IOWA LAKES COMMUNITY COLLEGE
FINANCIAL AID OFFICE

MANUAL OF FINANCIAL AID
POLICIES AND PROCEDURES
Introduction

Federal regulations mandate that institutions have written policies and procedures. In addition to the federal requirement, there are many benefits to having a written document outlining Financial Aid Office policies and procedures.

These benefits include:

- Informing and fostering an understanding of the complexity and operation of the Financial Aid Office staff as a referral guide to assist in maintaining consistency in the problem-solving process as an important component of a comprehensive training program.

Statement of Purpose

For purposes of this manual, definitions of policy and procedures are as follows:

**Policy** - A statement that guides present and future decisions and actions.
**Procedure** - A series of steps followed in a specific order to properly administer a financial aid program.

The purpose of this document is to record policies and procedures surrounding the delivery of financial aid at Iowa Lakes:

1. Provides the financial aid staff with current policies and procedures that pertain to eligibility assessment for federal, state, and Iowa Lakes programs.
2. Provides each staff member with general and specific responsibilities of the total staff, their individual responsibilities, and the Financial Aid Office relationship to other departments and divisions of the Iowa Lakes.
3. Provides each staff member with general office procedures in order that a systematic and consistent approach may be taken in the operation of all programs; ensuring that similar operations will be handled in a uniform manner.
4. Provides reference to various practices.
5. Facilitates the orientation and training of personnel when changes occur.

Financial Aid Reference Documents

Financial aid reference documents and publications are maintained by the Director, Financial Aid Office.

This Policies and Procedures Manual does not entail all details of the administration of financial aid programs and the related references should be used for in-depth clarity.

- Federal Student Financial Aid Handbook
- Dear Partner Letters
- Title IV Training Guide
- Audit Guides
- Verification Guide
- Dear Colleague Letters
Financial Aid Legislation
Direct Loan Training Guide

Financial Aid Office Professional Associations

The ILCC Financial Aid Office maintains membership in the following professional financial aid administration associations.

Iowa Association of Student Financial Aid Administrators (IASFAA)

Admission and Academic Programs

Students can apply in person on any of Iowa Lakes Community College’s campus locations or online through the Iowa Lakes Community College website. All academic programs, along with descriptions and requirements, available through Iowa Lakes Community College are listed on the ILCC website.

Philosophy of Student Financial Aid at Iowa Lakes Community College

The philosophy of student aid is to provide access and choice to students, who would otherwise not be able to pursue post-secondary education.

Iowa Lakes Mission Statement

To provide opportunities for quality lifelong learning and promote economic development for our communities.

Policy Development

The Director of Financial Aid is responsible for establishing policy development surrounding the delivery of financial assistance. Policy development adheres to federal and State laws and regulations as well as to the mission of the Iowa Lakes. Financial Aid policy is reported to the Dean of Students and approved by the President and Cabinet when appropriate.

Iowa Lakes Principles of Financial Aid

The staff at Iowa Lakes Community College Financial Aid Office has adopted the stated Principles of Student Financial Aid Administration.

1. The purpose of any financial aid program – governmental or private – should be to provide monetary assistance to students who can benefit from further education but who cannot do so without such assistance. The primary purpose of a collegiate financial aid program should be to provide financial assistance to accepted students who, without such aid, would be unable to attend college.

2. Each institution of higher education has an obligation to assist in realizing the national goal of equality of educational opportunity. Iowa Lakes should
work with schools, community groups, and other educational institutions in support of this goal.

3. Iowa Lakes should publish budgets that state total student expenses realistically by including, where applicable, maintenance at home, commuting expenses, personal expenses, and necessary travel.

4. Parents are expected to contribute according to their means, taking into account their income, assets, number of dependents, and other relevant information. Students themselves are expected to contribute from their own assets and earnings, including appropriate borrowing against future earnings.

5. Financial aid should be offered only after determination that the resources of the family are insufficient to meet the student's educational expenses. The amount of aid offered should not exceed the amount needed to meet the difference between the student’s total educational expenses and the family's resources.

6. The amount and type of self-help expected from students should be related to the circumstances of the individual. In the assignment of funds to those students designated to receive financial aid, the largest amounts of total grant assistance should go to students with the least ability to pay.

7. Because the amount of financial assistance awarded reflects the economic circumstances of students and their families, ILCC should refrain from any public announcement of the amount of aid offered and encourage students, their secondary schools, and others to respect the confidentiality of this information.

