificate programs, and specialized career training.
- Delivering education and training/retraining through technical programs, workforce development, community education, and non-credit courses to serve citizen, business, and industry needs.
- Providing opportunity to earn academic college credits for articulation to other institutions of higher learning.
- Providing developmental studies and remedial programs that enable students to acquire basic skills.
- Utilizing a comprehensive program of student services.
Vision Statement

Excellence in education and service.

Philosophy

Bossier Parish Community College has a long tradition of innovation, flexibility, and sensitivity to student needs. Philosophically, the College maintains an educational environment which:

- Promotes integrity and inquiry in students, without emphasis on past academic performance;
- Encourages the achievement of full potential and the pursuit of lifelong learning; and
- Promotes continuous improvement and accountability with an effective program for planning, managing, and assessing services and programs of the College.

Accreditation Statement

Bossier Parish Community College is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award the associate degree and certificate. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Bossier Parish Community College.

Nondiscrimination Statement

Bossier Parish Community College does not discriminate on the basis of race, color, national origin, gender, age, religion, qualified disability, marital status, veteran's status, or sexual orientation in admission to its programs, services, or activities, in access to them, in treatment of individuals, or in any aspect of its operations. Bossier Parish Community College does not discriminate in its hiring or employment practices.

Coordinator for Section 504 and ADA

Name/Title: Sarah Culpepper, Manager, Career Services
Office address: Disability Services, D-112
6220 East Texas Street, Bossier City, LA 71111
Phone number: 318-678-6539
Email: sculpepper@bpcc.edu
Days/hours available: Monday - Friday -- 8:00 a.m.-4:30 p.m.
**Equity/Compliance Coordinator**
Name/Title: Teri Bashara, Director of Human Resources
Office address: Human Resources Office, A-108
6220 East Texas Street, Bossier City, LA 71111
Phone number: 318-678-6040
Days/hours available: Monday - Friday -- 8:00 a.m.-4:30 p.m.

**Title IX Coordinator for Athletics**
Name/Title: John Rennie, Athletic Director
Office address: Athletics Department, I-157
6220 East Texas Street
Bossier City, LA 71111
Phone number: 318-678-6314
Days/hours available: Monday - Friday -- 8:00 a.m.-4:30 p.m.

**Equal Employment Opportunity (EEO) Statement**

The College, which includes all offices under its jurisdiction, reaffirms its policy for Equal Employment Opportunity (EEO) not to discriminate against or exclude from participation in any benefits or activities, any person, either an employee or a member of the student body, on the basis of race, color, religion, gender, age, national origin, disability, veteran's status, political belief or affiliation, or any other non-merit factor in any employment practice, in accordance with Title VI and Title VII of the Civil Rights Act of 1964, as amended; Title IX of the Education Amendments of 1972; Executive Order 11246: Rehabilitation Act of 1973, as amended; Vietnam Era Veterans' Readjustment Assistance Act of 1974; and the Americans with Disabilities Act of 1990.

**Forms and Materials used by BPCC**

**BPCC Catalog**

The General Catalog is published annually. The catalog contains information about Bossier Parish Community College, academic programs and course information, and information regarding registration and enrollment.
This Catalog is published for informational purposes, and every effort is made to ensure its accuracy. However, the provisions of the Catalog are not to be regarded as an irrevocable contract between the student and the College. The College reserves the right to change any provision or requirement at any time, taking precautions that such changes do not cause a hardship on students enrolled.

These are archival documents, and may not reflect changes that take place during the period between official publications. More information about faculty, programs, and classes can be found on the Academic Division pages. Students should consult the current Academic Bulletin and the Student Handbook for supplementary information.

Current course information can be found online through LOLA.

**Student Handbook**

This *Student Handbook* is a source of valuable information regarding the responsibilities, obligations, and privileges of academic students while attending Bossier Parish Community College. The Handbook is located online at [www.bpcc.edu/studenthandbook](http://www.bpcc.edu/studenthandbook).

Since the programs, policies, and statements contained herein are subject to continuous review and evaluation, **BPCC reserves the right to make changes at any time without notice.** This publication is for information only and does not constitute an offer of a contract, either stated or implied. BPCC further reserves the right to require a student to withdraw from the College for cause at any time.

For a paper copy of this handbook, please contact the Student Services Office, 318-678-6036.

Information regarding specific academic policies is found in the current College Catalog. Students are responsible for being familiar with the provisions of this handbook and all requirements established by the College.

**Admissions Forms**

Admissions Forms including the BPCC Admissions application are located on the Admissions webpage [www.bpcc.edu/admissions](http://www.bpcc.edu/admissions).

**Financial Aid Forms**

Financial Aid Forms including links to the FAFSA website are located on the Financial Aid webpage [www.bpcc.edu/financialaid](http://www.bpcc.edu/financialaid).

**Business Office Forms**
Introduction to the Financial Aid Office

This Policies and Procedures Manual is an outline of the philosophy, policies, and procedures involved in the administration of the financial aid programs at Bossier Parish Community College. As the student aid programs have grown, the management and administration of the programs have become increasingly complex. In order to provide consistent and equitable treatment of aid applicants and recipients and to ensure that aid operation is manage efficiently and effectively, this Manual has been developed.

The Financial Aid Office makes every effort to assist all students who need financial assistance in pursuit of their college goals. The Financial Aid Office is the key institutional department that assists students in determining eligibility for federal and state financial aid awards. The office works with students and/or parents to provide information and assistance to prospective recipients of aid from a variety of federal and non-federal sources. The Financial Aid Office plays an important role in ensuring compliance with federal regulations and other program requirements. It accumulates data and maintains records required to provide accurate and timely reports on the operations of programs. The award year for the Financial Aid Office is defined as fall, spring, and summer.

The purpose of this document is to record policies and procedures surrounding the delivery of financial aid at Bossier Parish Community College. 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:

- Provides the financial aid staff with current policies and procedures which pertain to eligibility assessment for federal, State, and BPCC programs.
- Provides each staff member with general and specific responsibilities of the total staff, their individual responsibilities, and the Office's relationship to other departments/divisions of the College.
- Provides each staff member with general and specific 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.
- Provides quick references to various practices.
- Facilitates the orientation and training of personnel when changes occur.


Each financial aid office staff member is responsible to access each publication via electronic means.
Purpose and Philosophy of the Financial Aid Office

Financial Aid Mission Statement:

Bossier Parish Community College is dedicated to the philosophy that no student who desires a college education should be denied the opportunity because of lack of funds. Therefore, the College seeks to assist eligible students in financing the costs associated with their education through various federal, state, and institutional programs. To the extent possible, students are aided in meeting their educational expenses through various forms of financial assistance programs.

Purpose and Philosophy

Bossier Parish Community College heretofore referred to as BPCC, a member of the Louisiana Community and Technical College System, has a long tradition of innovation, flexibility, and sensitivity to student needs. Philosophically, the College maintains an educational environment which:

- Promotes integrity and inquiry in students without emphasis on past academic performance;
- Encourages the achievement of full potential and the pursuit of lifelong learning; and
- Promotes continuous improvement and accountability with an effective program for planning, managing and accessing services and programs of the College.

In carrying out its purposes, BPCC recognizes its responsibility to provide educational opportunities for those students who might not normally be able to afford to attend college. The Financial Aid Office, part of the Division of Student Affairs, follows the division mission of providing a multi-faceted support service system, which broadens the student’s educational experiences. The school understands that its ability to carry out its purposes in a wider service area is enhanced by its tuition structure.

BPCC offers award packages that include Title IV aid, institutional aid, state aid, and private funds. Title IV programs include Federal Pell Grant, Federal Supplemental Educational Opportunity Grant (FSEOG), Federal Work-Study Program (FWS), Federal Direct Subsidized, Direct Unsubsidized and Parent PLUS loans. After a student’s admissions file is complete and that student’s financial need and financial aid eligibility has been determined, the financial aid staff attempts to meet that student’s need by offering assistance which may be in the form of a “package” containing a combination of grants, loans, student employment, and/or scholarships.

BPCC’s financial aid programs are administered in conjunction with a nationally established philosophy and policy of financial aid for education. The philosophy is based on the belief that parents are the primary source for assisting a student in meeting educational costs and that federal need-based financial assistance is available only for filling the gap between the student’s potential resources or “family contribution” (parental and student contribution) and allowable college expenses. Among the items to be considered in computing the family contribution are parents’ and students’ income, household size, number of family members enrolled in post-secondary schools (excluding parents), allowable living expenses, and equity in assets.
Section 2:
Administrative Organization & Office Management

In Section 2 we will discuss:

- Institutional & Divisional Structure
- Financial Aid Office Structure & Position Responsibilities
- Financial Aid Delivery system and automation
- Personnel Policies
- General Office Administration
- Confidentiality and FERPA
- Record Management & Retention

Institutional & Divisional Structure

In order to accomplish the functions of the Financial Aid Office, communication and cooperation with offices throughout the campus are necessary. The following is a description of the responsibilities of the other campus offices as related to the Financial Aid Office:

- The Admission/Registrar’s Office is responsible for determining student eligibility for regular admission to BPCC, obtaining and recording all documentation necessary to determine student eligibility (i.e. immunization records, selective service registration for male students), and recording the degree program. The Admissions/Registrar’s Office is responsible for determining if students continue to meet the academic requirements of BPCC in order to remain enrolled, maintaining students’ permanent academic records, determining graduation requirements, and informing the Financial Aid Office of students’ enrollment changes and suspensions.

- The Business Office/Finance Department is responsible for maintaining student accounts by billing agencies and students, recording charges, credits, and amounts due; preparing and disbursing student tuition refunds and financial aid credit balance refunds in cooperation with the Financial Aid Office; establishing and administering all collection procedures; administering accounts receivables; maintaining a cash management system to meet disbursement requirements and federal regulations; establishing and monitoring departmental payroll for regularly funded employees and Federal Work-Study students; disbursing student aid awards from appropriate funds; establishing and implementing BPCC refund policies; providing general stewardship for federal funds, including maintenance of bank accounts and investment of available funds; maintaining records according to federal regulations; maintaining proper internal controls and record to facilitate and support stewardship responsibilities and audits; drawing down Pell Grant, FSEOG, and FWS funds through G5; and preparing for and participating in program reviews and audits.
BPCC divides the function of authorizing payments and disbursing or delivering funds so that no office has responsibility for both functions. The processes associated with the authorizing of payments rests with the Financial Aid Office. The responsibility for disbursing or delivering funds rests with the Business Office/Finance Department. The Financial Aid Assistant Director works in direct contact with the Bursar to ensure the timely delivery of Title IV aid.

- Computer Services is responsible for maintaining, updating, preparing, and revising all computer programs and functions necessary to administer the financial aid programs. Reporting to the Financial Aid Office or other entities, as requested, in a timely and correct manner is of utmost importance.

## Financial Aid Office Structure & Position Responsibilities

### Financial Aid Office Structure

#### Financial Aid Director
- Oversees all functions of the BPCC Financial Aid Office
- Responsible for all financial aid policies and procedure development
- Responsible for completing annual FISAP
- Oversees Federal Work Study program
- Responsible for maintaining PPA/ECAR and updating as required by federal regulations.
- Responsible for ensuring compliance with all state and federal regulations.

#### Financial Aid Associate Director
- Supervises all verification counselors, front counter staff, and student workers.
- Responsible for R2T4 calculations/processes
- Responsible for Federal Work Study authorizations and reconciliation
- Manages the SAIG mailbox communications
- Manages Dynamic Forms (electronic forms) processes

#### Financial Aid Assistant Director
- Supervises one financial aid staff member (verification counselor/loan counselor)
- Imports ISIRS
- Responsible for all Banner related processes (Data load, Pop Selections, Batch posting, etc….)
Oversees Direct Loan processes (origination, reconciliation, over-awards)

Pell Reconciliation

Responsible for ordering all office supplies

**Verification Counselor**

- Serves as primary processor of verification documents received from students
- Advises and assists students seeking federal and state aid
- Each verification counselor is responsible for ONE of these other functions:
  1. TOPS
  2. Financial Aid Appeals
  3. Direct Loans

**Front Counter Counselor**

- Disseminate student financial aid information to students, parents, one-on-one; by telephone and email.
- Answer telephone, email, and written inquiries; perform general reception and clerical assistance for the office. Schedule appointments for students with the Financial Aid Verification Counselors, and Directors.
- Receive, review and process incoming student documents including student and parent confidential tax and income information, for accuracy and completion.
- Enter data in computer system; scan documents; create and maintain student files in electronic or paper form.
- Assist in the review and screening of student financial aid applicants to include assistance with online and paper application processes for federal and state programs.
- Download all electronic financial aid documents from the Dynamic Forms electronic software and input those documents into the computer system.

**Financial Aid Delivery system and Automation**

**Banner**

BPCC implemented the SunGard Higher Education Banner Enterprise Resource Planning (ERP) System in 2012-2013 as part of a shared environment that includes all schools in the LCTCS system. Banner runs on an integrated database system developed by SunGard Higher Education, now known as Ellucian. Banner assists colleges and universities in recording and maintaining data for their students, employees, alumni, and donors. The web-
based system for students and employees is called LoLA (Log on Louisiana) on all the LCTCS campuses.

Much of the technical support (including back-up) for the Banner system is performed by the system office of LCTCS in Baton Rouge, Louisiana.

Every user is assigned a user ID and must create a Banner password. Approximately, every three (3) months the Banner password must be changed.

The LCTCS system office runs a series of processes via a nightly cycle (UC4). One of these processes loads ISIRS from CPS into Banner. Several other processes run that review ISIR information and groups students into the appropriate tracking, budgeting, packaging, and verification groups.

More information about Ellucian and SunGard Higher Education can be found at http://www.sungardhe.com/.

**Banner Document Management (imaging)**

Banner Document Management (BDM) allows Banner users to scan paper documents and store electronic content in a central location where it can be easily found and securely shared among colleagues. Banner Document Management is specifically designed for higher education and provides imaging, and document management.

BPCC began to utilize BDM for the 2014-2015 award year. We are imaging ALL documents beginning with the 2015-2016 award year.

**With Banner Document Management, authorized users can:**

- View documents directly from Banner
- Easily capture and organize any kind of electronic documents

**Personnel Policies**

Personnel policies are outlined in the Employee Manual located on the BPCC Human Resources webpage.

It is the policy of the Louisiana Community & Technical College System that a performance evaluation be conducted on each employee of the system, including faculty and staff, on an annual basis. Salary increases will primarily be merit-based; however, the board may authorize other modes of salary increase, as deemed necessary, with appropriate supporting justification.

**Performance Evaluation:** A performance evaluation must be on file prior to recommendation of a salary increase for an employee of the system. Standard evaluation instruments will be used, which include:

- Job specific performance criteria:
  - A rating scale that provides levels of rankings.
• Justification for the rating as it relates to specific performance criteria.
• Documentation of the evaluation discussion with the employee.
• For those employees having a rating of “unsatisfactory”, documentation of a plan for improvement of performance within a specific time frame.
• Date and signature of the supervisor conducting the evaluation.
• Date and signature of the employee.

**Salary Increases:** Salary increases for employees of the LCTCS will be based on performance and appropriate level of workload. Consideration for a salary increase will be given to those employees that receive an overall performance rating of “satisfactory” and above. The evaluation must have been completed no more than one year prior to the recommended salary increase. Salary increases will not be awarded across-the-board, without prior board approval. In no instance will a salary increase or promotion be granted to an employee with a rating of “unsatisfactory”.

No merit increase shall be granted an employee out on leave for a period beyond 12 weeks (the maximum allowed under the Family and Medical Leave Act) until such time as the employee has (1) returned to work for a minimum of six months, and (2) has received a “satisfactory” or above performance rating. Additional information concerning salary increases and performance evaluation may be found in the Human Resources Employee Handbook.

**General Office Administration**

**Office Hours:**
8:00 a.m. - 5:30 p.m. - Monday
8:00 a.m. - 4:30 p.m. - Tuesday - Thursday
Friday - Closed to traffic to allow time for processing financial aid files (see exceptions below).  

1We will close at 4:30 p.m. on Mondays during periods of time when no classes are being held. If classes are not in session, we will close at 4:30 p.m. on Mondays.

2Financial Aid Office will be closed on Fridays with the following exceptions:

*Financial Aid office will be open:*

*Financial Aid office will be open:*

• Every Friday in August
• Every Friday in January
• the Friday prior to general registration week and the Friday of general registration week (for Summer semester)
Accommodations for Disabilities

The Financial Aid Office follows the College’s guidance in serving students with disabilities, including compliance with the Americans with Disabilities Act (ADA).

