

# Consumer Information

ASHLEY EDENS

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# Agenda

- RESPONSIBILITIES
- CONSEQUENCES OF NON-COMPLIANCE
- ANNUAL NOTICES/DISCLOSURES
- POLICY DISCLOSURE
- CONSUMER FA INFORMATION
- ACADEMIC PROGRAM AND INSTITUTIONAL INFORMATION
- GENERAL DISCLOSURE
- TEXTBOOK AND COURSE DISCLOSURE
- FSA ASSESSMENTS
- NASFAA CHECKLISTS
- EXAMPLES



# Who Is Responsible?

Registrar

Administration

Student Housing

Campus Police

Legal Counsel

Business Office

Student Health

Provost

Bursar

Disability Services

Auditor

Bookstore

Institutional  
Research

Athletics

Counseling  
Center

Communications

Information  
Technology

Veteran's  
Services

Human  
Resources

Admissions

Career Services

Financial Aid  
Office



# Contact Information

- SCHOOLS THAT PARTICIPATE IN THE FSA PROGRAMS MUST HAVE SOMEONE AVAILABLE DURING NORMAL OPERATING HOURS TO HELP PEOPLE OBTAIN STUDENT CONSUMER INFORMATION. ONE FULL-TIME EMPLOYEE (OR SEVERAL PEOPLE) MAY BE ASSIGNED SO THAT SOMEONE IS ALWAYS AVAILABLE (WITH REASONABLE NOTICE AND WITHIN THE NORMAL ADMINISTRATIVE WORKING HOURS OF THE SCHOOL) TO ASSIST CURRENT OR PROSPECTIVE STUDENTS.
- AND SCHOOLS MUST PROVIDE CONTACT INFORMATION TO PROSPECTIVE AND ENROLLED STUDENTS FOR ASSISTANCE WITH OBTAINING INSTITUTIONAL OR FINANCIAL AID INFORMATION.



# Consequences of Non-Compliance

- LIMIT, SUSPEND OR TERMINATE TITLE IV PARTICIPATION
- IMPOSE FINES UP TO \$62,689 PER VIOLATION
- NEGATIVE FINDINGS ON FEDERAL PROGRAM REVIEW



# Annual Notices

- Institutional information
- Financial assistance available
- Completion, graduation, and transfer-out rates
- Placement rates
- Graduate/professional education pursued by four-year graduates
- Athletic participation rates and financial support data
- FERPA rights
- Annual Fire Safety and Crime Reports

# Annual Disclosures



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Disclosures must be one to one

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Students must receive their own copy of the notice

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A link on a website is not sufficient

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Postal mail, campus mail, or email are all acceptable

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If sending via email, a direct link must be provided if full disclosure is not in the body of the message.



# A Top Compliance Issue

- ACCORDING TO FSA, “FAILURE TO DISTRIBUTE THE ANNUAL NOTICE OF AVAILABILITY IS THE #1 REASON SCHOOLS RECEIVE A PROGRAM REVIEW FINDING FOR NOT MEETING CONSUMER INFORMATION REQUIREMENTS”.





# Policy Disclosures

- WITHDRAWAL
- TUITION REFUND POLICY
- RETURN TO TITLE IV
- TRANSFER CREDIT
- VACCINATION
- COPYRIGHT



# Consumer FA Info

- EACH SCHOOL MUST MAKE THE FOLLOWING INFORMATION AVAILABLE TO PROSPECTIVE AND ENROLLED STUDENTS:



All the student financial assistance programs available at the school, whether need based or not



Terms and conditions of the *Title IV* federal student loan programs



Criteria for selecting recipients and for determining award amounts



Methods and frequency of disbursements of aid



Eligibility requirements and procedures for applying for aid



Rights and responsibilities of students receiving *Title IV* aid, including criteria for continued student eligibility and standards for Satisfactory Academic Progress (SAP)



# Net Price Calculator

- REQUIRED FOR ALL SCHOOLS PARTICIPATING IN TITLE IV AID
- NET PRICE = ESTIMATED COA MINUS GRANTS AND SCHOLARSHIPS
- MUST BE WITHIN 3 CLICKS OF HOMEPAGE



# Academic Program Info

- CURRENT DEGREE PROGRAMS AND OTHER EDUCATIONAL TRAINING PROGRAMS
- INSTRUCTIONAL, LABORATORY, AND OTHER PHYSICAL PLANT FACILITIES THAT RELATE TO THE ACADEMIC PROGRAM
- FACULTY AND OTHER INSTRUCTIONAL PERSONNEL



# Institutional Info

- EACH SCHOOL MUST MAKE THE FOLLOWING INFORMATION AVAILABLE TO PROSPECTIVE AND ENROLLED STUDENTS:

The cost of attendance -- including tuition and fees, books and supplies, housing and food, transportation, etc.