8. All documents, correspondence, and conversations between and among aid applicants, their families, and the Financial Aid Office are confidential and entitled to the protection ordinarily arising from a counseling relationship.

Operating Policies

The following operating policies are designed to assure that the Financial Aid Office is effective in carrying out its responsibilities:

1. All students must apply for financial assistance by submitting appropriate application forms to the Financial Aid Office.

2. All funds available to Iowa Lakes for financial assistance shall be administered through the Financial Aid Office. The selection of students to receive certain designated scholarships and other awards shall be submitted by the responsible department to the Financial Aid Office for processing. When funds or awards for students are received from outside sources by other offices (such as the Business Office) that office will be required to notify the Financial Aid Office.

3. The Financial Aid Office shall maintain adequate records to ensure proper administration of aid funds. This includes ensuring that aid given is not in excess of
need and or the cost of attendance and that aggregate awards do not exceed total expenditures of funds under each program.

4. Selection of students to receive financial aid will be made without regard to age, sex, race, color, religion, sexual orientation, national origin, disability or marital status.

5. All students applying for aid are required to apply annually for federal and State assistance.

**Administrative Organization of the Financial Aid Office**

**Division of Responsibility between Financial Aid and Fiscal Offices**

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

**The Financial Aid Office**

The Financial Aid Office at ILCC had established the following functions:

- Prepare Required Reports and Reconciliation
- Maintain Financial Aid Records Support
- Monitor Financial Aid System Processing
- Assist Other Iowa Lakes Departments
- Monitor Financial Aid Operations
- Manage the Iowa Lakes’ Cohort Default Rate
- Process Loans to Students
- Maintain Accurate Records in Financial Aid Systems
- Coordinate Student Employment
- Coordinate State Grants and Scholarships
- Provide Customer Service
- Award and Distribute Financial Aid to Students
- Process Pell Grants

**The Business Office**

The Business Office responsibilities include but are not limited to the following:

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

**Position Descriptions: Financial Aid Office**

The job descriptions for each position in the Financial Aid Office are listed below. These descriptions are reviewed on an annual basis.
Director of Financial Aid

The Director of Financial Aid Office reports to the Dean of Students. The director manages the overall operations of the Financial Aid Office. The director is responsible for providing monthly reports to the Dean of Students and preparing policies and procedures for the Financial Aid Office. The director is responsible for reviewing and approving all external requests regarding financial aid from federal and state officials. The director continually monitors department activities for purposes of improvement in service delivery, compliance with federal, state regulations and Iowa Lakes policy and procedures. The director is responsible for initiating changes in office policy and/or procedures as a result of updates/changes in federal, state regulations and Iowa Lakes procedures. The director is responsible for directing financial aid staff to ensure that all aspects of the financial aid office responsibilities are performed in a timely, professional and courteous manner. The director works closely with the admissions director and the Registrar in disseminating accurate financial aid information to prospective students. Also the director works with the controller’s Office in facilitating accounting for financial aid and in generating the reports and statistics as needed.

Financial Aid Specialist

The Financial Aid Specialist reports to the Director, Financial Aid Office and supervises the financial aid packaging process, oversees the administration of financial aid programs. Working closely with the director, the specialist establishes procedures for information processing and handling inquiries, continually evaluating their effectiveness for service improvement. The Financial Aid Specialist responsible for working with student accounts to ensure timely accurate integration of financial aid data into Datatel. Assists with report and audit preparation as necessary, maintaining office records and leave activity forms for all departmental employees, responsible for disbursement of funds and processing of award letters, required to be knowledgeable regarding regulations pertaining to eligibility for all programs administered by the Financial Aid Office.

Financial Aid Office Associate

The Financial Aid Office Associate reports to the Financial Aid Specialist. Office Associates are responsible for counseling students, determining and applying financial awards for eligible recipients. Office Associates review each applicant’s file to determine eligibility under various financial aid programs. Each associate has been assigned a specialty area (i.e. ISIR processing, loans, work-study, and scholarships). Office Associates are required to be knowledgeable regarding regulations pertaining to eligibility for all programs administered by the Financial Aid Office. They are also responsible for service to the students relative to the application paperwork submitted to the Financial Aid Office for processing. Personnel under this title are also responsible for follow up requests, etc.

General Financial Aid Office Administration

Office Hours
The Financial Aid Office is open and available to service students from 8:00 a.m. to 4:30 p.m. Monday through Thursday, Friday 7:30 a.m. to 4:00 p.m. In the summer the hours are 7:30 a.m. to 5:00 p.m. Monday through Thursday, Friday 7:30 a.m. to 12:00 p.m.