Appointments with Staff

The BPCC Financial Aid Director, Associate Director, and Assistant Director are available for appointments during regular office hours. Appointments are made based on the availability of the Directors. Students may see the front counter staff members without making an appointment.

Treatment of Correspondence/Forms

General correspondence is routed by the front counter clerks. All general application information is routed to the front counter clerks. If an appropriate recipient is not identifiable, the correspondence should be given to the Associate Director for evaluation and delegation.

When appropriate, correspondence should be responded to within three to five business days. If a staff member is responding to a specific complaint it is typical procedure for the staff member to have the Director overview the correspondence. This allows the Director to be aware of potential problems.

Telephone

Telephone calls are answered in a friendly and professional manner. If the caller requires additional information, the staff member should screen the call thoroughly and transfer the information and call to the appropriate individual, or take a message. The person transferring the call or taking a message should inform the call recipient of the following:

- A summary of the caller's request/circumstances.
- The caller’s name and campus ID (if appropriate). This information along with the phone number is required when taking message. The person taking the message should also indicate the time and date of call, and initial.

Telephone calls are routed through the Cisco phone distribution system. All Financial Aid Verification Counselors and Front Counter staff are responsible for logging into the Queue and answering the main financial aid phone line. Each staff member is also responsible for answering his/her own personal phone line.

Confidentiality and Family Educational Rights and Privacy Act (FERPA)

In accordance with the Family Education Rights and Privacy Act of 1974 (P. L. 9-380) as amended (P. L. 93-568-Buckley Amendment), persons of any age who attend a postsecondary educational institution that receives federal funding are hereby informed of the right to inspect and review their official education records. Bossier Parish Community College considers attendance to begin on the first day of classes. Students should submit to the Registrar or another appropriate College official written requests that identify the record(s) they wish to inspect. If the records are not maintained by the College official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.
BPCC also allows students to create a FERPA access number that is entered into the Banner system. If the student wants to receive information via phone, he may create a FERPA access number with the Admissions office by completing the FERPA Access Form. If the student phones the College requesting information, we will ask for the student ID number along with the FERPA Access Number. If the student can give us both numbers, we will be able to release information via phone. Additionally, if the student wishes to share his FERPA Access Number with others, he is advised that his information will be released to anyone who has the student ID number and the FERPA Access Number. Students sometimes choose to share the FERPA Access Number with a parent or a spouse. The FERPA Access Form is located in the Admissions office and on the Admissions webpage.

If a student wants to ask a question via email or would like to submit documents that contain Personal Identifying Information (such as tax forms), the student will be directed to submit the documents via the secure link on the BPCC Financial Aid Forms webpage. The link is titled “Submit Your Questions and/or Documents Here (secure link)”

BPCC is responsible for maintaining student records and supervising the release of any information on its students. All records that contain information directly relating to a student and are maintained by BPCC or by a party acting for the institution are considered part of the student’s permanent record. The academic records at BPCC are housed in the Registrar’s Office. The discipline records are housed in the Office of the Vice Chancellor for Student Services. The Campus Police Log is housed in the office of the Director of Campus Security. These records are used only for specified purposes. BPCC is committed to protect the right of privacy for all its students. When records are no longer pertinent to the student or the College, they are destroyed as indicated by College policy. Students are provided annual notification of FERPA rights in the Student Handbook. The College cannot deny a student access to his/her records, but may deny a student a copy of his/her education records when the student has an unpaid financial obligation to the College or an unresolved disciplinary action against him/her. As provided by law, the College may release directory information unless the student requests that any or all such information be withheld. Requests must be made to the Admissions/Registrar’s Office by the end of the second week of class. The College identifies directory information as student's name, date and place of birth, address, telephone number, electronic mail address, major field of study, and participation in officially recognized activities and sports, to include height and weight of student-athletes, dates of attendance, degrees and awards received, most recent previous school attendance, and photograph.

The College may release student education records without the written consent of the student:

- To school officials who have a legitimate educational interest in the records. A school official is a person employed by the College in an administrative, supervisory, security, academic or research, or support staff position; or a student who is serving on an official committee, such as disciplinary or grievance committee or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility;

- To officials of another school, upon request, in which a student seeks or intends to enroll;

- To certain officials of the U.S. Department of Education, the Comptroller General, and state and local education authorities in connection with certain state or federally supported education programs;
• In connection with the student’s request for receipt of financial aid;
• If required by state law;
• To organizations conducting studies;
• To accrediting organizations to carry out their functions;
• To parents who claimed the student for income tax purposes;
• To comply with a judicial order or a lawful subpoena;
• To appropriate parties in health or safety emergencies;
• For directory information so designated by the College; or
• As otherwise permitted by FERPA

Record Management and Retention

The BPCC Financial Aid Office maintains financial aid records as required under federal regulations. FISAPs are kept in the Director’s office. Return to Title IV records are kept in the Associate Director’s Office. Beginning with the 2015-2016 award year, all student records are imaged into the BDM imaging component of the Banner system. Prior years’ student records are imaged into either the AppXtender imaging system or the BDM system.

The Registrar’s office maintains official academic records (transcripts) and student Admissions documents either in the BPCC Vault or imaged on the BDM or AppXtender system.

Section 3:
Administrative Capability

In Section 3 we will discuss:

✓ Adequate number of qualified person(s) to administer Title IV programs
✓ Adequate Checks and Balances
✓ Satisfactory Academic Progress
✓ Conflicting Data/Fraud
✓ Fiscal & Cash Management

Adequate number of qualified person(s) to administer the Title IV Programs

Bossier Parish Community College administers the Title IV programs in accordance with all applicable statutory and regulatory provisions BPCC maintains compliance with the administrative capability requirements of 34 CFR668.16.(0).

The Financial Aid Director is responsible for administering and coordinating the institution’s financial aid programs.

Financial Aid Director

♦ Oversees all functions of the BPCC Financial Aid Office
♦ Responsible for all financial aid policies and procedure development
♦ Responsible for completing annual FISAP
♦ Oversees Federal Work Study program
♦ Responsible for maintaining PPA/ECAR and updating as required by federal regulations.
♦ Responsible for ensuring compliance with all state and federal regulations.

Financial Aid Associate Director

♦ Supervises all verification counselors, front counter staff, and student workers.
♦ Responsible for R2T4 calculations/processes
♦ Responsible for Federal Work Study authorizations and reconciliation
♦ Oversees the TOPS and GO Grant programs
♦ Manages the SAIG mailbox communications
♦ Manages Dynamic Forms (electronic forms) processes

Financial Aid Assistant Director
Supervises one financial aid staff member (Student Loan Specialist)

Imports ISIRS

Responsible for all Banner related processes (Data load, Pop Selections, Batch posting, etc....)

Oversees Direct Loan processes (origination, reconciliation, over-awards)

Responsible for Pell Reconciliation

Responsible for all Purchasing transactions

Verification Counselor

Serves as primary processor of verification documents received from students

Advises and assists students seeking federal and state aid

Each verification counselor is responsible for ONE of these other functions;

- TOPS
- Financial Aid Appeals

Front Counter Counselor

Disseminate student financial aid information to students, parents, one-on-one; by telephone and email.

Answer telephone, email, and written inquiries; perform general reception and clerical assistance for the office. Schedule appointments for students with the Financial Aid Verification Counselors, and Directors.

Receive, review and process incoming student documents including student and parent confidential tax and income information, for accuracy and completion.

Enter data in computer system; scan documents; create and maintain student files in electronic or paper form.

Assist in the review and screening of student financial aid applicants to include assistance with online and paper application processes for federal and state programs.

Download all electronic financial aid documents from the Dynamic Forms electronic software and input those documents into the Banner/BDM computer system.

The Financial Aid Office disseminates financial aid information to parents, potential students, high schools, and the entire college community. Tools utilized for disseminations includes activities such as speaker presentations to college classrooms, high school student events, college catalogs, and informational flyers/brochures. Financial aid information is also covered
during Professional Development events for faculty and staff, College Goal Sunday events for high school seniors/parents, Career Compass orientation sessions, FAFSA Marathon events, Parent Night events, and Spring Fling Preview Day events.

The Financial Aid Office has a responsibility to ensure the college community, and specifically the Student Services Division, is aware of financial aid procedures, responsibilities, and available resources.

**Adequate Checks and Balances**

The Financial Aid Director, along with the Financial Aid Office staff members, is responsible for the approval and authorizing payment of the Title IV programs. In addition, the Financial Aid Office is responsible for the preparation and delivery or reports to the U.S. Department of Education.

The Finance Department, along with the Business Office, is responsible for the disbursement and delivery of Title IV funds.

Administrative procedures for the federal student aid programs at BPCC include an adequate system of internal checks and balances. This system separates the functions of authorizing payment and disbursing or delivering funds so that no one person or office exercises both functions for any student receiving federal funds. These two functions are performed by individuals who are not members of the same family and who do not together exercise substantial control over the school.

The Registrar’s Office, along with the Admissions Office, is responsible for determining that a student is admitted as a “regular” student.

**Direct Loans**

**Direct Loans Overview**

The following general information about the Direct Loan process was obtained from the publication Direct Loans 101- Direct Loans Overview located on the IFAP web site. The specific processes/procedures utilized by Bossier Parish Community College are interspersed throughout the Direct Loans Overview section and are in *italics* font.

The William D. Ford Federal Direct Loan (Direct Loan) Program provides loans to eligible borrowers to cover postsecondary education costs. The Direct Loan Program offers four loan types:

- Direct Subsidized Loans
- Direct Unsubsidized Loans
- Direct PLUS Loans (for Parents and Graduate/Professional Students)
- Direct Consolidation Loans
Direct Loan Counseling-Entrance, Financial Awareness, PLUS, Exit

Entrance Counseling

Direct Subsidized Loan and Direct Unsubsidized Loan entrance counseling is only required for first-time borrowers. Note: A borrower who is receiving his or her first Direct Loan is not required to complete entrance counseling if he or she has previously received the same type of loan through the Federal Family Education Loan (FFEL) Program. A school has a number of options for meeting the regulatory requirement to ensure that entrance counseling is provided, including:

- Online via the StudentLoans.gov Web site
- Department-prepared printed guides (available on the FSAPubs Web site)
- In-person sessions, audio-visual presentations, or other online counseling products.

Bossier Parish Community College meets the regulatory requirement by requiring students to complete entrance counseling online at StudentLoans.gov.

PLUS Counseling

PLUS Counseling is required for parents. PLUS Counseling is only available online via the StudentLoans.gov web site.

Exit Counseling

A school also has a number of options for meeting the regulatory requirement to ensure exit counseling is provided, including:

- Online via the StudentLoans.gov Web site
- Department-prepared printed guides (available on the FSAPubs Web site)
- In-person sessions, audio-visual presentations, or other online counseling products.

Bossier Parish Community College meets the regulatory requirement by requiring students to complete exit counseling online at StudentLoans.gov.

FAFSA and Master Promissory Note- Direct Subsidized Loans and Direct Unsubsidized Loans

For Direct Subsidized Loans and Direct Unsubsidized Loans, a borrower must complete:

- Free Application for Federal Student Aid (FAFSA)
- Federal Direct Subsidized Stafford/Ford Loan, Federal Direct Unsubsidized Stafford/Ford Loan Master Promissory Note (MPN)

The MPN is the legal document through which a borrower promises to repay his or her Direct Loan and any accrued interest and fees to the Department of Education (the Department). It also explains the terms and conditions of the loan.
Bossier Parish Community College directs borrowers to complete the MPN electronically via the StudentLoans.gov web page. Note: Borrowers are permitted to sign a paper MPN if they choose not to complete the MPN electronically.

Application and Master Promissory Note – Direct PLUS Loans

For Direct PLUS Loans, a borrower must complete:
• Free Application for Federal Student Aid (FAFSA) student and parent completes the FAFSA
• Federal Direct PLUS Loan Application and MPN
• Additional information needed to originate a Direct PLUS Loan (see below)

A school may establish a school-specific process for obtaining Direct PLUS Loan information or it may direct its PLUS borrowers to complete the Federal Direct PLUS Request for Supplemental Information (Direct PLUS Loan Request) via the StudentLoans.gov Web site. Bossier Parish Community College directs its PLUS borrowers to complete the Direct PLUS Loan Request via the StudentLoans.gov Web site.

The advantages to the Direct PLUS Loan Request are:
• A credit check is performed during the Direct PLUS Loan Request process.
• After completing the Direct PLUS Loan Request, borrowers are given the opportunity to complete the Direct PLUS Loan MPN.
• An applicant who is determined to have an adverse credit history after completing a Direct PLUS Loan Request may have an endorser complete a Direct PLUS Loan Endorser Addendum electronically, initiate the process of appealing the determination of adverse credit, complete PLUS Counseling or indicate that he or she does not wish to continue pursuing a Direct PLUS Loan.

The MPN is the legal document through which a borrower promises to repay his or her Direct Loan and any accrued interest and fees to the Department. It also explains the terms and conditions of the loan. Bossier Parish Community College directs borrowers to complete the MPN electronically via the StudentLoans.gov web page.

Confirmation Process (for subsequent loans)

A school must develop and document a confirmation process for borrowers receiving loans for a subsequent academic year under a previously signed MPN.

There are two types of confirmation:

• **Active Confirmation** – school does not disburse the loan until the borrower accepts the loan type and amount or requests changes to the loan package.
• **Passive Confirmation** – school disburses the loan when the borrower is notified of the loan package. The borrower only needs to take action if he or she is declining the loan or making changes to the type or amount offered. For Direct Subsidized Loans and Direct Unsubsidized Loans, a school can use either an active or passive confirmation process.

Bossier Parish Community College uses Active Confirmation process for Direct Subsidized, Unsubsidized, and PLUS loans. For Direct PLUS Loans, a school must use an active confirmation
process. Note: The Direct PLUS Loan Request (discussed above) can be used as a school’s active confirmation process.

**Origination**

The origination process informs the Department of who will receive Direct Loan funds, for what period, in what amounts, and on what anticipated dates. The school communicates origination information to the Department via the COD System. The date of loan origination is the date the school creates the electronic loan origination record (see 34 CFR 685.301(a)(6)). The COD System will process the origination information and send a Common Record Response to the school.

Origination information includes:
- Student/Borrower information
- Loan information
- Disbursement information (anticipated)

Note: For Direct PLUS Loans, the origination process will initiate a credit check, if there is not one on file within the past 180 days. Therefore, a school must have the applicant’s authorization to complete a credit check prior to submitting a Direct PLUS Loan origination to the COD System, if the applicant has not previously completed an MPN or Direct PLUS Loan Request. A credit check authorization is part of both the MPN and Direct PLUS Loan Request processes.

**Disclosure Statements**

A disclosure statement must be sent before or at the same time as the first disbursement. The disclosure statement informs the borrower of the date(s) the loan funds are expected to be disbursed and the anticipated disbursement amounts, and discloses certain loan terms and conditions, such as how the borrower may cancel all or part of the loan. *Bossier Parish Community College opts to have the COD System print its disclosure statements.* The COD System uses the data provided in the origination record to send the disclosure statements to the borrower.

- For loans greater than $0 and accepted seven days or less before the earliest anticipated disbursement date or after the earliest anticipated disbursement date, the COD System send the disclosure statement immediate.

- For loans greater than $0 and accepted more than seven days before the earliest anticipated disbursement date, the COD System sends disclosures seven days before the earliest anticipated disbursement date.

**Disbursement**

A disbursement record reports the date the funds were disbursed to the borrower by posting funds to the student’s account at the school or paying the borrower directly (via check or other
means). A valid MPN must be associated with the loan before the COD System will accept disbursement records. There are two types of disbursement records:

**Disbursement Type**

**Characteristics Anticipated Disbursements**

- Disbursement Release Indicator (DRI) is set to “False” in the Common Record or on the COD Web site.
- Are submitted as a part of the origination record and provide information about when and how much money will be disbursed.

**Actual Disbursements**

- Disbursement Release Indicator (DRI) is set to “True” in the Common Record or on the COD Web site.
- Some schools may submit up to 7 days before the actual disbursement date.
- Must be submitted within 15 days of disbursement.

A school draws down Direct Loan funds via the G5 Web site to make disbursements.

*Bossier Parish Community College uses the Actual Disbursement process.*

Other Important Reminders:

1. Before disbursing funds to borrowers, the disbursing office (for example, the Business Office or Bursar’s Office) should work with the Financial Aid Office to confirm which Direct Loan disbursements are to be made. It is important that these two offices work together to ensure that disbursements and disbursement adjustments are reported timely and accurately, and to perform the required Direct Loan monthly reconciliation (see following section).