Facilities and services available to students with disabilities, intellectual or physical

A statement of the school's credit transfer policies that includes, at a minimum:  
Any established criteria the school uses regarding the transfer of credit earned at another school  
A list of schools with which the school has established an articulation agreement

Information about school and program accreditation, approval, or licensure that includes:  
Names of associations, agencies, or governmental bodies that accredit, approve, or license the school and its programs  
Procedures for obtaining or reviewing documents describing accreditation, approval, or licensing

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# Completion, Graduation, and Transfer-Out Rates

A SCHOOL MUST DISCLOSE INFORMATION ABOUT ITS COMPLETION OR GRADUATION RATE AND ITS TRANSFER-OUT RATE, IF APPLICABLE. A SCHOOL MUST ALSO DISCLOSE ITS RETENTION RATES. IN THE CASE OF A REQUEST FROM A PROSPECTIVE STUDENT, THE INFORMATION MUST BE MADE AVAILABLE PRIOR TO THE STUDENT'S ENROLLING OR ENTERING INTO ANY FINANCIAL OBLIGATION WITH THE SCHOOL.

THESE DATA ARE COLLECTED IN THE IPEDS GRADUATION RATE SURVEY (GRS) AND THE IPEDS FALL ENROLLMENTS SURVEY. AND THE DISCLOSURES ARE REQUIRED UNDER THE STUDENT RIGHT-TO-KNOW-ACT.

IN ADDITION, SCHOOLS MUST DISCLOSE INFORMATION ON THE PLACEMENT OF, AND TYPES OF EMPLOYMENT OBTAINED BY, GRADUATES OF ITS DEGREE OR CERTIFICATE PROGRAMS. FOR ANY 4-YEAR PROGRAMS AT THE SCHOOL, THE SCHOOL MUST DISCLOSE THE TYPES OF GRADUATE AND PROFESSIONAL EDUCATION PROGRAMS IN WHICH ITS GRADUATES ENROLL.



# General Disclosure

- CONSTITUTION DAY
- STUDENT BODY DIVERSITY
- EQUITY IN ATHLETICS DISCLOSURE ACT
- ANNUAL SECURITY REPORT
- DRUG AND ALCOHOL PREVENTION PROGRAM
- ANNUAL FIRE SAFETY REPORT
- VOTER REGISTRATION



# Textbook Disclosures

- TEXTBOOK AND COURSE MATERIALS FOR EACH COURSE
- RETAIL PRICE OF REQUIRED AND RECOMMENDED MATERIALS
- ISBN NUMBER
- ONLINE TEXTBOOK INFORMATION IF AVAILABLE
- AVAILABLE WHEN STUDENTS REGISTER FOR COURSES
- NUMBER OF STUDENTS CURRENTLY ENROLLED IN COURSE
- MAXIMUM ENROLLMENT ALLOWED





# FSA Assessment

FSA OFFERS A CONSUMER INFORMATION ASSESSMENT:

[HTTPS://FSAPARTNERS.ED.GOV/KNOWLEDGE-CENTER/FSA-HANDBOOK/FSA-ASSESSMENTS/CONSUMER-INFORMATION](https://fsapartners.ed.gov/knowledge-center/fsa-handbook/fsa-assessments/consumer-information)



# NASFAA Checklist/Guide

NASFAA OFFERS A CONSUMER INFORMATION SELF-EVALUATION CHECKLIST AND SELF-STUDY GUIDE. THE SELF-STUDY GUIDE IS FREE TO VALUE PLUS MEMBERS. OTHER MEMBER CATEGORIES CAN PURCHASE IT.

THE TBR STUDENT SERVICES CENTER UTILIZES THE SELF-EVALUATION CHECKLIST TO REVIEW ALL TCAT WEBPAGES FOR ANY NECESSARY UPDATES.



# College Example

TCAT NASHVILLE CONSUMER INFORMATION WEBPAGE:

[HTTPS://TCATNASHVILLE.EDU/FUTURE-STUDENTS/CONSUMER-INFORMATION-AND-STUDENT-RIGHT-KNOW](https://TCATNASHVILLE.EDU/FUTURE-STUDENTS/CONSUMER-INFORMATION-AND-STUDENT-RIGHT-KNOW)





# Thank you!

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