Distribution of Forms
General financial aid forms are distributed from the front desk of the Financial Aid Office which is located in Estherville at 300 South 18th Street, Emmetsburg at 3200 College Drive, Spencer, at 1900 North Grand Ave, 2111 Hwy 169 North or Spirit Lake, 800 21st Street, Financial aid packets (consisting of the Free Application for Federal Student Aid (FAFSA), and a Financial Aid Brochure. The packets may be:

1. Mailed to students and parents
2. Distributed by the Admissions Office
3. Distributed during financial aid workshops

Staff Meetings
Staff meetings are held at the discretion of the Director.

Personnel Policies
The personnel policies of staff members are outlined in the following document:
1. The Iowa Lakes Community College Personnel Policies Manual which is stored in the Human Resources Office.

Performance Evaluations
Performance evaluations are conducted on an annual basis. The evaluation form provided by the Human Resources Department is used for Financial Aid Office employees. Forms must be completed by Director/immediate supervisor in accordance with college policy and procedure.

Absence Approvals
All requests for absences must be approved by the assigned supervisor.

Appointments with Office Staff
Students and parents are not required to make appointments. Any person wishing to make an appointment with the Director can do so.

Confidentiality of Records
All records and conversations between the aid applicant, his/her family and the staff of the Financial Aid Office are confidential and entitled to the protection ordinarily given a counseling relationship. Iowa Lakes Community College assures the
confidentiality of student educational records in accordance with Iowa Lakes Community College rules, State, and federal laws including the Family Educational Rights and Privacy Act of 1974 (The Buckley Amendment - whose primary intent is to provide students access to their educational records and to limit dissemination of personally identifiable information without the student written consent) as amended. As a rule, all currently enrolled and former students have the right to review their records to determine their content and accuracy. Parents of dependent students, as defined by the Internal Revenue Code, who give evidence of this status, have the same rights. A student who wishes to obtain access to his/her financial aid record is able to do so in the presence of a Financial Aid Office employee.

Public Information

The following information, considered “directory information” may be disclosed to the public by any Iowa Lakes Community College employee unless; the student has specifically requested in writing that this information be withheld.

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

Non-Public Information

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

1. Another Iowa Lakes employee
2. Representatives of federal and State agencies
3. Accrediting organizations

A student must submit a written release of information for any additional information to be released to any other person or agency. The student’s release must contain:

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

Active Records
The Financial Aid Office maintains a master record for each student receiving financial assistance. All financial aid folders are retained for three years after submission of the FISAP report. Any records involved in any claim or expenditure which has been questioned by federal audit are retained until the question is resolved.

Inactive Records
Inactive records are kept in the FINANCIAL AID OFFICE for one year following the close of the fiscal year in which they were active. At the end of one year, the folders are moved to storage outside of the FINANCIAL AID OFFICE. The FINANCIAL AID OFFICE keeps inactive records for three years or longer depending on current Iowa Lakes’ policy. After the appropriate time period, records are shredded.

Student Consumer Information

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

Financial Aid Program Availability

Financial aid programs which are available to students attending Iowa Lakes Community College are distributed through the following ILCC published documents:

1. The ILCC Catalog

2. An aid information sheet and packet distributed to students with award letters. Additional resources are published outside of the Financial Aid Office and are distributed through the Financial Aid Office. These resources include:

   1. The Student Guide published by the U.S. Department of Education.
   2. Financial Aid Sources for Iowa Students published by the Iowa College Aid Commission.

Financial aid funds may be categorized into four basic sources: federal, state, Institutional, and 3rd party or private scholarships. Because there are too many outside private sources to list in this manual, only Federal, State, and institutional sources for ILCC are listed below.

1. FEDERAL

   Federal Pell Grant
   Federal Supplemental Educational Opportunity Program (FSEOG)
   Federal Work-Study Program (FWS)
   Federal Direct Student and Parent Loan Program

2. STATE
Iowa Grant Initial, Iowa Vocational technical Assistance Programs, Iowa All Opportunity Grant, Educational Training Voucher, and Iowa National Guard Tuition Assistance.