   *The BPCC Financial Aid office sends the Pell disbursement report along with Loan disbursement amounts to the BPCC Finance Department via email weekly. The Finance Department and the BPCC Financial Aid department runs a Banner process (TGIACCD) to help reconcile with each other, COD, and the Banner system.*

2. A school must notify a borrower of each disbursement in accordance with the requirements described in 34 CFR 668.165(a)(2). As noted earlier, the Department’s disclosure statement does not fulfill this requirement.

   *Bossier Parish Community College notifies borrowers of each disbursement via email. PLUS borrowers (parents) are notified of each disbursement via paper letter mailed by U.S. Postal Service.*

3. It is critical that the disbursement date and disbursement amount are reported accurately. Interest accrues from the date of each actual disbursement, so if the date or amount is different than what was previously reported, a correction must be submitted through a disbursement adjustment. If a borrower requests that all or a portion of the disbursement or
loan be cancelled within the regulatory time frames, a disbursement adjustment is submitted to COD.

Reconciliation

Direct Loan reconciliation is the process by which a school reviews and compares the Direct Loan Ending Cash Balance recorded on the COD System to the school’s internal records on a monthly basis. Bossier Parish Community College reconciles Direct Loan records each month. The Financial Aid Assistant Director performs this duty.

In addition, annual reconciliation, referred to as Program Year Closeout, must be completed by the established deadline for each year. To assist a school with the reconciliation process, the Department generates a monthly, award year specific Direct Loan School Account Statement (SAS) and distributes it through a school’s Student Aid Internet Gateway (SAIG) mailbox. The Direct Loan SAS contains the Department’s official Ending Cash Balance for the school, as well as a record of all detailed transactions (cash and actual disbursement data) processed in the COD System during the reported period. BPCC uses this summary and detail-level information contained in the SAS to reconcile to its internal records.

The Direct Loan SAS is available in multiple formats. A school can select its SAS options via the COD Web site’s SAS Options page. In addition, there are numerous tools available to assist schools in reconciliation and closeout efforts. These tools are as follows:

- Direct Loan SAS Disbursement Detail On-Demand
- Direct Loan Booking Warning Report
- Pending Disbursement Listing
- Actual Disbursement List
- G5 Web site and Reports
- COD Web site (particularly the School Summary Financial Information, Funding Information, Cash Activity, and Refunds of Cash screens)
- DL Tools software/SAS Compare Program (available for all schools to use in identifying discrepancies between their data and the data provided on the Direct Loan SAS)
- Customer Service Representative/Reconciliation Specialist Assistance

Bossier Parish Community Colleges uses the following tools for Program Year Closeout:

- Direct Loan SAS Disbursement Detail On-Demand
- Direct Loan Booking Warning Report
- Pending Disbursement Listing
- Actual Disbursement List
- COD Web site (particularly the School Summary Financial Information, Funding Information, Cash Activity, and Refunds of Cash screens)

Common Record Response Documents

Once processed by the COD System, origination and disbursement data is either accepted or rejected. The Common Record Response informs a school of the status of its records. The COD
System sends one response document for each Common Record document (batch) submitted. The response document is also commonly referred to as an acknowledgement. For Common Records that are transmitted via the SAIG, the COD System sends the response to a school’s SAIG mailbox. For data submitted via the COD Web site, a school has the option to receive a Web Response via its SAIG mailbox or not at all. A school should check with its software provider to determine if the software accepts Web Responses.

In addition, responses provide the school:

- MPN linking information. If the MPN is linked to (associated with) a loan, additional information such as the expiration date is also included in the response.
- Credit Requirements Met status. Direct PLUS Loans must meet one of the following conditions before the loan may be disbursed:
  - Borrower has Accepted credit decision status
  - Borrower has a Denied credit decision status, has documented to the satisfaction of the Department that there are extenuating circumstances related to the adverse credit information and has completed PLUS Counseling
  - Borrower has a Denied credit decision status, has obtained an endorser who does not have an adverse credit history and has completed PLUS Counseling

Additional information about COD System responses and the COD System Reject and Warning Edits can be found in the COD Technical Reference.

**Unsolicited System-Generated Responses**

A school will also receive Unsolicited System-Generated Responses:
- MPN responses – sent when a new MPN is completed electronically via the StudentLoans.gov Web site or on paper, and is accepted. The responses are sent to the school identified on the MPN. If MPN information changes (for example, the expiration date), the response is sent to any school associated with an MPN (the school identified on the MPN and the school that originated the award linked to the MPN).
- Counseling responses – generated when Entrance, Financial Awareness or Exit counseling is completed on the StudentLoans.gov Web site.
- Direct PLUS Loan Request responses – generated when a Direct PLUS Loan Request is completed on the StudentLoans.gov Web site.
- Credit Status responses – generated when there is a change to borrower’s credit requirements met status.

For example:
  - When a credit appeal is initiated, approved or denied
  - When an endorser is approved for a loan
  - When PLUS Counseling is completed
  - When all credit requirements have been met

- Booking Notification responses – generated when a loan “books” (an MPN, an origination record, and the first actual disbursement are on file). A booking notification does not get sent
for subsequent disbursements and adjustments.

• Payment to Servicer responses – generated when a borrower sends money to his or her servicer within 120 days of disbursement. The servicer treats this as a cancellation and a borrower may be eligible to receive the amount within the same academic year. The COD System will use the Payment to Servicer amounts when evaluating annual loan limits.

• Subsidized Usage responses – generated when there is a change to a loans subsidized usage values

Servicing

The Department has a multi-servicer, borrower-centric approach to servicing federally-owned loans, including all Direct Loans. Currently, we do this through the assistance of several federal loan servicers.

Once the first actual disbursement is accepted by the COD System, the loan is considered “booked” and is assigned and sent to a federal loan servicer. At the same time, a booking notification is sent to the school confirming that the loan has booked. Subsequent disbursements and adjustments to the disbursements are also booked and sent to the same servicer. However, for subsequent disbursements and adjustments, a booking notification does not get sent to the school. Once the loan is on the federal loan servicer’s system, the servicer sends information to the borrower about the servicing of his or her loan. In addition to the student or parent Direct Loan borrower receiving correspondence from his or her federal loan servicer, the servicer will be identified in the National Student Loan Data System (NSLDS). Both the student or parent borrower and the school will be able to view the servicer code and name associated with each loan in the NSLDS. A school will also be able to view the federal loan servicer code and name associated with each Direct Loan via the COD Web site. The school can access this information under the Person tab on the Web site’s top menu bar by clicking on Servicer and then entering the Award ID or the Social Security Number (SSN). The servicer will be identified under Borrower-Servicer Relationship. The federal loan servicer information is also included on the Direct Loan SAS.

Direct Loan Quality Assurance

Section 484 of the HEA of 1965, as amended, requires that institutions participating in the Direct Loan Program will "...provide for the implementation of a quality assurance system, as established by the Secretary and developed in consultation with institutions of higher education, to ensure that the institution is complying with program requirements and meeting program objectives." The U.S. Department of Education (ED) believes that the Direct Loan program represents an opportunity to build quality assurance (QA) processes into a student aid program from its inception at your institution in order to maintain program integrity and maximize service to students. To this end, institutions are encouraged to use self-assessments to examine their procedures and take action on an ongoing basis to strengthen areas of vulnerability. Problems can be detected and corrected before they become institutional liabilities in audits and program reviews.
BPCC has implemented quality assurance procedures as follows:

The Financial Aid Director will periodically meet with the Assistant Director to discuss the policies and procedures that are in place for the Direct Loan programs. At least annually, the Direct Loan Quality Assurance Planning Guide will be used to document that proper procedures are in place to ensure program integrity. The Planning Guide Management Assessment Worksheets will be completed and will serve as documentation of compliance.

**Satisfactory Academic Progress**

**BPCC Satisfactory Academic Progress (SAP) Policy**

The Federal Government mandates that students maintain satisfactory academic progress toward completion of their degrees within a reasonable period of time in order to be eligible for Title IV financial aid programs (includes grants, work-study, Stafford, PLUS, and Perkins loans).

**Satisfactory Academic Progress (SAP) is defined as:**
- Earning (passing) a required number of hours (67% of all hours attempted) and
- Achieving a required cumulative grade point average (2.00)

**WHEN IS SAP REVIEWED?**

Satisfactory Academic Progress (SAP) will be reviewed and determined:

1. *before* aid is initially awarded, then
2. after each semester

**HOW IS SAP REVIEWED?** (Three measures- Qualitative, Quantitative/PACE, and Maximum Time Frame)

*QUALITATIVE MEASURE (GPA) – 2.00 GPA*

The qualitative standard is the student’s cumulative grade point average (GPA), as transcribed by BPCC. BPCC students will need to achieve a cumulative GPA of 2.00

*Students who appeal and are placed on an Academic Plan must meet different standards described later in this policy*

All grades attempted will be considered. These include, but are not limited to, courses passed, courses failed, courses from which the student withdrew (officially or unofficially), repeated courses, transfer courses, and remedial/developmental coursework.

*QUANTITATIVE MEASURE - PACE*

In calculating the quantitative measure, we will measure the “Pace” at which the student is progressing. This is done by dividing the cumulative course hours, as transcribed by BPCC, completed/earned by the cumulative/total course hours attempted. Example: total attempted hours = 43, total earned hours = 24. Requirements 43 total attempted x 67% = 29 hours must be earned. Student only earned 24 hours – does not meet SAP. SAP will be met if the student is achieving the appropriate cumulative GPA 2.00 (unless you have appealed) and the Pace is equal to 67% or higher and the student has not reached 150% maximum time frame allowed for their degree program. (See Maximum Hours Allowed below)

In calculating the quantitative measure or Pace, all hours attempted will be considered. These include, but are not limited to, courses passed, courses failed, courses from which the student withdrew (officially or unofficially), repeated courses, transfer courses, and non-credit remedial/developmental coursework.
Students on Academic Plans must meet different standards described later in this policy

MAXIMUM HOURS ALLOWED

Students may receive federal financial aid if they have attempted below 150% of the hours required to complete their program. To determine the maximum allowable hours for a specific program or study, refer to the BPCC catalog at www.bpcc.edu. Determine the total number of hours required for the program and multiply that figure by 1.50. (Example: If the degree program requires 60 hours to complete the program, multiply 60 hours x 1.50 = 90. The maximum allowable attempted hours for the degree program in this example = 90 hours.)

Hours attempted includes *all* hours pursued, earned, dropped, and failed. All of these hours are counted as attempted even if the student did not receive aid.

HOW OTHER FACTORS PERTAIN TO SAP

“I” GRADES- An “I” (incomplete) will be considered an “F” until a letter grade is assigned in its place. It is the student’s responsibility to notify the Financial Aid Office of the grade change.

DEVELOPMENTAL/REMEDIAL COURSES- A maximum of 30 hours of developmental/remedial courses will be used to determine enrollment status for financial aid. After a student has attempted 30 hours of developmental/remedial hours, she/he cannot receive financial aid for developmental/remedial hours. From that point forward, developmental/remedial hours will not count in enrollment status or cost of attendance for financial aid purposes.

WITHDRAWALS

Official Withdrawal— (also called Resignation) A student who totally resigns (receives all W’s) is considered to have officially withdrawn from school.

Unofficial Withdrawal-Students receiving Title IV aid who stop attending all classes (or never begin attendance) and receive all F’s or WN’s will be treated as unofficial withdrawals. Students who are suspended from all courses based on unexcused absences will be treated as unofficial withdrawals.

ACADEMIC AMNESTY- Academic amnesty does not affect or alter the student’s financial aid records for financial aid eligibility. All courses, hours attempted, and grades will be counted/considered for financial aid Satisfactory Academic Progress. Students who are granted Academic Amnesty have the right to request a financial aid appeal. (See “Re-establishing Financial Aid Eligibility”)

TRANSFER STUDENTS- Transfer students are required to meet the minimum academic standards set by BPCC in order to receive Federal Financial Aid at Bossier Parish Community College. A transfer student must supply the BPCC Admissions Office with a transcript from all previous institutions of attendance.

EARLY START (DUAL ENROLLMENT) STUDENTS- Early Start (Dual Enrollment) and all other high school students taking college courses during high school will have these courses evaluated when matriculating at Bossier Parish Community College. If a student’s college level courses fail to meet the appropriate cumulative GPA (see GPA chart) and/or 67% completion requirements, s/he will not be eligible for federal financial aid. (See “Re-establishing Financial Aid Eligibility”)

REPEATED COURSES- Repeated courses which were previously failed are counted in hours pursued and, if successfully completed, hours earned.

WHAT IS AN ACADEMIC PLAN and HOW MAY I CHANGE MY APLAN?
If your financial aid appeal is APPROVED, you will be placed on an Academic Plan (APLAN). The APLAN consists of three requirements that must be met each semester:

1. **Earn a 2.25 GPA each semester**
2. **Successfully complete at least 75% of the total classes attempted each semester, without exceeding maximum hours allowed for the degree program.**
3. **You must follow the *curriculum plan (for your degree program) provided to you by the Advising Center.***

* If you wish to CHANGE your major, you are changing your APLAN. Once your appeal has been approved, you may request a change to your APLAN. Changing your APLAN will be allowed ONE time; please be sure of the major (degree program) you choose. If you wish to change your APLAN, you must submit a Request to Change Academic Plan form. You may NOT change your APLAN if you are not meeting SAP for your current APLAN.

**WHAT HAPPENS ONCE SAP IS REVIEWED?**

At the time of SAP review, students will have a SAP STATUS of either:

- **GOOD STANDING:** Student has met progress standards and is eligible for aid for the following semester or academic year.
- **SUSPENSION:** Student has not made progress. Student is no longer eligible for Financial Aid. Please see re-establishing eligibility below.
- **WARNING:** A student receives a warning when he or she does not meet SAP standards for the first time. No appeal is necessary. Example: a student had a GOOD SAP Status and at the end of the semester, no longer meets the SAP requirements. Student will be placed on Financial Aid Warning. This means you are one semester away from losing your financial aid eligibility. You are still eligible for financial aid for one semester only. If the student has not returned to satisfactory standing after this additional semester, he or she will be suspended from further financial assistance until the satisfactory progress standards are met.
- **PROBATION:** Student has NOT met progress standards, but has an approved appeal and is eligible for financial aid for one semester or length of Academic Plan.

**RE-ESTABLISHING FINANCIAL AID ELIGIBILITY**

*(Should the student choose to “sit out” or attend another school for a period of time, she/he is still subject to meeting the SAP requirements for the semester in which she/he re-enrolls at BPCC. “Sitting out” has no bearing on regaining eligibility)*

Students who do not meet SAP Standards have **two options** to receive Financial Aid in future semesters:

1. **Attend and regain eligibility without the benefit of financial aid or**
2. **Appeal to the Financial Aid Appeal Committee**

You must enroll and be attending to re-establish your financial aid eligibility. Should you choose to “sit out” a semester, you are still subject to meeting the conditions listed below for the semester in which you re-enroll. “Sitting out” has no bearing on regaining eligibility. (When you “sit out” you are not improving your GPA or PACE).

**Attend and regain eligibility without the benefit of Federal Financial Aid:**
Students may attend at their own expense without the benefit of federal financial aid, attempt and earn a cumulative 67% of hours attempted and earn the appropriate cumulative GPA of 2.00.
Appeal (without an Academic Plan):

If the institution determines that the student is able to meet the Satisfactory Academic Progress requirements by the end of one semester (the semester that the student is appealing), the student may appeal to the Financial Aid Appeals Committee. If the appeal is approved, the student will be considered on "Probation", meaning the student is eligible for aid for one semester only. To meet the Satisfactory Academic Progress requirements the student must earn the appropriate cumulative GPA (2.00), maintain PACE by passing/earning 67% percent of cumulative course attempted, and not exceed 150% of degree program.

Appeal for Max Hours, GPA, or 67% Completion/PACE (with an Academic Plan):

When a student submits a Financial Aid appeal and it is clear the student will NOT be able to meet the progress requirements by the end of the semester for which the student is appealing, and the appeal is approved, the student will be placed on an Academic Plan that, if followed, will ensure that the student will be able to meet the BPCC SAP requirements by a specific point in time. If the appeal is approved, the student will be considered on "Probation with Academic Plan", meaning the student is eligible for aid as long as the student adheres to the Academic Plan. Students who are following an Academic Plan must visit with the Advising Center each semester in order to register for classes.

If the appeal is approved, the student must ALSO meet the following Academic Plan SAP Requirements:
1. Earn a 2.25 GPA each semester
2. Successfully complete at least 75% of the total classes attempted each semester
3. Do not exceed maximum hours allowed for the degree program. (unless appealing for max hours as well)
4. You must follow the curriculum plan (for your degree program) provided to you by the Advising Center.

How to Submit a Financial Aid Appeal

Students who do not meet Satisfactory Academic Progress (SAP) standards may have the right to appeal to the Financial Aid Appeals Committee. These appeals are generally based on mitigating circumstances. Examples of mitigating circumstances may be defined as, prolonged illness, accidents that require hospitalization to the student or a close family member, death of an immediate family member, or other types of accidents or incidents.

Appeal Deadlines: The semester deadline date will be posted on the Financial Aid Appeal Form. The Financial Aid Appeal Committee will meet *WEEKLY. Appeals must be submitted by Tuesday each week. Appeals submitted by Tuesday, should have a decision by Friday of the same week. Appeals submitted on Wednesday, Thursday or Friday, you should have a decision by the following Friday.

*During the months of January and August, please allow TWO WEEKS for a decision from the Committee (due to the volume of appeals submitted).

*All appeals SHOULD have documentation that corresponds with the type of appeal the student is filing.

Students may appeal to the Financial Aid Appeals Committee. The student must be able to meet the BPCC SAP requirements by the end of the semester in which the student is appealing and student must:

1. Complete a Financial Aid Appeal Form (located on our webpage www.bpcc.edu/financialaid).
2. If it is clear that the student will be unable to meet SAP in one semester, he/she must ALSO submit an Academic Plan (provided by an Academic Advisor in the Advising Center).

*All appeals SHOULD have documentation that corresponds with the type of appeal the student is filing.

**Probation: If the appeal is approved**, and the institution has determined that the student should be able to meet the SAP standards by the end of the semester, the student will be placed on “Probation” and would be eligible for aid for one semester. The student’s academic progress will be reviewed at the end of that semester. If, at the end of the semester, the student does NOT meet the SAP requirements, the student is no longer eligible for federal aid until the student attends at his own expense and meets all SAP requirements.

> Federal regulations do not provide (allow) for a second appeal that immediately follows a previous probation period. While a student may, over the course of an entire academic career, repeat the financial aid probation, two such periods cannot be consecutive without an intervening period during which the student makes SAP.

**Probation w/Academic Plan:** If the appeal is approved and the institution cannot determine that the student should be able to meet SAP standards by the end of the semester, the student will be placed on “Probation with Academic Plan”, meaning the student is eligible for aid as long as the student adheres to the Academic Plan. The student’s academic progress will be reviewed at the end of each semester until the student meets all SAP requirements specified in the Academic Plan.

If the appeal is DENIED, the student is not eligible to receive federal aid and must attend at his own expense.

**The committee’s decision is FINAL; therefore, a student may not appeal the committee’s decision.**

### Conflicting Data/Fraud

#### Conflicting Data

BPCC’s Financial Aid office actively identifies and resolves conflicting information received by any BPCC office.

At a minimum, active resolution includes:

- Determining what information is correct, and
- Documenting the school’s findings in the student’s file

As required under federal regulation, BPCC’s system includes a review of:

- Student aid applications, verification documents, MRRs, POPs from COD, Applications for Admissions, Major change forms, eligibility documents submitted by or on behalf of student;
- Any documents, including any copies of federal tax returns, that are normally collected by the financial aid office to verify information received from the student and other sources; and
Any other information submitted or normally available to the school regarding a student’s citizenship, previous educational experience, documentation of the student’s social security number or other factors relating to the student’s eligibility for funds under the Title IV programs.

The BPCC Admissions/Registrars offices provide the Financial Aid Office with any information it has that might affect a student’s eligibility, such as the student’s enrollment in an ineligible program.

**Fraud:**

BPCC refers for investigation to the Office of Inspector General (OIG) any credible information indicating that a Title IV aid applicant, school employee, or third party servicer may have engaged in fraud or other criminal misconduct in connection with an aid application.

**OIG Contact Information:**

- **OIG Hotline's toll free number 1-800-MIS-USED**
  
  *Hotline Operators take calls during the hours of Monday and Wednesday 9:00 AM until 11:00 AM, Eastern Time; Tuesday and Thursday, 1:00 PM until 3:00 PM, Eastern Time except for holidays.*

- **Inspector General's Hotline**
  
  Office of Inspector General
  U.S. Department of Education
  400 Maryland Avenue, S.W.
  Washington, D.C. 20202-1500
  Fax: (202) 245-7047

**Fiscal & Cash Management**

The BPCC Finance Department/Business Office coordinates with the Financial Aid Office to ensure proper cash management procedures, including timely disbursement of funds. The coordinated efforts include, but are not limited to, the following processes:

- **To process FSA cancellations of student and school refunds- the Financial Aid office generates cancellation of student aid and/or authorizations that results in a school refund via Banner.**

- **To obtaining authorizations to pay FSA funds – student completes an Authorization Form with the Financial Aid Office and the appropriate authorizations are entered into the Banner system for Financial Aid and a process is run by the Business Office to transfer the appropriate authorization to the Finance side of Banner.**

- **To ensure FSA disbursement and adjustments are properly and consistently recorded and reported- The Finance Department utilizes information in Banner to make appropriate disbursements and adjustments and utilizes the G5 system to draw down federal funds.**
• To establish and implement the school’s refund policy – The BPCC refund policy is established by the Finance Department and information regarding the refund policy is located on the BPCC webpage www.bpcc.edu.

• To process Return of TIV (R2T4) funds per FSA laws and regulations – The Financial Aid Office developed the R2T4 policy. The Financial Aid Associate Director calculates the R2T4 refunds and the Financial Aid Assistant Director adjusts the aid funds via Banner and coordinates the appropriate return amount with the Business Office/Finance Department to ensure the funds are returned to the correct FSA fund program.

• To report FSA expenditures and reconcile cash between school records, bank statements, and federally reported balances- The Financial Aid Director prepares the annual FISAP in coordination with the Finance Department utilizing the appropriate school records, bank statements, and federally reported balances.

• To maintain and provide general stewardship of federal funds and a cash management system that meets FSA disbursement requirements, laws, and regulations

• To establish and monitor Federal Work-Study (FWS) payroll and time sheets – The Financial Aid Office coordinates hiring of FWS students with the Career Services Office, the Payroll Office, and the Human Resources Office. The Financial Aid Office reconciles, at least monthly, the payroll amounts with the Payroll Office and the HR Office.

• To prepare for and participate in FSA program reviews and state audits.

Section 4:
Institutional Eligibility

In Section 4 we will discuss:

✓ General Requirements

✓ Updating Application Information
**General Requirements**

Documentation that substantiates BPCCs eligibility to participate in Title IV programs is located in the Financial Aid Director’s office. BPCC makes accreditation and licensing information and documentation available to enrolled and prospective students upon request.

**Updating Application Information**

The Financial Aid Director is responsible for updating information contained in BPCC’s eligibility application as well as tracking the expiration of the Program Participation Agreement and coordinates the recertification process.

BPCC undergoes recertification of its eligibility every five years. The duration of eligibility is primarily linked to the expiration of the PPA.

Bossier Parish Community College is in compliance with its program responsibilities under Title IV of the 1998 Higher Education Act, as amended. The U.S. Department of Education re-authorized the College to participate in Title IV programs under a Program Participation Agreement signed on behalf of the Secretary of Education, acknowledging that the College is in good standing through June 30, 2020. Eligibility and Certification are re-approved each year based on completion and approval of the Fiscal Operations Report and Application to Participate (FISAP). The FISAP is submitted annually with the U.S. Department of Education.

**Program Eligibility**

Bossier Parish Community College qualifies as an institution of higher education because it is non-profit institution that offers a program of at least two academic years in duration that is acceptable for full credit towards a bachelor’s degree, or because it offers a program of at least one academic year in duration that leads to a certificate, degree, or other recognized credential and prepares students for gainful employment in a recognized occupation.

BPCC is ultimately responsible for determining that a program is eligible. In addition to determining that the program meets the eligible program definition, BPCC makes certain the program is included under the notice of accreditation from a nationally recognized accrediting agency (unless the agency does not require that particular programs be accredited).

BPCC utilizes rule definitions within the Banner system to identify students in eligible programs of study. Students identify themselves as degree seeking at BPCC by indicating such on the Admissions Application. Students who are not degree-seeking students or have not indicated an eligible program on the Admission application, are not awarded federal financial aid.

BPCC’s academic year is defined at 32 weeks; two 16-week semesters (fall and spring).
BPCC defines its Title IV academic year as 24 credit hours. Grade level progression (freshman to sophomore) is measured by the completion of 30 credit hours.

New programs are added according to the procedures outlined in the FSA Handbook, Volume 2: School Eligibility and Operations

The Financial Aid Director is responsible to identify and determine the eligibility of new programs. Before BPCC determines new programs to be eligible and awards funds to enrolled students, the school must receive both the required LCTCS/Board of Regents and accrediting agency approvals.

The Vice Chancellor of Academics will make the Financial Aid Director aware of any suggested new programs.

**Fiscal Operations Report & Application to Participate (FISAP)**

Bossier Parish Community College applies for and receives program funds directly from the U.S. Department of Education by submitting an application, the Fiscal Operations Report and Application to Participate (FISAP).

The College uses the Fiscal Operations Report portion of the FISAP to report expenditures under the campus-based programs in the previous award year and apply for and receive funds for the Department of Education for one or more of the campus-based programs (Federal Work-Study, SEOG), the College must submit a FISAP for each award year. The FISAP deadline date is published annually in a Federal Register Notice. The date is October 1 or the last week day prior to October 1. The actual deadline date is posted in the Federal Register as well as provided by Electronic Announcement, on the eCampus-Based login page and in the FISAP instructions.

BPCC submits the FISAP by the deadline date. The Department then allocates funds for the campus-based programs by providing the College with tentative allocation information in January of the following year and with final allocation information by the 1st of April. BPCC uses the BANNER system to generate the FISAP report. Information to complete the FISAP is also provided by the Comptroller’s Office. The Financial Aid Director compiles the information and submits the FISAP to the Department electronically through the FISAP on the Web.

**Admission Policy**

BPCC has an open admissions policy established by the Louisiana Legislature and approved by the Board of Regents and Louisiana Community and Technical College System.

Students may be admitted to Bossier Parish Community College if they meet these three requirements:

- Have submitted immunization records (or signed a waiver)
- Have registered for Selective Service (male students only)
- Have reached the age of compulsory school attendance (17 years)

BPCC operates on a three-semester system, which includes a summer term. A qualified applicant may register at the beginning of any academic session within the semester.
Complete admission records must be received in the Admissions/Registrar’s Office prior to registration in order for the applicant to be notified regarding eligibility for admission. Students failing to complete admission records will be denied admission. The student’s permanent record is the academic file folder, which may contain some (or all) of the following information: academic transcripts from high school and college, placement test scores, immunization records, and proof of Selective Service registration by male students. The records are on an imaging system, which stores the information on an optical disk. The records from 1967-94 are on microfiche, which is stored in a fireproof filing cabinet in the Admissions/Registrar’s Office.

The complete BPCC Admissions policy is located at www.bpcc.edu/admissions.

Section 5: General Provisions

In Section 5 we will discuss:

- Certification
- Title IV Refunds
- Compliance Audits and Audited Financial Statements
- Consumer Information
- Verification
- Professional Judgment & Dependency Overrides

Certification

The Financial Aid Director is responsible for updating information contained in BPCC’s eligibility application as well as tracking the expiration of the Program Participation Agreement and coordinates the recertification process.

BPCC undergoes recertification of its eligibility every five years. The duration of eligibility is primarily linked to the expiration of the PPA.

Bossier Parish Community College is in compliance with its program responsibilities under Title IV of the 1998 Higher Education Act, as amended. The U.S. Department of Education re-authorized the College to participate in Title IV programs under a Program Participation Agreement signed on behalf of the Secretary of Education, acknowledging that the College is in good standing through June 30, 2020.
Title IV Refunds

According to the Federal Student Aid Handbook, “Title IV funds are awarded to a student under the assumption that the student will attend school for the entire period for which the assistance is awarded. When a student withdraws, the student may no longer be eligible for the full amount of Title IV funds that the student was originally scheduled to receive.

If a recipient of Title IV grant or loan funds withdraws from a school after beginning attendance, the amount of Title IV grant or loan assistance earned by the student must be determined. If the amount disbursed to the student is greater than the amount the student earned, unearned funds must be returned. If the amount disbursed to the student is less than the amount the student earned, and for which the student is otherwise eligible, he or she is eligible to receive a post-withdrawal disbursement of the earned aid that was not received.”

Effective fall 2008, BPCC will use the “Return of Title IV Funds Policy” in accordance with the 2008 Reauthorization of the Higher Education Act of 1965, as amended. The law defines the amount of Title IV grants and loans that the student has earned the right to use. The amount a student has earned is directly related to the length of time he or she has maintained attendance during the semester. The law requires that if a recipient of Title IV assistance withdraws/resigns from an institution before completing more than 60% of the semester in which the recipient began attendance, the institution must calculate the percentage and amount of Title IV assistance the student earned. Unearned Title IV funds must be returned to the Title IV programs by the school and/or the student.

Students who wish to resign from the College should follow Admissions resignation procedures found in the BPCC Catalog. An electronic version of the Catalog is located online at www.bpcc.edu/catalog.

For official withdrawals, the Return of Title IV funds calculation must be performed and the student notified of any overpayment within 30 days of the date the institution determined the student withdrew. In many cases, students will owe money to the federal aid program(s) and to BPCC. (See “Return of Title IV Funds Formula in Detail” below for information regarding deadlines and repayment procedures)

For the purposes of this policy, the words "withdrawals, withdraw" and "resignations, resign" may be used interchangeably.

Unofficial Withdrawals/Resignations

Students receiving Title IV aid who stop attending all classes and receive all F’s will be treated as unofficial withdrawals. Students who are suspended from all courses based on unexcused absences will be treated as unofficial withdrawals. For unofficial withdrawals, the withdrawal date is defined as the last documented date of attendance at an academically-related activity, as defined by Federal Regulations.

An institution must determine the withdrawal date for a Title IV recipient who unofficially withdraws no later than 30 days after the end of the semester in which the student unofficially withdrew or the end of the academic year in which the student unofficially withdrew, whichever is earlier.

Number of Days in Semester

The percentage of time the student completed for the semester determines the "earned percentage." The earned percentage is based on calendar days in the semester, including
weekends. Only scheduled breaks of at least 5 days will be excluded. The length of the break is determined by counting from the first day of the break up to the next day on which classes are offered. The weekends preceding and following the break are counted as part of the break, unless Saturday classes are scheduled. If Saturday classes are scheduled in the weekend preceding the break, only the Sunday would be counted as part of the break. If Saturday classes are scheduled in the weekend following the break, neither Saturday nor Sunday is counted as part of the break.

Notes about BPCC’s Return of Title IV Funds Policy

A Return of Title IV funds calculation must be performed if a student resigns (officially or unofficially) before completing more than 60% of the semester in which any of the following Title IV funds were disbursed or could have been disbursed, as defined by Federal Regulations: Pell Grant, SEOG, LEAP, Subsidized Direct loan, Unsubsidized Direct loan, or PLUS loan.

BPCC uses the payment period for the calculation of the Return of Title IV Funds formula. The payment period is the semester in which the student received Title IV funds.

Regarding class attendance, BPCC is not required by accrediting agency to take attendance, but we do have an institutional policy that requires instructors to take attendance.

Institutional Charges

BPCC defines institutional charges as tuition, fees, and books. These are the amounts that were initially assessed the student before any institutional refund was applied. These charges include tuition and required fees, including required program and course fees, as stated in the class bulletin for the appropriate semester. Books are included as institutional charges since students who want to utilize the electronic book voucher process to use federal financial aid funds to purchase books, must purchase books from the bookstore (currently owned by Follett) located on the BPCC Campus.

Refunds due to BPCC’s institutional refund policy

BPCC’s institutional refund policy is stated in the class bulletin each semester and the student handbook each school year. If a student is due a refund based on BPCC’s institutional refund policy, that refund will be applied first to the student’s portion of Return of Title IV funds. Any remaining portion will be applied toward the school’s portion of Return of Title IV funds. If any portion remains after applying toward Return of Title IV funds, it will be used to repay BPCC funds, state funds, other private sources, and the student in proportion to the amount received from each of these sources.