3. IOWA LAKES

   Presidential Scholarships
   Athletic Scholarships
   We Believe Scholarships
   Music / Fine Arts Scholarships
   ILCC Endowment & Foundation Scholarships
   Student Employment Program

Procedures and Forms Required to Apply

The procedures and forms required to apply for financial aid are published in the Iowa Lakes Catalog and the ILCC Financial Aid brochure. In addition, notices announcing deadlines and application availability are distributed on posters throughout Iowa Lakes. There are many forms, which may be required to evaluate student aid eligibility. However, a student need only submit the Student Aid Report (SAR) as a result of filing the Federal Application for Federal Student Aid (FAFSA). Additional documents may be requested to complete processing of the aid request. Notification of these additional required documents is sent to students through a missing document letter. Additional information may include, but is not limited to the following:

1. Proof of citizenship.
2. Proof of selective service registration.
4. Verification forms (independent and dependent).
5. Tax returns (parent and student or spouse).
6. Statement of non-tax filer (parent and student or spouse).
7. Student Aid report (SAR).
8. Admission Status.
9. Student Certifications.
10. Employment Verification.
11. Verification of marital status.

Methods of Disseminating Consumer Information

The primary method of disseminating consumer information to Iowa Lakes’ students is through the ILCC Catalogs. In addition, information is distributed through:

1. Consumer Information documents distributed to students with award letters.
2. The Iowa Lakes newsletter.
3. The ILCC brochure.

Student Eligibility Requirements

Student eligibility requirements are listed in the following documents:

1. ILCC Catalogs.
2. The ILCC Financial Aid Brochure.
3. The instructions on the Free Application for Federal Student Aid (FAFSA).

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

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

Transfer Student Eligibility

You will not be eligible for federal financial aid if you have over $5,500 in subsidized and/or unsubsidized direct loans verified on NSLDS and you have not completed and passed, with an A, B, C, or D, at least 6 credits from your prior institution(s).

Criteria for Selecting Recipients and Determining Award Amounts

Students may obtain the criteria used for selecting financial aid recipients and determining award amounts by making an appointment with the Financial Aid Director. Additional information concerning criteria and selection is listed in Section Fourteen.

Availability of Forms and Instructions

Availability of forms and instructions is listed in the following documents:
1. Published on posters distributed on campus and in the school newspaper.
2. On specific aid applications (i.e., FAFSA).

Rights and Responsibilities of Students on Financial Aid

As a recipient of financial aid, there are certain rights and responsibilities of which students should be aware. These rights and responsibilities of students on financial aid are listed in the following documents:

1. The ILCC Catalog.
2. The ILCC Brochure

Students have the right to know the:
1. Financial aid programs available at ILCC.
2. Application process which must be followed to be considered for aid.
3. Criteria used to select recipients and calculate need.
4. ILCC refund and repayment policy.
5. Financial Aid Office policies surrounding satisfactory academic progress.
6. Special facilities and services available for the handicapped.
Students are responsible for:

1. Completing all forms accurately and by the published deadlines.
2. Submitting information requested by Financial Aid Office staff in a timely manner.
3. Keeping the Financial Aid Office informed of any changes in address, name, marital status, financial situation, or any change in student status.
4. Reporting to the Financial Aid Office any additional assistance from non-Iowa Lakes sources such as scholarships, loans, fellowships, and educational benefits.
6. Maintaining satisfactory academic progress.
7. Re-applying for aid each year.

Cost of Attendance

A description of the fees for attendance is published in the ILCC Catalog. A complete budget outlining the cost of attendance may be obtained from the Financial Aid Office.

Refund Policy

A description of the refund policy is described in the ILCC Catalog.

Academic Programs Offered

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

Person(s) Designated to Provide Financial Aid Information

Information concerning persons designated to provide financial aid information is listed in the ILCC Catalog. Only information published, provided, or referred by Financial Aid Office staff is valid. Any additional information should be verified with staff from the Financial Aid Office.

Student Retention and Completion Data

Student retention and completion data is gathered by the Registrar’s Office.

Information for Students with Disabilities

The Dean of Students Office provides information and assistance to students with disabilities who are in need of special accommodations. This office should be contacted for additional information. Information concerning students with disabilities is listed in the ILCC Catalog. Students are also notified of their responsibility to inform the Financial Aid Office of any special or unusual circumstances via the following:

1. On information sheets distributed to students with award letters.
2. The Free Application for Federal Student Aid (FAFSA).
Information on Accreditation

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

Attendance

The College recognizes the importance of punctuality, regular attendance, proper work habits, and attitudes that are found in the workplace. All programs, while differing in how they are implemented, follow an overall college policy that encourages regular class attendance.