Accounts Receivables (financial obligations) for school’s portion of Return of Title IV funds

If BPCC is required to use institutional funds to pay the school’s portion of Return of Title IV funds, BPCC will set up an “accounts receivable” for the student’s account. The student will then owe a debt to BPCC to reimburse BPCC for the amount BPCC was required to return to the Title IV programs due to the student’s resignation. The student’s account will have a hold on it until the debt is satisfied. The Financial Aid Office will send a letter to the student to notify him/her of this debt and how to resolve it.

Title IV funds to be returned to Title IV programs
The school and the student may be required to return unearned Title IV funds to the Title IV programs. Amounts to be returned by the school may be rounded to the nearest dollar.

Title IV funds to be returned by the school and student must be credited to outstanding balances for the semester for which a Return of Title IV funds is required in the following order:
   a. Unsubsidized Direct loan
   b. Subsidized Direct loan
   c. PLUS loan

If unearned funds remain to be returned after repayment of all outstanding loan amounts, the remaining excess must be credited to any amount awarded for the semester for which a Return of Title IV funds is required in the following order:
   a. Pell Grant
   b. SEOG
   c. Other Title IV aid

**Amount due from school (may be rounded to the nearest dollar):**
   a. Determine the amount of institutional charges the student incurred for the current semester.
   b. Multiply the unearned aid percentage by the amount of institutional charges.
   c. School is responsible for returning the lesser of the two amounts (a or b).
   d. School must return funds as soon as possible but no later than 45 days after the date the institution determines the student withdrew.
   e. If BPCC is required to use institutional funds to pay the school's portion of Return of Title IV funds, BPCC will set up an "accounts receivable" for the student's account. The student will then owe a debt to BPCC to reimburse BPCC for the amount BPCC was required to return to the Title IV programs due to the student's resignation.

**Amount due from student**
   a. Subtract amount due from school (from above) from the amount of Title IV aid to be returned (from step 5). Student is responsible for returning this amount.

- Amounts to be returned to loan programs will be repaid in accordance with the terms of the loan.
   b. Amounts to be returned to grant programs are limited to the amount by which the original grant overpayment exceeds half of the total Title IV grant funds disbursed or could have been disbursed to the student.
   c. BPCC must notify student of repayment obligation within 30 days of the date BPCC determines that student withdrew.
   d. Student must repay grant overpayment to BPCC within 45 days of notification of overpayment. Grant overpayments not paid to BPCC within 45 days will be reported to the Department of Education and the student will be ineligible for future Title IV aid until the overpayment is resolved or repayment arrangements are made with the Department of Education.
Post-withdrawal disbursements

These disbursements will be made in accordance with Federal Regulations. If a student is due a post-withdrawal disbursement, the disbursement must be made from available grant funds before available loan funds. The disbursement must be made within 90 days of the institution's determination that the student withdrew. After the eligible post-withdrawal disbursements are credited to the student's outstanding current semester charges, the institution must follow specific steps, outlined in Federal Regulations, in offering the remaining balance to the student.

Institutional Charges

BPCC defines institutional charges as tuition, fees, and books. These are the amounts that were initially assessed the student before any institutional refund was applied. These charges include tuition and required fees, including required registration fees, program and course fees, as stated in the class bulletin for the appropriate semester.

Refunds Due to BPCC’s Institutional Refund Policy

BPCC’s institutional refund policy is stated in the class bulletin each semester and the student handbook each school year. If a student is due a refund based on BPCC’s institutional refund policy, the refund will be applied first to the student’s portion of Return of Title IV funds. Any remaining portion will be applied toward the school’s portion of Return of Title IV funds. If any portion remains after applying toward Return of Title IV funds, it will be used to repay BPCC funds, state funds, other private sources, and the student in proportion to the amount received from each of these sources.

Accounts Receivables (Financial Obligations) For School’s Portion of Return of Title IV Funds

If BPCC is required to use institutional funds to pay the school’s portion of Return of Title IV funds, BPCC will set up an “accounts receivable” for the student’s account. The student will then owe a debt to BPCC to reimburse BPCC for the amount BPCC was required to return to the Title IV programs due to the student’s resignation. The student’s account will have a hold on it until the debt is satisfied. The Financial Aid Office will send a letter to the student to notify him/her of this debt and how to resolve it.

Compliance Audits and Audited Financial Statements

Schools participating in Title IV programs must undergo an annual compliance audit conducted by an individual who is sufficiently independent of the school. The independent auditor must be a certified public accountant or a government auditor. All audits must be submitted along with an audited financial statement to the Department of Education (ED). In addition, third-party servicers who perform certain student financial assistance functions for an institution (under certain circumstances) may be required to submit an annual compliance audit and a financial statement. Foreign schools participating in the Title IV programs are also expected to submit annual audits and audited financial statements.

BPCC Financial Aid operations, as well as the Finance operations (including Financial Statements), are audited by the State Legislative Auditor and the BPCC Compliance Officer. The operations pertaining to the specific programs are reviewed according to the schedule of the administrative agency. The audit covers the activities for the entire period since the
preceding audit. The audit conforms to the standards set by the Inspector General of the Department of Education. The auditor shall be given access to all program and fiscal records, including records reflecting transactions with any financial institutions with which the institution deposits or has deposited any Title IV funds.

**Consumer Information**

Bossier Parish Community College Student Services Office provides Consumer Information (in conjunction with several college departments) as required by federal regulation. BPCC’s Consumer Information is reviewed and updated each year prior to the fall term.

Consumer Information is disseminated to students via email each semester and is also located on the BPCC webpage: [http://www.bpcc.edu/aboutbpcc/consumerinformation/index.html](http://www.bpcc.edu/aboutbpcc/consumerinformation/index.html)

A printable version is also available at the same site:

**BPCC Consumer Information**
(revised 8/11/2015)

**Table of Contents**
- Availability of Employees for Information Dissemination
- Accreditation Statement
- Academic Programs and Institutional Information
- Alcohol and Drug Free Campus Policy
- Anti-Bullying Policy
- Athletic Participation Information
- Bookstore
- Campus Safety and Annual Security Report
- Code of Student Conduct
- Copyright Infringement, Peer-to-Peer File Sharing and Network Security
- Disability Services
- Emergency Notification System
- Enrollment Rates, Graduation Rates and Retention Rates
- Financial Information
- Financial Aid
- Financial Aid Refunds
- FERPA
- Net Price Calculator
- Nondiscrimination Statement
- Refund Policy
- Return of Title IV Funds Policy
- Sexual Assault Policy
- Smoke-Free Campus Policy
- Student Achievement Data
- Transfer Programs/Articulation Agreements
- Useful External Links
- Voter Registration
Availability of Employees for Information Dissemination
The following personnel at Bossier Parish Community College will be available to provide information in their respective areas upon request:
Admissions – Kathy Vercher, email: kvercher@bpcc.edu, phone: 318-678-6344
Financial Aid – Vicki Temple, email: vtemple@bpcc.edu, phone: 318-678-6349
Academic Affairs – Lesa Taylor-Dupree, email: ltaylordupre@bpcc.edu, phone: 318-678-6348
Student Services – Karen Recchia, email: krecchia@bpcc.edu, phone: 318-678-6310
Registrar – Richard Cockerham, email: rcockerham@bpcc.edu, phone: 318-678-6093
Finance Office – Raymond Abraham, email: rabraham@bpcc.edu, phone: 318-678-6070
Security’s Office (Annual Security Report) – Mike May, email: mmay@bpcc.edu, phone: 318-678-6195

Accreditation Statement
Bossier Parish Community College is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award the associate degree and certificate. Contact the Commission on Colleges at 1866 Southern Lane, Decatur, Georgia 30033-4097 or call 404-679-4500 for questions about the accreditation of Bossier Parish Community College.

Academic Programs and Institutional information
Contact: Office of Academic Affairs | Email: academics@bpcc.edu | Phone: 318-678-6348
Information concerning BPCC’s academic programs is available in the College’s catalog at www.bpcc.edu/catalog. Different programs of study are listed alphabetically, by Division and/or by Degree or Certificate on our website at www.bpcc.edu/academics/programsofstudy. More information about the College’s facilities, including that relate to academic programs, is available at www.bpcc.edu/factbook.

Alcohol and Drug Free Campus Policy
Contact: Office of Vice Chancellor for Student Services | Email: studentservices@bpcc.edu | Phone: 318-678-6036 | Emergency Phone: 911
The Drug Free Schools and Communities Act Amendment of 1989 (Public Law 101-226) requires the College to certify to the Department of Education that it has adopted and implemented a program to prevent the illicit use of drugs and the abuse of alcohol by students and employees. BPCC is in compliance with the requirements of the Act. The Alcohol and Drug Free Campus Policy is available at www.bpcc.edu/studenthandbook/alcoholdrugpolicy.html.

Anti-Bullying Policy
Contact: Office of Vice Chancellor for Student Services | Email: studentservices@bpcc.edu | Phone: 318-678-6036
Recognizing and addressing bullying is paramount to ensuring a safe and healthy campus environment that is conducive to learning and that protects the rights of individuals. Bossier Parish Community College defines “bullying” as severe or repeated use by one or more individuals of written, verbal, or electronic communication, or a physical act or gesture or exclusion directed at another individual. The Anti-Bullying Policy is available at www.bpcc.edu/studenthandbook/generalpolicies.html#antibullying.

Athletic Participation Information
Contact: Athletic Department | Email: mbelk@bpcc.edu | Phone: 318-678-6058
Bossier Parish Community College is a member of the National Junior College Athletic Association. The athletic program at BPCC, which is an integral part of the institution, fosters the College's mission of instruction and service. BPCC competes in three collegiate sports: men's baseball, men's basketball,
and women's softball. BPCC also has one intramural sport: women's basketball. More information about intercollegiate sports is available at www.bpcc.edu/athletics.

**Bookstore**
Contact: Missy Opperman | Email: eopperman@follett.com | Phone: 318-678-6009
Bossier Parish Community College Bookstore is operated by Follett Corporation. Textbook choices are submitted each semester by the appropriate academic Dean and are then available to students in store as well as online at www.bpcc.edu/bookstore. Students can also find the ISBN number of each book along with the price both in the Bookstore and online at www.bpcc.edu/bookstore.

*Disbursement of books and supplies procedures for financial aid eligible students will be provided to students through the Financial Aid Office.* Information regarding Financial Aid Book Allowance is available at www.bpcc.edu/financialaid/bookvoucher.html

**Campus Safety and Annual Security Report**
Contact: Director of Campus Security | Email: mmay@bpcc.edu | Phone: 318-678-6318
BPCC is patrolled by both campus police, off-duty and on-duty commissioned Bossier City police officers during all school hours, and normal patrol of the Bossier City Police Department 24 hours a day. Police cars are visible on campus during these hours. Since Campus Police and Bossier City Police are the same, BPCC benefits from their arrest authority. In order to assure compliance with Public Law 102-542, the Student Right-to-Know Act, and the Campus Security Act of 1990, BPCC publishes the Annual Security Report of Crime Statistics. The full report may be accessed at www.bpcc.edu/studenthandbook/campussafety.html#annualcrimestatistics. The report contains statistics of occurrences of crimes such as murder, sexual offenses, burglary, and hate crimes that have occurred on campus as well as statistics for the number of arrests made on campus for liquor law violations, drug abuse violation, weapons possessions, and hate crimes. More information about campus security policies, crime prevention tips, and Annual Security Report is available at www.bpcc.edu/security.

**Code of Student Conduct**
Contact: Office of Vice Chancellor for Student Services | Email: studentservices@bpcc.edu | Phone: 318-678-6036
Student conduct in the environment of an institution of higher learning is expected to be exemplary at all times. The regulations listed within the Code of Student Conduct pertain to students and student life at Bossier Parish Community College. The Code of Student Conduct is promulgated by the Office of the Vice Chancellor for Student Services under the power and authority delegated by the Board of Louisiana Community and Technical College Supervisors and through the Chancellor of the College. The Chancellor has delegated the Vice Chancellor for Student Services and the Vice Chancellor for Academic Affairs as the agencies responsible for the administration of discipline at Bossier Parish Community College. The Code of Student Conduct is available at www.bpcc.edu/studenthandbook/studentconductcode.html.

**Copyright Infringement, Peer-to-Peer File Sharing and Network Security**
Contact: Chief Information Officer | Email: ghollatz@bpcc.edu | Phone: 318-678-6418
Information regarding Copyright Infringement, Peer-to-Peer File Sharing and Network Security at BPCC can be found at www.bpcc.edu/computerservices/documents/technologypolicy.pdf and www.bpcc.edu/computerservices/documents/policiesprocedures.pdf. Additional information concerning the computer and Internet usage in the Library can be found at www.bpcc.edu/bpcclibrary/acceptableusepolicy.html and www.bpcc.edu/bpcclibrary/plagiarismstudents.html.

**Disability Services**
Disability Services coordinates campus-wide efforts to provide services and accommodations for students with disabilities. In compliance with the Americans with Disabilities Act (ADA) and the Rehabilitation Act of 1973, the office ensures that eligible students receive proper classroom modification and serves as a liaison between faculty and students. Medical or psychological documentation is required to recognize a disability. More information about Disability Services policies and procedures is available at www.bpcc.edu/disabilityservices.

**Emergency Notification System**

CAVSalert is an emergency mass notification system, powered by SmartNotice - an Emergency Communications Network (ECN) product that provides BPCC with instant notification capabilities during an emergency on campus. BPCC students, faculty, and staff have the option of registering with CAVSalert. For more information about CAVSalert and how to register, please visit our webpage at www.bpcc.edu/emergency.

**Enrollment Rates, Graduation Rates and Retention Rates**

Contact: Institutional Research and Grants | Email: ira@bpcc.edu | Phone: 318-678-6388

Enrollment and graduation data is available at www.bpcc.edu/factbook; Retention rates can be found at www.bpcc.edu/research/studentachievementdata/index.html#retention.

**Financial Information**

Contact: Finance Department | Email: finance@bpcc.edu | Phone: 318-678-6017

Information concerning the estimated cost of attendance, including tuition and fees, deferred payment plan, refund policy and BPCC Debit Card is available at www.bpcc.edu/catalog/current/finances.html.

**Financial Aid**

Contact: Financial Aid Office | Email: finaid@bpcc.edu | Phone: 318-678-6026

The Financial Aid Office provides assistance and counseling in completing the financial aid application, evaluation and determination of need. Front Counter Advisors and Verification Counselors are always available via email and phone. A Financial Aid verification counselor is also available on an appointment basis. Information regarding Financial Aid Book Allowance is available at www.bpcc.edu/financialaid/bookvoucher.html. For more information concerning Financial Aid and how to apply, please visit the website at www.bpcc.edu/financialaid.

**Financial Aid Refunds**

Contact: Financial Aid Office | Email: finaid@bpcc.edu | Phone: 318-678-6026

Financial Aid refund information is available at www.bpcc.edu/financialaid/importantinformation.html#refunds.

**FERPA**

Contact: Office of Vice Chancellor for Student Services | Email: studentservices@bpcc.edu | Phone: 318-678-6036

In accordance with the Family Education Rights and Privacy Act of 1974 (P. L. 9-380) as amended (P. L. 93-568-Buckley Amendment), persons of any age who attend a postsecondary educational institution that receives federal funding are hereby informed of the right to inspect and review their official education records. Bossier Parish Community College considers attendance to begin on the first day of classes. Students should submit to the Registrar or another appropriate College official written requests that identify the record(s) they wish to inspect. If the records are not maintained by the...
College official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed. More information about FERPA is available at www.bpcc.edu/studenthandbook/ferpa.html.

**Net Price Calculator**

Contact: Financial Aid Office | Email: finaid@bpcc.edu | Phone: 318-678-6026

Net Price Calculator is available at www.bpcc.edu/financialaid/netpricecalculator.

**Nondiscrimination Statement**

Bossier Parish Community College does not discriminate on the basis of race, color, national origin, gender, age, religion, qualified disability, marital status, veteran’s status, or sexual orientation in admission to its programs, services, or activities, in access to them, in treatment of individuals, or in any aspect of its operations. Bossier Parish Community College does not discriminate in its hiring or employment practices.

**Coordinator for Section 504 and ADA**

Name/Title: Sarah Culpepper, Manager, Career Services/Disability Services Advisor

Office Address: Disability Services, F-234, 6220 East Texas Street, Bossier City, LA 71111

Phone number: 318-678-6539 Email: sculpepper@bpcc.edu.

Days/Hours Available: 8:00 a.m. – 4:30 p.m. Monday-Friday, excluding holidays and weekends.

**Equity/Compliance Coordinator**

Name/Title: Teri Bashara, Director of Human Resources

Office Address: Human Resources Office, 6220 East Texas Street, Bossier City, LA 71111

Phone number: 318-678-6056

Days/Hours Available: 8:00 a.m. – 4:30 p.m. Monday-Friday, excluding holidays and weekends.

**Refund Policy**

Contact: Finance Department | Email: finance@bpcc.edu | Phone: 318-678-6017

The College provides refunds to students who are enrolled at Bossier Parish Community College and who are resigning from all classes or dropping a course (changing from one course load to another). Refunds of 100%, 75%, or 50% are given for drops and/or resignations according to the schedule listed in the current academic bulletin. More information about refund policy and refund schedule is available at www.bpcc.edu/catalog/current/finances.html#refunds.

**Return of Title IV Funds Policy**

Contact: Financial Aid Office | Email: finaid@bpcc.edu | Phone: 318-678-6026

Effective fall 2008, BPCC will use the "Return of Title IV Funds Policy" in accordance with the 2008 Reauthorization of the Higher Education Act of 1965, as amended. This policy is available at www.bpcc.edu/financialaid/returntitleivfundspolicy.html.

**Sexual Assault Policy**

Contact: Office of Vice Chancellor for Student Services | Email: studentservices@bpcc.edu | Phone: 318-678-6036

Bossier Parish Community College is committed to preventing sexual assault through incorporation of educational programming and the adoption of clear guidelines informing students, faculty, and staff of the College’s procedures in handling such cases. The Sexual Assault Policy is available at www.bpcc.edu/studenthandbook/sexualassaultpolicy.html.
Smoke-Free Campus Policy
Contact: Office of Vice Chancellor for Student Services | Email: studentservices@bpcc.edu | Phone: 318-678-6036
Bossier Parish Community College seeks to provide a safe, healthy, pleasant environment for its faculty, staff, and students. To this end, the use of smoke-producing tobacco products and the advertising, sale, free distribution, and discarding of such tobacco products shall be prohibited in all indoor and outdoor facilities and in all state-owned vehicles. The policy extends to faculty, staff, students, vendors, guests, and visitors. The Smoke –Free Campus Policy is available at www.bpcc.edu/studenthandbook/generalpolicies.html#smokingpolicy.

Student Achievement Data
Contact: Institutional Research and Grants | Email: ira@bpcc.edu | Phone: 318-678-6388
As an institution accredited by the Southern Association of Colleges and Schools/Commission on Colleges, Bossier Parish Community College is committed to supporting student success in the classroom environment as well as preparing students for success beyond graduation. In that endeavor, the College collects data for study and continuous improvement of our academic and student services and engages in a campus-wide effort for strategic planning. Bossier Parish Community College has developed a Strategies for Success Plan that focuses on providing support and services to promote student success and excellence in higher education. More information is available at www.bpcc.edu/research/studentachievementdata.

Transfer Programs/Articulation Agreements
Contact: Office of Academic Affairs | Email: academics@bpcc.edu | Phone: 318-678-6348
BPCC has established articulation agreements and/or transfer programs with institutions around the state. The information concerning transfer programs and articulation agreements is available at www.bpcc.edu/academics/transfer.html.

Useful External Links

• Integrated Postsecondary Education Data System (IPEDS)
  www.nces.ed.gov/ipeds

• College Navigator
  www.nces.ed.gov/collegenavigator/?s=LA&zc=71111&zd=0&of=3&l=3&ic=2+3&id=158431

• Louisiana Board of Regents Data and Publications (BOR) College Board
  www.regents.louisiana.gov/index.cfm?md=pagebuilder&tmp=home&pid=23&pnid=0&nid=11

• Louisiana Community and Technical College System (LCTCS)
  www.lctcs.edu/

• Southern Association of Colleges and Schools (SACS)
  www.sacscoc.org

• Inquiring Minds Want to Know . . . What Data Can Show
  www.bpcc.edu/research/documents/data.pdf
**Voter Registration**

Contact: Office of Vice Chancellor for Student Services | Email: studentservices@bpcc.edu | Phone: 318-678-6036

Bossier Parish Community College encourages all students to register to vote. A Voter Registration box, along with Louisiana Voter Registration Applications, is placed in the Student Life Office. The staff members of Student Life Office will help students to answer the questions and fill out the application forms.

The Disability Services Office provides one-on-one assistance with completing and submitting Voter Registration forms to students with disabilities on an ongoing basis and during authorized voter registration periods. For more information, please stop by Building F, Room 242, or call 318-678-6539 for an appointment.

*Paper copies of this information are available in the Office of Vice Chancellor for Student Services in Bldg. A, Room 220 and Student Life Office in Bldg. F, Room 220.*

**Verification**

Because students sometimes make errors on their application, there is a process for verifying applications and making corrections. The Central Processing System (CPS) selects which applications are to be verified, but the school also has the authority to verify additional students. Verification is not required for students who are only eligible for unsubsidized student financial assistance.

Verification is the process used to check the accuracy of the information a student provides when applying for federal student aid. In this process, we are required by federal law (Higher Education Act as amended and Subpart E or 34 CFR, Part 668) to compare the information from the FAFSA application with the information provided via the Verification Worksheet, federal IRS tax transcripts, and other required documentation. If there are differences between the FAFSA application data and the documents the student/parent submit, the Financial Aid office will make corrections/updates. Verification information may also be found in the *Federal Student Aid Handbook* sections, Student Eligibility, subtopic Verification.

The verification policy of BPCC is to verify all applications selected by CPS. In some cases, BPCC (not CPS) will select a student for verification to resolve conflicting information. BPCC uses a “quick-flow” process within Banner to act as a “verification checklist” for Verification Counselors.

When a FAFSA application is selected for verification, BPCC is required by federal law (34 CFR, Part 668) to compare the information from the FAFSA application with the information provided on the Verification Form, other forms as applicable, and with copies of the current year federal tax transcript for student/spouse/parent (as applicable).

A menu of potential verification items for each award year is published in the Federal Register, and the items to verify for a given application will be selected from that menu and indicated on the student’s output documents (ISIR/SAR).

The following data elements are subject to verification:

- Household size
- Number in college
- SNAP benefits (formerly food stamps)
• Child Support Paid
• High school completion status
• Identity
• /statement of educational purpose

For non-tax filers:
• Income earned from work

For tax filers:
• Adjusted gross income (AGI)
• U. S. income tax paid
• Education credits
• Untaxed IRA distributions
• Untaxed pensions
• IRA deductions and payments
• Tax-exempt interest
• Other untaxed income

The Banner system requests the appropriate verification documents based on the information provided on the FAFSA. The requested documentation is posted onto the Self-Service area of LoLA in a status coded “unsatisfied”, meaning the document has been requested from the student and the student has not submitted or “satisfied” this request. An email is sent to the student to inform the student to view LoLA for “unsatisfied requirements”. Once the student accesses LoLA, all verification documents required/requested will be visible via Self-Service Banner (LoLA). The student may be able to select a hyperlink via LoLA to complete the form(s) electronically. The student may also choose to download and print a paper version of the forms requested. Forms are also available in the Financial Aid Office. The student may submit requested forms electronically, or via mail, fax, email, or in person.

Once all required documents are submitted, the Verification Counselors review all information available. If there are differences between the application and the documents submitted, corrections will be made to the FAFSA. Corrections to the verified data elements can be made on the Banner system. Corrections are electronically exported to the Department of Education. A student is not packaged or awarded aid prior to the completion of the verification process. In the event a student had been awarded aid, and then was selected for verification on a
subsequent ISIR, any notices of a change in award amounts are provided within a new award notification email and the revised award amounts are posted on LoLA.

Verification for Pell eligible students must be completed no later than 90 days after student's last date of attendance at BPCC or August 31 of the current award year, whichever is earlier. Verification documents must be submitted no later than 30 days after the last date attended. Verification for SEOG, and Stafford and PLUS loan students must be completed 10 days prior to student's last day of attendance for a semester. We do not process financial aid until verification has been completed.

BPCC reserves the right to “school-select” a student’s application for verification if conflicting or incorrect information exists.

Verification must be completed before a loan request is originated or a grant or FWS award is made. BPCC does not make interim disbursements before completing verification, as the school will be held liable for any overpayments as a result of interim disbursement. If the Financial Aid Office becomes aware of conflicting information after aid has been awarded, the student’s file will be reevaluated or reconciled and the student’s financial need and awards will be revised accordingly.

Targeted Verification

Starting with the 2012-13 award year, the US Department of Education transitioned to a targeted verification system.

With the switch to targeted verification, the federal processor uses a risk model to identify FAFSA data elements that are prone to error, which appear anomalous or which seem inconsistent. Only those FAFSA data elements flagged by the federal processor will be subjected to verification.

The data elements selected for verification may depend on the applicant's dependency status, whether the applicant or applicant's parents file or do not file federal income tax returns and whether the applicant is eligible for auto zero EFC or not, among other criteria. The US Department of Education has data from previous year's FAFSAs on what data elements were modified during verification and can use this data to create a sophisticated model for predicting the situations in which particular data elements are likely to be changed during verification.

The Banner system groups students into the appropriate verification group based on the ISIR information and requests the verification documents required for each verification group.

If an applicant uses the IRS Data Retrieval Tool to transfer federal income tax return data to the FAFSA without modification, the unmodified data elements will not be subject to verification. BPCC strongly encourages students to use the IRS Data Retrieval Tool.

Database Matches, Reject Codes, and “C” Codes

A SAR Comment Code is indicated by “C” printed next to the EFC. The “C:” mean the student has an eligibility problem that must be resolved before Title IV aid can be disbursed to the student. Below is a list of common areas associated with “C” codes:

- Selective Service Match
In some cases, a SAR “C” code requires a correction to the ISIR and reprocessing by the CPS. The Verification Counselor investigating the SAR “C” Code is responsible to ensure that proper documentation to resolve the SAR “C” code is maintained in the student’s file when such documentation is required.

**Unusual Enrollment History (UEH)**

The U.S. Department of Education established regulations to prevent fraud and abuse in the Federal Student Aid program by identifying students with unusual enrollment histories. Some students who have an unusual enrollment history have legitimate reasons for their enrollment at multiple institutions. However, such an enrollment history requires our office to review the file in order to determine future federal financial aid eligibility. If the student is flagged for UEH by the Department of Education, the UEH must be resolved before the student will receive financial aid.

**Definition of Unusual Enrollment History**

The specific pattern the Department of Education uses to select students includes those students who have received a Federal Pell Grant and/or Federal Direct Subsidized/Unsubsidized loan at multiple institutions during the past four academic years. Once the Department of Education indicates that a student has an unusual enrollment history, the Financial Aid office must then take action and review the academic history prior to determining federal financial aid eligibility for that student.

**What Will Be Required of the Student**

If selected, the Financial Aid office will notify the student of what is required. The verification counselors will check the financial aid history at all previous institutions that the student attended during the last four financial aid years. The student is required to have received academic credit at ALL institutions where he received the federal Pell grant or Federal Direct Subsidized/Unsubsidized loan while attending in those relevant academic years. The verification counselors will notify the student which institutions he needs to request official transcripts from for our office to review. These official transcripts should be sent to the admissions office. No aid will be determined until all required documentation has been received. Once all transcripts have been received, our office will verify the academic credit was received at each institution during the relevant year. If so, we will notify the student that he has satisfied this requirement. If the student failed to receive academic credit at all institutions during the relevant award years, federal financial aid will be denied to the student and the student will be notified by mail.
UEH Verification Process

Verification counselors will complete the UEH Checklist to determine if the student earned academic credit from all schools/universities during the past four years. If the student did NOT earn academic credit for all years, the verification counselor will mail the student a UEH Appeal Form.

UEH Appeal Process

If the student is denied because it is determined that he did not earn academic credit, the student may appeal by submitting an acceptable explanation describing why he was unable to successfully complete the credits, as well as corresponding documentation. This appeal will be reviewed by the FA Professional Judgment Committee and we will notify the student of the decision by mail. These decisions are final and are not appealable to the Department of Education.

Professional Judgment and Dependency Overrides

Professional judgment (PJ) decisions are made by the BPCC Financial Aid Office on a case-by-case basis as the result of examining a particular student’s unique circumstances.

The Financial Aid Director, Associate Director, and Assistant Director will have the authority to exercise professional judgment. PJ will only be exercised after any required verification has been completed, all required institutional forms have been completed, and any conflicting/inconsistent information has been resolved.

The PJ decision of the Financial Aid Office is final and cannot be appealed to the Department of Education.

Special Circumstance

The circumstances outlined as “special circumstances” by BPCC include but are not limited to:
- Loss of employment due to termination, layoff, disability, retirement, company closing, or plant shutdown
- Loss of untaxed benefit or income including worker’s compensation, child support, pensions and annuities, or social security benefits
- Separation or divorce
- Death of individual whose information was reported on the FAFSA
- Documented excessive out-of-pocket medical expenses

The student should complete the Special Circumstance form in order to be considered for a PJ. Special Circumstance requests to change the income data element due to loss of income will not be considered until after January 1 of the current award year and after the student has filed a federal tax return for the future award year. BPCC does not project income based on the student’s estimate.

Once the student has filed a federal tax return for the future award year, the student should submit the Special Circumstance request form along with supporting documentation to the Financial Aid Office. If the Special Circumstance is not due to loss of income, the Special Circumstance request form along with supporting documentation may be submitted to the Financial Aid Office without waiting to file a new federal tax return.
Such documentation includes:
- Tax transcript for both award years (present and future) for true comparison
- W2s for all (student/spouse/parent as applicable)
- Unemployment records (if applicable)
- Most recent pay stubs (as applicable)
- Disability payments (if applicable)
- Any other benefits received

After all documentation is collected, the Financial Aid Director/Associate Director/Assistant Director will evaluate the material for PJ consideration. If the PJ is approved, a correction will be made to the ISIR within the Banner system or on FAA Access. In addition, the Financial Aid Director will indicate on the Comment screen on the Banner system that a PJ has been exercised.

The student will be repackaged for financial aid for the fall/spring semesters. A revised award notification email will be generated for the student indicating any new award amounts.

Dependency Overrides

A dependency override occurs when a financial aid administrator exercises professional judgment and overrides the Department of Education’s criteria for dependent students. An override may only be granted on a case-by-case basis for students with unusual & exceptional circumstances. These circumstances must show compelling reason for a student to be considered independent rather than dependent.

The following are some examples of conditions that could warrant a dependency override:
- Documented abandonment
- Parental drug abuse
- Parental mental incapacity
- Physical or emotional abuse
- Severe estrangement from parents
- Parental Incarceration

By Federal Law, the following conditions DO NOT warrant a dependency override:
- Parents refuse to provide information on the FAFSA application or for verification
- Parents do not claim student as a dependent for income tax purposes
- Parents unwilling or unable to contribute to student’s education
- Student demonstrates self-sufficiency (lives on his own)
- Student reluctant to request the income information from parents
- Student does not wish to communicate with parents

Financial Aid Policy at BPCC requires a student seeking a dependency override to complete the BPCC Dependency Override Request form. Decisions made at other institutions are not accepted.

Students should complete this form if the student is considered a dependent student for federal financial aid and believes he/she has a compelling extenuating circumstance which
should allow the student to be considered an independent student. Return the completed form with the following documentation:

- Three (3) letters (statements) stating the situation with parent(s) (ALL LETTERS MUST BE SIGNED)
  - 1 letter (statement) must be from student
  - 1 letter (statement) from family member*
  - 1 letter (statement) from non-family member*

  *Letters (statements) MUST INCLUDE:
  - name of sender
  - address of sender
  - phone number of sender
  - relationship to student

- If a parent is deceased, student should submit:
  - death certificate of parent AND
  - birth certificate of student

- A completed Independent Verification Worksheet
- A copy of student’s IRS tax transcript for current award year and/or copy of all W-2 forms
- Your photo ID (the Financial Aid staff will make a copy)
- Any paperwork that will document the student’s situation.

The determination of whether or not to approve a dependency override is made by the Professional Judgment Committee at BPCC – consisting of the Financial Aid Director, Associate Director, and Assistant Director. All decisions made by the Professional Judgment Committee on dependency overrides are FINAL and cannot be appealed to the U. S. Department of Education.