You are expected to attend all class meetings for the courses in which you have enrolled. Absence results in the loss of instruction and interferes with your learning. Absence will not lessen your responsibility for meeting the requirements of any course, and does not excuse you from the responsibility for completing the work you missed. The specific attendance and make-up policies of each instructor are contained in the course orientation information and/or course syllabus.

Student Application for Financial Aid

Students are required to submit aid applications on an annual basis. Priority consideration for receipt of financial aid funds administered by the FINANCIAL AID OFFICE shall be given to students who submit all required documentation by the assigned deadline.

Forms

There are many forms, which may be required to evaluate student aid eligibility. However, a student need only submit the Federal Application for Federal Student Aid (FAFSA) to begin the first step in applying for aid. Additional documents may be requested to complete processing of the aid request. Notifications of these additional required documents are sent to students through a missing document letter. Below are documents which may be required.

1. Free Application of Federal Student Aid (FAFSA) - a need analysis document published by the Department of Education. Information is sent to the Central Processing Center (CPS) for an analysis of the expected family contribution (EFC). Students receive a Student Aid Report (SAR) which shows the results of the analysis. Federal aid may only be awarded based on the official results of the FASFA.

2. IRS Transfer or IRS Transcript – Students selected for verification will need to either go into the FAFSA and complete the IRS transfer or they will need to contact the IRS and request an IRS Tax transcript. If the Aid Administrator deems it necessary to verify conflicting information, the student may be requested to provide this as well.
Dependent students must submit their IRS transfer or transcript and the transfer or transcript of their parents. Independent students must submit their IRS transfer or transcript and their spouse's if applicable.

3. Verification Worksheet - a document which collects updated information submitted on the FAFSA. Students who are selected for verification must submit a worksheet. Dependent students must obtain their parents' signature. Independent students must obtain their spouse's signature if appropriate. An Aid Administrator may request a Verification Worksheet to resolve conflicting documentation.

Application Process

Students begin the application process by submitting the Free Application for Federal Student Aid (FAFSA). The submission informs the Financial Aid Office that the student wishes to apply for financial aid. Tracking letters are sent to students every 10-15 days informing the student of documents or information which still needs to be submitted. If a student submits an incomplete document, it is returned for completion. If a student doesn't submit the required information in the appropriate time span, the application will become inactive and no further correspondence is sent. Once the student submits all the required documentation, an aid file is created and forwarded to the Director for review. If the Director requires additional information, a letter and any appropriate forms will be sent to the student. If the student does not submit the requested information, the file will be considered inactive. Once the requested information is received, it is forwarded to the Director for packaging.

Deadlines

April 1, proceeding the academic year for which aid is applied, is the priority deadline at ILCC.

Independent Student Status

The EFC from an independent student takes into account only the income and asset value of the student and spouse if applicable; the parent's financial information is not included. Students are automatically considered independent if they meet the following criteria:

1. They are 24 years old or older.
2. They are married.
3. They are an orphan or a ward of the court or were a ward of the court until age 18.
4. They have legal dependents (other than a spouse).
5. They are a veteran of the U.S. Armed Forces.

The Director has the authority to make students who do not meet the above criteria independent under special circumstances using Professional Judgment. Special circumstances must be documented and a copy of the documentation must be maintained in the student's file.
Student Budgets

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

Basis for Student Budgets

The Director collects information to prepare standard costs on an annual basis.

- **Tuition and Fees**
  
  Tuition and Fees are approved by the Board of Trustees. Tuition and Fees for a full-time equivalent are used in the standard budget.

- **Books and Supplies**
  
  An estimated cost of books from the Iowa Lakes Bookstore.

- **Room and Board**
  
  Room and board expenses are divided into two categories: living on-campus and off-campus, living with parents and/or relatives.

- **Transportation**
  
  An estimation of transportation costs for students.

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

- **Dependent Care**
  
  An estimation of dependent care costs.

Standard Student Budgets

Student budgets include the cost of attendance. Additional allowances for transportation, books and miscellaneous expenses are included.

Special Budget Considerations

Upon request, the program manager may review, and if appropriate, request an adjustment to a student budget. Students must submit supporting documentation. These requests must be approved by the Director of Financial Aid.

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

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

Systems Operations

The Financial Aid Office at ILCC is automated. The Financial Aid Office uses the Datatel System to automate disbursement of funds as much as possible.

Loading Financial Aid Data
Federal eligibility information is received electronically from the Department of Education using Electronic Data Exchange (EDE).

**Verification**

**Introduction**
Verification is the process of confirming the accuracy of student reported data on financial aid applications. Only a portion of the student population is selected for verification.

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

**Exclusions**
Listed below are certain circumstances where students do not have to complete verification. The program manager must identify and document in the aid folder why the student is not required to complete verification.
- 1. An applicant who died during the award year.
- 2. A resident of Guam, American Samoa, the Northern Mariana Islands, the Marshall Islands, the Federated States of Micronesia, and the Trust Territory of the Pacific Islands (Palau).
- 3. A student who is incarcerated
- 4. Applicants whose parents do not live in the United States and cannot be contacted.
- 5. A student immigrant (however, the student must meet the citizenship requirement).
- 6. A dependent student whose parents cannot comply because of specified reasons (i.e., parents are deceased, are physically or mentally incapacitated, or the student does not know where the parents reside).
- 7. A student who does not receive Title IV funds.

**Conflicting Information**
If Aid Administrators have conflicting information for an applicant or have any reason to believe his or her application information is incorrect, we are required to resolve any discrepancies discovered in a student's file. Because need analysis information is only collected from the DOE, and additional information is typically not requested from students who are not selected for verification, conflicting information is systematically rare.

**Verification Time Frame**
Upon receipt of any documentation that a student intends to apply for financial aid, a Tracking Letter listing missing items is sent to the student when the student record is activated after receipt of a federal transmission. This letter informs the student of any additional information which is required to complete his/her financial aid file. If the Financial Aid Office has received DOE information identifying the student as being selected for
verification, the tracking items letter requests the appropriate verification documents (i.e., verification form, student and parent tax returns). Students are notified that the majority of financial aid funds are awarded on a first-come, first-serve basis and that until the missing items are submitted to the Financial Aid Office, additional processing of their file is not possible. If a student submits documentation which appears fraudulent, the Financial Aid Office staff member must notify the Director of Financial Aid.

Document Collection Procedures

Required documentation items are identified and a copy of the tracking letter is kept in the pending file. When documents arrive, the data control person enters a receipt date beside the document name. When all required documents are received, the student is considered complete and ready to be packaged. The data control person gathers all documentation and creates a student folder for new students and updates previous year files for returning students. These files are routed to the Director for verification and packaging.

Documentation

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

Processing Time Period

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

Failure to Comply

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

Notification of Verification to Applicants

Students are notified that they are selected for verification on the Student Aid Report (SAR). In addition, the tracking letter indicates to the student he/she has been selected for verification.

Verification of Data Elements

ILCC verifies only those data elements required by the federal government. However, Aid Administrators are free to ask for additional information if further investigation is needed to resolve a discrepancy.
Adjusted Gross Income

Adjusted Gross Income is verified by the IRS transfer or by comparing the IRS transcript to the FAFSA. Discrepancies outside of tolerance levels must be corrected before further processing.

U.S. Income Tax Paid

U.S. Income Tax paid is verified by comparing the IRS transcript to the FAFSA or by the IRS transfer. Discrepancies outside of tolerance levels must be corrected before further processing.

Household Size

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

Exclusions

Although regulations allow situations when verification of household size is not required, the Financial Aid Office does not have a systematic way to track these exclusions. Therefore, all students selected for verification must submit a response to the Household size question on the Verification Worksheet.

Number in Postsecondary Institutions

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

Iowa Lakes Discretionary Items

The Financial Aid Office verifies those applicants identified by the Department of Education (DOE). Aid Administrators may select a student for verification if there is a discrepancy or a condition which is unusual and warrants investigation. If a student submits verification documentation (i.e., tax return), the Financial Aid Office staff must verify the information on the document against the information in the student's file.

Tolerances

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

1. When the absolute value of the discrepancies does not exceed $25.
2. When the EFC does not change after recalculation.
Notification to Students

Students are notified of the results of verification in the form of an award letter.

Overpayments

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

Updating Requirements and Procedures

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

1) Dependency status except through marriage.
2) Family size.
3) Number of family members enrolled in a postsecondary institution.

Interim Disbursements

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

Need Analysis

General Policies of Need Analysis

All Federal, State, and Iowa Lakes need-based financial aid programs are awarded based on the Federal expected family contribution (EFC). The expected family contribution (EFC) is the amount that a family can be expected to contribute toward a student’s Iowa Lakes costs. By comparing the EFC to the student’s cost of attendance, the financial aid administrator at the school can determine the student’s financial need for federal student aid from the U.S. Department of Education (the Department) and from other sources.