**Section 6: General Eligibility and Federal Programs**

In Section 6 we will discuss:

- General Title IV Student Eligibility Requirements
- Federal Programs in which BPCC participates
  - Federal Pell Grant
  - Supplemental Educational Opportunity Grant (SEOG)
  - Direct Student Loans (Subsidized and Unsubsidized)
  - Direct Parent Loans (PLUS)
Financial Aid Office Policies and Procedures

- Federal Work-Study (FWS)

✓ State Aid in which BPCC Participates

- GO Grant

- Taylor Tuition Opportunity Program for Students (TOPS)

✓ Institutional Aid/Scholarships/Third Party Waivers

**General Title IV Student Eligibility Requirements**

In order to participate in the federal Title IV financial aid programs, a student must meet the definition of an eligible student as found in the FSA Handbook for the appropriate award year.

To be eligible for federally funded financial aid programs at Bossier Parish Community College, the student must be admitted as a regular student and seeking a degree at BPCC. Additionally, all students must initially and continually meet the following qualitative and quantitative requirements for satisfactory academic progress. These aid programs include Pell Grants, SEOG, Federal Work-Study (FWS), and Direct and PLUS loans. The eligibility criteria for Pell Grants, Direct Loans, and FWS are as follows:

- The student must be a U.S. Citizen or an eligible non-citizen. Federal aid will not be disbursed until any required secondary confirmation is received from INS.
- The student must be enrolled as a regular student—auditing, visiting status, and provisionally admitted students, are considered non-eligible. *(see “Admission Requirements below)*
- The student must meet the academic requirements to be admitted to BPCC and to continue enrollment.
- The student must meet the satisfactory academic progress (SAP) requirements established by the Financial Aid Office.
- The student must sign the State of Educational Purpose and Certification Statement on Refund and Default, as found on the Free Application for Federal Student Aid for the current school year.
- The student must not be in default or owe a repayment on a student loan or grant. For PLUS loans, the parent must not be in default or owe a repayment on a student loan or grant.
- The student must not have borrowed in excess of loan limits.
- If required, the student must be registered for Selective Service.

*Admission Requirements* (see “BPCC Catalog” for more information – available on BPCC website)

BPCC has an open admissions policy established by the Louisiana Legislature and approved by the Board of Regents and the Louisiana Community and Technical College System. Students may be admitted to Bossier Parish Community College, if they meet one of these two options: have obtained a high school diploma or have obtained a General Education Development diploma (GED), and are above the age of compulsory school attendance (age 17 in the state of Louisiana).
BPCC operates on a three-semester system, which includes a summer term. A qualified applicant may register at the beginning of any semester/module. Complete admission records must be received in the Admissions/Registrar’s Office prior to registration in order for the applicant to be notified regarding eligibility for admission. Students failing to complete admission records will be denied admission or will be admitted temporarily as provisional students. **Students admitted provisionally are not eligible for federal financial aid.**

### Federal Aid Programs in Which Institution Participates

The amount of a student’s eligibility for Title V need-based aid is based on the student’s and/or parent’s income and assets, as well as family size and number in college (excluding parents). Using this information, the federal processor calculates an Expected Family Contribution (EFC). To determine need, the EFC and other financial aid and/or resources (scholarship, fee waivers, etc.) are deducted from the student’s cost of attendance (determined by the Financial Aid Office for each period of enrollment - per recommended Cost of Attendance table distributed by LASFAA (state organization) to all state universities/colleges). The Title IV programs in which BPCC participates are as follows. A brief description of each program follows this section.

Title IV aid is packaged by the BANNER system in the following order:

1. Federal Pell Grant
2. FSEOG
3. Direct Subsidized Loan
4. Direct Unsubsidized Loan
5. PLUS Loan (Parent Loan) (packaged manually)
6. Federal Work Study (FWS) (packaged manually)

### Federal Pell Grant

The Federal Pell Grant is considered gift-aid that does not have to be repaid. The Pell Grant award is based upon the student’s EFC and enrollment status. The Pell Grant award is based on financial need. Unlike loans, grants do not have to be repaid unless, for example, the student is awarded funds incorrectly or the student withdraws from school. The amount the student receives depends on his/her financial need, cost of attendance and enrollment status. Pell Grants are generally awarded only to undergraduate students – those who haven’t earned a bachelor’s or graduate degree. Amounts can change yearly. In order to determine a student’s eligibility; the school must receive a valid Student Aid Report (SAR) or Institutional Student Information Record (ISIR) while the student is enrolled and eligible. To be valid, the SAR/ISIR must contain the following:

- A Pell-eligible EFC;
- All information used in the calculation of the EFC complete and accurate at the time the application was signed;
- Accurate information, subject to updating, at the time the SAR/ISIR (not selected for verification) is submitted to BPCC; and
- Accurate information as of the time of verification; at the time the SAR/ISIR (selected for verification) is submitted to BPCC.
Federal Supplemental Educational Opportunity Grant (FSEOG)

FSEOG is also considered gift-aid that does not have to be repaid. Each year, unlike Pell Grants, the amount of FSEOG you receive depends not only on your financial need but, also, on the amount of other aid you receive and the availability of funds at BPCC. Each school participating in FSEOG receives a certain amount of FSEOG funds each year from the U.S. Department of Education. Students who demonstrate exceptional need will be considered first for these funds. This is why it is important for students to apply early to be considered for these funds. Not everyone who qualifies for FSEOG will receive the grant. Receiving other aid might reduce the amount of your FSEOG award. Exceptional need is generally defined as a low EFC. At BPCC, this is usually students with a zero EFC. To be consistent with students enrolling for the first time in the spring/summer semester, funds from the FSEOG allocation are set aside to be used in the spring/summer semesters.

The Banner system automatically packages students for FSEOG awards based on students who demonstrate exceptional need. A portion of the total FSEOG allotment is entered into the Banner system when packaging begins for the new award year. A portion of FSEOG allotment is reserved for the spring and summer semesters and is added to the Banner system prior to awarding for each particular semester.

The amount of an individual’s award is based on the availability of funds and the student’s demonstrated financial need. The minimum and maximum awards for the academic year are $100 and $900, with the usual award being $450 per semester.

Federal Work Study Program (FWS)

To apply for participation in the Federal Work-Study program, students must complete a Free Application for Federal Student Aid (FAFSA) and submit the application to the federal processor indicating that they are interested in student employment and list BPCC as a school they plan to attend.

The student must then complete a Student Worker/FWS application form with the Career Services, Building F, Room 242.

If a department wishes to employ a BPCC Student Worker or a Federal Work Study student, the Career Services Office allows the supervisor to view the applications. Once the supervisor chooses the student(s) he/she wishes to interview or hire, the supervisor must complete a Student Worker Authorization Form. The Student Worker Authorization Form is routed to various departments (i.e., Office, Financial Aid Office, Human Resources, Payroll, etc…) to determine the student’s eligibility (if any) and to authorize the student to be paid either from Federal Work-Study funds or from that particular Departmental Budget.

When the Financial Aid Office receives the Student Worker Authorization Form, the student’s FAFSA information is reviewed to determine if the student’s financial aid file is complete and if the student is eligible for Federal Work Study. If the student is not eligible for Federal Work Study, the Financial Aid Office will designate the student as a “BPCC Student Worker” meaning the student’s salary will be paid out of the hiring department’s budget. The Student Worker Authorization Form is then routed to the appropriate departments for further review. When all the paperwork has been completed and routed, the HR Office will notify the appropriate supervisor the date that the student worker may begin working. More information
about the student worker program may be found in the Student Worker/Employee Handbook located on the Financial Aid webpage and the Career Services webpage.

**Federal Direct Subsidized Loan (SUB)**

A subsidized loan is awarded on the basis of financial need. The federal government pays the interest on the loan (subsidizes the loan) while the borrower is enrolled at least half-time and during the repayment grace period. Students must begin repaying this loan 6 months after you cease to be enrolled at least half-time. More information about Direct Loans including interest rates and loan fees may be found at [www.studentloans.gov](http://www.studentloans.gov).

**Federal Unsubsidized Student Loan (UNSUB)**

The unsubsidized loan is not based on financial need. The federal government does not pay the interest while the borrower is in school. All interest is the borrower's responsibility. You will be charged interest from the time the loan is disbursed until it is paid in full. Students can either pay the interest while they are in school or let it accrue. If it is not paid, it is added to the principle (capitalized) when the borrower goes into repayment. If your interest is capitalized, it will increase the amount you have to repay. You can choose to pay the interest as it accumulates; if so, you'll repay less in the long run. Students must begin repaying this loan 6 months after you cease to be enrolled at least half-time. More information about Direct Loans including interest rates and loan fees may be found at [www.studentloans.gov](http://www.studentloans.gov).

**Federal Parent Loan for Undergraduate Student (PLUS)**

The PLUS loan is not need-based. Financial aid resources are subtracted from the student's cost of attendance. The parent of a dependent student may borrow the remaining amount. There is no annual limit, nor is the EFC considered in PLUS eligibility. The parent should apply online at [www.studentloans.gov](http://www.studentloans.gov).

**Parent eligibility requirements for a Direct PLUS Loan**

You must be the student's biological or adoptive parent or the student's stepparent, if the biological or adoptive parent has remarried at the time of application. Your child must be a dependent student who is enrolled at least half-time at a school that participates in the Direct Loan Program. More information regarding dependency status is available on StudentAid.gov at [https://studentaid.ed.gov/fafsa/filling-out/dependency#dependent-or-independent](https://studentaid.ed.gov/fafsa/filling-out/dependency#dependent-or-independent). If a student is considered dependent, then the income and the assets of the parent have to be reported on the FAFSA.

**Additional requirements to receive a PLUS loan**

Parent PLUS Loan borrowers cannot have an adverse credit history (a credit check will be done). In addition, parents and their dependent child must be U.S. citizens or eligible noncitizens, must not be in default on any federal education loans or owe an overpayment on a federal education grant, and must meet other general eligibility requirements for the Federal Student Aid programs.

**Applying for a PLUS Loan and the Master Promissory Note (MPN)**
To take out a PLUS Loan for the first time, a parent must complete a PLUS Application and master promissory note (MPN). The MPN is a legal document in which the borrower promises to repay your loan(s) and any accrued interest and fees to the Department. It also explains the terms and conditions of your loan(s).

A parent may complete the MPN electronically online at the StudentLoans.gov website... To complete an MPN online, the parent will be required to use the Department of Education-issued FSA ID (no the child's). If the parent does not have an FSA ID, she may create one on StudentLoans.gov.

In most cases, once the MPN is completed and it's been accepted, the parent will not have to complete a new MPN for future loans to pay for the educational expenses of the same student. The parent can borrow additional Direct Loans on a single MPN for up to 10 years.

Credit check & endorser alternative

To be eligible for a PLUS Loan, the parent must not have an adverse credit history. The Department will check the credit history when the parent applies for the loan. If the parent is found to have an adverse credit history, he may still borrow a PLUS Loan if he gets an endorser who does not have such a history. An endorser is someone who agrees to repay the loan if the parent does not. The endorser may not be the student on whose behalf a parent obtains a PLUS Loan. In some cases the parent may also be able to obtain a PLUS Loan if he documents to the Department's satisfaction that there are extenuating circumstances related to the adverse credit history.

Annual Loan Limits for Subsidized and Unsubsidized Direct Loans

These amounts are the maximum yearly amounts a student may borrow in both subsidized and unsubsidized Federal Direct loans, individually or in combination. Because the student cannot borrow more than his/her cost of attendance minus the amount of any Federal Pell Grant he/she is eligible for and minus any other financial aid he/she will receive, the student may receive less than the annual maximum amounts.

A subsidized loan and an unsubsidized loan may be received for the same enrollment period as long as the student does not exceed the annual loan limits.

Effective July 1, 2008:

Dependent undergraduate student

- $5,500 if for a first-year student
  (no more than $3,500 of this amount may be in subsidized loans)
- $6,500 if for a sophomore (earned 30 hrs. or more)
  (no more than $4,500 of this amount may be in subsidized loans).

Independent undergraduate student or a dependent student whose parents have applied for but were denied a PLUS loan (a parent loan), each year you may borrow up to:

- $9,500 if you are a freshman
  (no more than $3,500 of this amount may be in subsidized loans)
- $10,500 if you are a sophomore (earned 30 hours or more).
- (no more than $4,500 of this amount may be in subsidized loans)

**Lifetime Loan Limits for Subsidized and Unsubsidized Direct Loans**

- Undergraduate Dependent Student - $31,500  
  (no more than $23,000 of this amount may be in subsidized loans)  
- Undergraduate Independent Student - $57,500  
  (no more than $23,000 of this amount may be in subsidized loans)

**State Aid Programs in Which Institution Participates**

State financial aid and scholarship programs are administered through the Louisiana Office of Student Financial Assistance, LOSFA. Detailed information regarding LOSFA Programs is available in the Louisiana Financial Aid Handbook and on the LOSFA website [www.osfa.state.la.us](http://www.osfa.state.la.us).

**Louisiana Go Grant**

Effective fall 07 – The Louisiana Go Grant program was created to provide a need based component to the state’s financial aid plan to support non-traditional and low to moderate-income students who need additional aid to afford the cost of attending college. The purpose of this program is to provide a need-based component to the state’s financial aid plan to support nontraditional and low to moderate-income students who need additional aid to afford the cost of attending college. To ensure Go Grant is available to the maximum amount of students possible, the maximum Go Grant award at BPCC is $900.00 to $1,000.00 per year divided into two equal disbursements for fall and spring semesters. Louisiana Go Grant awards are disbursed after the 14th class day. Students are allowed eight semesters.

**Packaging Policies**

All eligible students, regardless of status (i.e. new, transfer, re-entering) are considered for the Go Grant.

Priority consideration will be given to students who:

- Have completed a FAFSA prior to March 31
- Are enrolled full time
- Non-traditional students, priority is given to students 25 years or older

To be eligible for a Louisiana Go Grant, a student must:

1) Be a Louisiana Resident;*
2) File a Free Application for Federal Student Aid (FAFSA);
3) Receive a federal Pell grant;
4) Have remaining financial need after deducting Estimated Family Contribution (EFC) and all federal/state/institutional grant or scholarship aid (“gift aid”) from student’s Cost of Attendance (COA);
5) Be a student enrolled in an eligible Louisiana institution on at least a half-time basis
6) Maintain Title IV Satisfactory Academic Progress requirements
Taylor Tuition Opportunity Program for Students (TOPS)

BPCC participates in the LOSFA-administered state tuition program known as TOPS. LOSFA compiles a TOPS master roster that is updated weekly. LOSFA identifies students who are eligible for payment and BPCC compares the students listed on the Master Roster with students who are also enrolled at BPCC. The College credits awards TOPS to students accounts based on the information provided by LOSFA.

The amounts of TOPS awards vary depending upon the type of TOPS award the student is eligible to receive. Students may receive the TOPS Tech award at BPCC if they are enrolled in the state approved technical degree programs. A complete list of eligible programs is available at [www.bpcc.edu/financialaid](http://www.bpcc.edu/financialaid) and in the Financial Aid Office.

Institutional Aid/Scholarships/Third Party Waivers

Institutional Aid

Internal Tuition Discounts and Waivers are awarded in accordance with the *Louisiana Postsecondary Education Tuition and Fee Policy, Tuition Discounts and Waivers*, adopted by the Board of Regents. LCTCS colleges are authorized to charge lower rates to students recruited for special talents, including academic, performing arts, and athletic abilities subject to the guidelines set forth below.

Because BPCC Internal Waivers are not supported by third party funding, there is not monetary value. Therefore, individuals receiving internal waivers will be credited with the allowed actual tuition charge. Actual tuition charge does not include books, mandatory enrollment fees, technology fees, course fees, academic excellence fee, operational fee, or any other expenses.

Students of BPCC may participate in the following scholarship and tuition assistance programs:

**BPCC Academic Tuition Waiver**

BPCC academic waivers are awarded through the Scholarship Committee and administered through the Admissions Office. A student’s standardized test scores, GPA, class rank, honors, activities, and achievements are considered in the selection of recipients. Students must meet the criteria for the waiver and then complete the Academic Tuition Waiver application in order to apply for this waiver. Submit completed applications to the Admissions office.

**Student Services Tuition Waivers**

These waivers are awarded in return for services rendered to BPCC. Some of these areas are as follows:

- Pep band and jazz band members
- Choir and drama club members
• School newspaper staff
• Student Government Association officers; and
• Athletic waivers such as baseball, basketball, soccer, and softball team members;
• Cheerleaders, mascot, and dance line members, etc.