All data used to calculate a student’s EFC come from the information the student provides:

1) On the Department’s Free Application for Federal Student Aid (FAFSA),
2) On a Renewal FAFSA,
3) By the using the Department’s new FAFSA Express software, or
4) By filing an application electronically at those schools that participate in the Department’s Electronic Data Exchange (EDE).
The student's FAFSA information is sent to the federal central processing system. The EFC is computed by the central processing system using the information the student reported on his or her application. Each student will receive a Student Aid Report (SAR) that reports the information from the student's application and, if the information provided was accurate, the student's EFC. The student is instructed to check carefully the data on the SAR to ensure that it is correct. If corrections to the SAR are necessary, a student's school may submit corrections electronically or the student may make corrections on Part 2 of the SAR and return it to the address given at the end of Part 2.

**Professional Judgment**

The Higher Education Act of 1992 allows financial aid administrators to make professional judgment decisions for special or unusual family or student circumstances. These circumstances must be documented. Circumstances requiring professional judgment decisions must be analyzed on a case-by-case basis. Aid Administrators may treat a student with special circumstances differently than the strict application of the methodology would otherwise permit. Adjustments can either increase or decrease a student's EFC or cost of attendance. In the case of an adjustment to a student's EFC or cost of attendance, specified adjustments may be made to data elements. The reason for the adjustment must relate to that student's special circumstances and must be documented in the student's file.

**Areas of Administration**

Professional judgment decisions may be made to adjust eligibility for all Iowa Lakes, Title IV, and campus-based aid. Documentation supporting special circumstances must be maintained in the student's folder.

**Staff Authority**

Only the Director has the authority to adjust a student's eligibility using professional judgment.

**Circumstances**

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

1. Cancellation of parental contribution due to an abusive relationship with a family member. A signed letter (on business stationary) from a Priest, a Rabbi, a therapist, an adult, non-family member would be an example of appropriate documentation. If possible, three letters documenting the situation should be collected.
2. Cancellation of parental contribution due to parental abandonment of the student. A notarized letter from an adult explaining the circumstances of the abandonment would be appropriate documentation. Typically, another adult is assisting the student
(lives with a grandparent, a girlfriend/boyfriend’s parent). If the student is receiving other assistance, in-kind support should be checked and documented.

Student Appeals

Students must put his or her appeal in writing. The decision of the Director is final, and no further means for appeal are available.

Documentation

Aid Administrators are required to document professional judgment decisions. This documentation must be maintained in the student's file. Because professional judgment situations are unique, specific required documentation is not listed for each case. It is left to the discretion of the Aid Administrator to select what is appropriate documentation.
   1. Documentation should substantiate the student's situation.
   2. Typically, documentation should be from a professional outside the family and a family member.
   3. If collecting documentation about a student's life situation, documentation from more than one person should be collected.

Participation in Financial Aid Programs

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

Iowa Lakes Eligibility

As a public nonprofit institution, ILCC has been authorized by the United States Secretary of Education to participate in financial aid programs authorized by Title IV of the Higher Education Act of 1962 as amended.

Terms of Agreement

The Program Participation between ILCC and the Department of Education entitles the Financial Aid Office to participate in the following federal programs:
   1. Federal Pell Grant Program.
   2. Federal Family Educational Loan Program (including the Stafford Loan Program, the Unsubsidized Stafford Loan Program, and the Parent Loan for Undergraduate Students Program).
   3. Federal Supplemental Educational Opportunity Grant Program.
   4. Federal Work-Study Program.

Iowa Lakes Application for Federal Funds

The Financial Aid Office applies for funds through the Fiscal Operation Report and Application to Participate (FISAP). The Financial Aid Office applies annually for federal
funds through the FISAP, which is submitted each September. The Director and the Controller work together to collect the necessary statistics to complete the report. The Director loads the finalized data into the Electronic FISAP Program and the information is sent electronically to the Department of Education. The signature page and required certifications are sent certified mail.

General Student Eligibility for Federal Title IV Financial Aid

There are several eligibility requirements which students must meet in order to be considered for federal funds. Students must:
1. Demonstrate financial need according to Federal Methodology.
2. Effective with the 2012-2013 award year, new students who do not have a high school diploma, or an equivalent such as a GED, and who did not complete secondary school in a home school setting are not eligible for Title IV funds.
3. Be enrolled in a degree seeking or eligible certificate program.
4. Be a U.S. Citizen or eligible non-citizen.
5. Make satisfactory academic progress as determined by the institution.
6. Sign a statement of educational purpose and a certification statement on refunds and default.
7. Sign an Anti-Drug Abuse Act Certification.
8. Sign a statement of registration status.