For more information, see the Student Life Scholarships webpage and the Athletics Department General Information policies page

Louisiana National Guard Tuition Waiver

The Louisiana National Guard provides a tuition waiver to students who are members in good standing. Students must maintain Satisfactory Academic Progress (SAP) according to the BPCC SAP policy. The amount of the award is normally the cost of tuition and does not include student self-assessed fees. Student must pay all fees not covered by the tuition waiver.

Teacher Institute
A person who is a full-time Louisiana classroom teacher teaching on a temporary Louisiana teaching certificate in Louisiana in a public or private school, and who is working on permanent certification, may participate in the Teacher Institute. A teacher may take up to two 3-hour courses for $100 each ($200 maximum). Teachers must provide a copy of their T-Certificate and a letter from the school principal where they teach certifying that the course(s) they are taking at BPCC apply toward permanent certification. A new letter is required each semester. For more details, contact the Vice Chancellor for Academic Affairs, at 318-678-6348. (The program does not include paraprofessionals or teacher aides.)

Scholarships

BPCC Foundation Scholarships

Thanks to generous grants and donations from community partners and members of BPCC's faculty and staff, BPCC students may be afforded opportunities for financial relief with tuition and fees.
Each year, the Foundation allocates tens of thousands of dollars in scholarship funds to assist students who cannot secure traditional financial aid (Pell Grants, Loans), and to those who are self-pay, yet require additional assistance closing the funding gap on tuition and fees.

Third Party Waivers

A valid agreement between an agency and BPCC must be on file and a voucher from the business or agency paying tuition must be presented to the Bursar’s/Business Office prior to the payment due date each term. Students will be responsible for all amounts owed if sponsoring agency does not remit payment in full.

Section 7:
Processing Federal Aid
In Section we will discuss:

- ✔ Awarding and Packaging
- ✔ Disbursements

**Awarding/Packaging Financial Aid**

The packaging philosophy at BPCC is an attempt to meet one hundred percent of the financial need of the students through a combination of grants, loans, work, and institutional aid. With the limited funds available in financial aid, this is not always possible.

A priority deadline for submission of items necessary to complete a student’s file is set two months prior to the semester in which the student is seeking financial aid. The Financial Aid Office attempts to provide each student financial assistance in a timely manner.

All students must pay their tuition and fees – either self-pay or payment via Financial Aid funds. Information regarding making payments via the payment plan is available through the BPCC Finance/Business Office webpage and is handled through the BPCC Business Office.

The first step to apply for need-based financial assistance is to complete a Need Analysis Application. BPCC requires the Free Application for Federal Student Aid (FAFSA). When reference is made herein to the processing center or processor, it refers to federal processor for the FAFSA.

After calculating the information obtained through the FAFSA, the processing center sends the results to the student via the Student Aid Report (SAR) and to the school via the Institutional Student Information Record (ISIR). If the student lists BPCC as one of its schools, BPCC receives the ISIR electronically. If the student is selected for verification, an electronic notification will be sent to the student requesting additional documentation. The required documents and documentation will vary per student. If the student does not submit all the items requested to complete his/her file, the file will not be processed. Once the student submits information to the Financial Aid Office, it becomes property of the Financial Aid Office. It may only be released to the student, to others with the student’s written consent, to officials within the school, to a court of competent jurisdiction and otherwise pursuant to the law.

A student’s file is maintained (either hard copy or imaged) at least the required three years after the FISAP for the award year is submitted, as required by federal regulations. Once a student’s financial aid requirements are submitted, the system is coded with demographic and other information in order to package the student’s aid. The financial aid information submitted is also verified to make certain the student meets the eligibility requirements for federal financial aid. Financial aid is packaged electronically via Banner.

If the student is eligible for a Pell Grant, this amount is awarded first. Federal aid is then awarded in the following order, FSEOG, Subsidized Direct Loan, Unsubsidized Direct Loan. PLUS (Parent Loans) and FWS are awarded manually on a case-by-case basis.
If a student has no Pell Grant eligibility, the student is packaged for a student loan. Once the aid package is developed, and posted to the student’s Financial Aid award summary, the student is notified electronically (Award Notification) that the awards are available for viewing on web portal Log-on Louisiana (LoLA). The student may accept, reduce, or decline student loans via LOLA.

Once the aid is packaged, students are sent an Award Notification email that instructs the student that the awards have been posted and that the awards may be viewed and accepted via LoLA. A paper award letter as well as a paper “missing information letter” is mailed via the U.S. Postal Service for students who refuse electronic communications.

**Summer packaging and “crossover” periods**

Summer financial aid is packaged separately from fall/spring awards. Full-time, for financial aid purposes, is defined as twelve credit hours per semester, including summer.

Payment periods don’t always fall neatly into one award year or another. When a payment period falls into two award years—that is, it begins before July 1 and ends on July 1 or later—it’s called a “crossover payment period.” The formula for calculating the payment for a crossover payment period is the same as that for any other payment period in the award year.

Schools are free to assign crossover payment periods to the award year that best meets the needs of students.

BPCC will package summer students based on the summer semester being a “trailer” and part of the previous fall/spring payment period. However, on a case-by-case basis, BPCC reserves the right to package summer students based on the summer semester being a “header” and part of the upcoming fall/spring payment period, as long as the student has a valid ISIR (FAFSA record) for the upcoming award year.

**Year Round Pell**

Section 401(b)(8) of the Higher Education Act of 1965 (HEA), as added by section 310 of the Department of Education Appropriations Act, 2017 (Title III of Division H of P.L. 115-31, the Consolidated Appropriations Act, 2017), allows a student to receive Federal Pell Grant (Pell Grant) funds for up to 150 percent of the student’s Pell Grant Scheduled Award for an award year. This provision is effective beginning with the 2017–2018 award year.

**Additional Pell Grant Award Eligibility**

To be eligible for the additional Pell Grant funds, the student must be otherwise eligible to receive Pell Grant funds for the payment period and must be enrolled at least half-time, in accordance with 34 CFR 668.2(b), in the payment period(s) for which the student receives the additional Pell Grant funds in excess of 100 percent of the student’s Pell Grant Scheduled Award.

For a student who is eligible for the additional Pell Grant funds, the institution must pay the student all of the student’s eligible Pell Grant funds, up to 150 percent of the student’s Pell Grant Scheduled Award for the award year. Note that the provisions of the new law state that any Pell Grant received will be included in determining the student’s Pell Grant duration of eligibility and Lifetime Eligibility Used (LEU) in accordance with section 401(c)(5) of the HEA (also see [Dear Colleague Letter GEN-13-14](#)).
**Disbursements**

Funds for the federal aid programs and institutional aid programs are all disbursed through the Business Office. The Financial Aid Office authorizes awards from Pell Grant, FWS, SEOG, and programs.

**Loan notification**

Except in the case of loan funds made as part of a post-withdrawal disbursement (explained in the R2T4 policy mentioned earlier in this manual), when loan funds are being credited to a student’s account, the school will notify the student or parent in writing (electronically) of the anticipated date and amount of the disbursement; student’s (or parent’s) right to cancel all or part of the loan or disbursement. These notices are sent weekly.

**Refunds**

The term “refund” in this section refers to the amount of institutional charges paid (by the student) that the institution has not earned because the student has withdrawn during a payment period. The refund policy of BPCC is as follows for all students.

BPCC is required by federal regulations to perform a Return of Title IV Funds calculation for each Title IV aid recipient who resigns before completing the semester in which he/she received aid. That policy follows this section.

For college refunds, there is no refund of registration fees if a student resigns after the dates indicated by the above-listed policy. Registration fees are defined as tuition, fees, and self-assessment. Refunds will be processed subsequent to the published drop-add period.

If a student receives Title IV assistance, except FWS, to pay fees, any refund due the student will first be paid to the Title IV fund to which the student owes an overpayment due to his/her resignation. Any remaining refund will be applied to the student’s financial obligation owed to BPCC due to the student’s resignation. If any refund remains, the money may be paid to the student.

Adjustments for refunds to Pell Grant are entered by reducing the awarded amount to coincide with the refund amount. This amount matches the money returned electronically to COD. Once both adjustments are made, the Business Office is notified to make the appropriate adjustments to G5.

**How Pell is initially calculated:**

The Pell Grant is initially based on full-time enrollment. The initial awards posted on LoLA are posted for the Pell grant amount for 12 hour enrollment. Once registration has been finalized, Pell Grants will be adjusted (re-calculated) to reflect the correct Pell grant amount based on the actual number of hours enrolled.

**Pell Recalculation:**
Pell grants will be adjusted (re-calculated) for the correct enrollment status during the “enrollment verification” period. The “enrollment verification” period typically occurs during the 1st – 9th day of class. This is a period of time when BPCC instructors report all students who are enrolled in classes but did not begin attendance (no shows). After the “enrollment verification” period (but no later than the 9th day of class), the Financial Aid office will “freeze” the enrolled hours. If the enrollment status has changed, for example, the student is no longer enrolled (or attending) 12 credit hours, the Pell grant will be adjusted downward. After the “freeze” process occurs, Pell grants will no longer be adjusted for students in session A (unless the student is enrolled in later sessions/modules).

**Pell Recalculation for Modules/Sessions:**

Pell grants will be re-calculated for students enrolled in modules/sessions after the first day of class for the module/session and after the “enrollment verification” (or “no show”) period for that module/session. An enrollment verification period will occur for each module.

Example: If a student is enrolled for six hours in session A and later adds a class in session C, the Pell grant will be re-calculated after the first day of class for session C and after the “no show” period has ended” (typically prior to the 10th day of class). When Pell is re-calculated, the Pell grant will be increased if the student’s enrollment status has increased. However, if the enrollment status has decreased (due to dropping classes previously paid for session A), the Pell grant will be decreased and the Pell grant previously paid to the student will be returned to the Pell grant program.

**Resources**

- BPCC  [www.bpcc.edu](http://www.bpcc.edu)
- Louisiana Board of Regents  [www.regents.la.gov](http://www.regents.la.gov)
- Louisiana Community and Technical College System  [www.lctcs.edu](http://www.lctcs.edu)
ADDENDUM – 399 CODES FOR 1617/1718

399 Code – What is it?

Beginning with the 2017-2018, the Department of Education has mandated that the tax information reported on each student’s FAFSA be of the “prior-prior” tax year. In the
case of the 2017-2018 tax year, this would mean that the “prior-prior” tax year would be 2015. Since we have always used prior tax year information that means that the 2016-2017 and 2017-2018 award years will both be working off the same tax year – 2015. Which brings us to the new C-Code, 399. This C-Code will address any student that has significant discrepancies reported for their taxes between the award years, since there should (in theory) be no discrepancy if the same tax year information was reported on both FAFSAs.

**399 Code Exceptions**

In some cases, however, tax information will vary, despite the same tax year being used. The Department of Education has determined that any student who has a change in their dependency status or marital status (student or parent) from award year to award year will not receive the 399 code on their ISIR. Other scenarios for exemptions include students who are not expected to be Pell Grant eligible for the 2017-2018 award year, students for whom no ISIR was received in the 2016-2017 award year, students who have not and will not receive Title IV aid in the 2016-2017 award year, and students who had a Professional Judgement performed in either the 2016-2017 or 2017-2018 award year.

**399 Code – How is it Resolved?**

For any other student that does not fit in to the above exceptions, there may still be an opportunity for exemptions. If a student and or parent used the Data Retrieval Tool in one of the two award years, that information is considered to be accurate and can be used to correct the award year that did not use the DRT tool. Separately, if a student is selected for Verification in one of the two award years and all of their tax information was verified, that information may be used to correct the award year that was not verified. In these two scenarios, students will receive the code on their ISIR, but will not require any resolution since a correction can be done to resolve the discrepancy.

For students who do not meet the Department of Education exemptions, did not use the DRT tool in either year, and did not have tax information verified in either year, resolution will be required. Depending upon the marital status, tax filing status, and dependency status, the student and or parent will be required to submit the appropriate tax information based on what was reported on the FAFSA. Once received and properly verified, BPCC will use this information to correct the information on the ISIR for both award years.

Making corrections to a completed file may result in the aid that was previously awarded and disbursed to be adjusted.
399 Code – Unable to Resolve

For students who are unable to resolve their tax discrepancy regarding the 399 code, that student is considered to be ineligible for Title IV aid in both 2016-2017 and 2017-2018. If aid has already been awarded for an award year, that disbursed aid will be treated as an overaward. If there is any pending aid for that student, it cannot be disbursed. The deadline for students to submit corrections for 2016-2017 is September 9, 2017. If the appropriate information is not submitted by this deadline, then the student is ineligible for 2016-2017 aid, but may still be eligible for 2017-2018 aid upon the submission of the requested information.

BPCC will follow the NASFAA Guidelines below for processing 399 codes immediately prior to September 9, 2017 deadline.
9 Deadline Is Upon Us
By Joan Berkes, NASFAA policy & Federal Relations staff (mail to:news@nasfaa.org)

Now that the Sept. 9, 2017 deadline for submitting ISIR corrections for the 2016-2017 award year is here, what consequences of the 399 code are here as well?

Schools should have made reasonable efforts to obtain documentation within a reasonable timeframe, resolve the 399 code, and submit any necessary corrections to 2016-17 ISIRs by the September 9 deadline. As is always the case, schools should not have tried to circumvent any Title IV administrative requirements, for example by deliberately delaying the resolution process to run out the corrections deadline. However, reasonable efforts do recognize the constraints of normal business practices. As a result, some requests for documentation will not have been made before the September 9 deadline, some will have been made before Sept. 9, 2017 but have deadlines for submission of documentation that fall after Sept. 9, 2017, and some will have been made in time to receive the documentation but not in time to assess and process corrections by Sept. 9, 2017.

NASFAA’S understanding of the most current ED guidance is as follows:

- 399 codes that the institution first receives after Sept. 9, 2017:

  These flags affect the 2017-18 award year only. Schools do not take any action on a student’s 2016-17 aid in those cases, but must resolve the 399 code to ensure no errors would impact 2017-18 aid. That means the school should send out requests for documentation relative to the 2017-18 ISIR and give the student a reasonable deadline to comply; no 2017-18 aid should be disbursed once the 399 code is received until it is resolved. If the student never complies with the documentation request by the school's deadline, only 2017-18 aid is forfeit.

- 399 codes that the institution received shortly before Sept. 9, 2017:

  If (1) documentation is received within the deadline provided by the school to the Student, but after Sept. 9, 2017, or (2) documentation is received before Sept. 9, 2017 but the school was unable to reasonably process the 2016-17 correction by Sept. 9, 2017, no corrections can be submitted for 2016-17 and no funds have to be returned for 2016-17.

Example #1: The school received a 399-flagged ISIR in late August, sent the request for documentation, and gave the student 45 days to comply. The school receives the requested documentation within the school’s 45-day deadline but after Sept. 9, 2017. No action for 2016-17 is required and the student’s 2016-2017 aid stands.

Example #2: The school received a 399-flagged ISIR in early August, sent the request for documentation within a week, and gave the student 45 days to comply. The school receives the requested documentation on Sept. 9, 2017 (within the school's 45-day deadline), but under the school's normal business practices it takes 3 business days to make corrections. No action for 2016-17 is required and the student’s 2016-17 aid
stands.

Example#3: The school receives a 2017-18 ISIR with the 399 code on 9/3/17. If it normally takes the school a week to draw down the ISIR, examine it, and send out requests for documentation, this student's 2016-17 aid won't be affected because the school could not reasonably get the request out by Sept. 9, 2017 within the school's normal business practices.

In all three examples, the school must still resolve any differences in data for 2017-18. In all cases, the school should determine what are reasonable deadlines and reasonable business practices. NASFAA recommends that the school's determination of "reasonable" with regard to 399 activity be documented in its policies and procedures.

If the student does not comply with the request for documentation by the school's deadline, regardless of whether the deadline falls before or after Sept. 9, 2017, that student's 2016-17 aid is forfeit and the student owes an overpayment.

If the student never submitted the documentation but the school did not give the student a deadline for submission of documentation to resolve the 399 code, the student still loses 2016-2017 aid after Sept. 9, 2017 since the school is unable to resolve the conflicting information. The school should consider what would be reasonable action to take in those cases. For example, a school could opt to repay Title IV aid on the student's behalf so that the student owes an institutional debt rather than a federal debt, thus preserving the student's Title IV eligibility for 2017-18. If the school followed up with the student several times in different formats to prompt action and still got no response, it might decide to leave repayment of the 2016-2017 aid as the student's responsibility. There is no formal guidance in this case, but the school should still make an effort to determine reasonable treatment within its ability.