Federal Programs

The federal programs in which the Financial Aid Office participates are listed above. The Federal Supplemental Educational Opportunity Grant Program and the Federal Work-Study Program are referred to as campus-based programs because although funded primarily with federal dollars, the institution is able to determine how these funds should be awarded to students.

Federal Pell Grant

The Federal Pell Grant is an entitlement program. Students must demonstrate financial need to qualify.

Purpose of Program

The Federal Pell Grant program is federally funded with the purpose of helping financially needy students meet the cost of postsecondary education. This program is centrally administered by the federal government and is typically the foundation of a student's aid package.

Determining Eligibility

The Financial Aid Office uses the Pell award as the foundation of the student's financial aid package. Therefore, students requesting financial assistance during their enrollment are required to establish Federal Pell Grant eligibility before additional determination of funds eligibility is made and/or awarded.
In order to determine eligibility for any federal financial aid program, students must file a Free Application for Federal Student Aid (FAFSA) and have the results sent to ILCC. The Financial Aid Office will accept results through electronic transmission with the Central Processing System (CPS).

Student eligibility is determined only through the CPS of the Department of Education using the Federal Methodology need analysis formula. The Financial Aid Office must have an official EFC before eligibility for any fund may be determined.

Students are notified of the amount of their Pell Grant through an award letter.

Students who are enrolled on a less-than-half-time basis may receive a Pell Grant.

All reports required by the Department of Education are submitted in a timely fashion.

The enrollment status of students is not determined until after the end of the add/drop period of the term. At that time, the actual amount of Pell Grant is determined for each student. Disbursement occurs only when the enrollment matches the appropriate Pell award.

Pell awards are recalculated when there is a change in the EFC, when the enrollment status changes between terms within the same award year, and when the cost of attendance changes. Students must submit the FAFSA and have electronic data submitted by May 1 of each academic year in order to allow time to process the award.

Students who submit eligible SAR's or have electronic Pell data submitted to ILCC after the end of an enrollment period for which the student met all the necessary criteria, will receive a retroactive (late) award provided the student's file is complete prior to the last day of classes for the academic year.

Students who do not use their entire Pell allocation during the fall and spring semesters may use the balance during the following summer period. It is the responsibility of the students to inform the Financial Aid Office that they will be enrolled during the summer period and request assistance.

Payment

Pell Grant funds are disbursed to student’s account about 10 days prior to the 1st class day. Before disbursement, a compliance computer match is run to ensure the student remains eligible for the grant and is registered for the appropriate number of classes. Pell grants are disbursed as the student earns the grant. This is based on the amount of credits a student is currently attending, so if a student has a late start class part of his/her Pell may be held until 14 days after the beginning of that course.

After subtracting tuition and other appropriate outstanding charges Business Office staff release the remaining proceeds to the student approximately 14 days after the first day of the term.

Over awards

In the event of an over award, the student's account is placed on hold until such time that the overpayment is rectified.

Recordkeeping

Financial aid records are maintained in student’s folders as well as on computer backup. The Director and the Controller are responsible for account management and appropriate record security for all student aid account transactions. The Financial Aid Specialist works closely with Student Accounts to ensure that all transactions are properly credited. The
amount and date of any overpayment restored to the program account, the cost of attendance, determination of enrollment status, and enrollment period, eligibility of enrolled students who submit valid Pell records, name, Social Security number, amount paid, and amount and date of each payment are maintained in the Financial Aid Office.

Student Eligibility

Students must meet the eligibility requirements previously described. In addition, the Pell Grant is awarded only to first-time undergraduates. Student eligibility is determined only through the Central Processing System of the Department of Education using the Federal Methodology need analysis formula.

Determination of Iowa Lakes Federal Pell Grant Budget

The determination of the Federal Pell Grant Budget is identical to the budget used for other Iowa Lakes awarded aid.

Amount of Federal Pell Grant

The amount of Federal Pell Grant for which a student is eligible is determined using the Expected Family Contribution (EFC) and the corresponding cost of education from the Federal Pell Grant Eligibility Chart published by the Department of Education.

Verification Procedures

Verification procedures for the Federal Pell Grant are identical to other Title IV aid.

Disbursement Procedures

Pell Grant funds are disbursed to students only after an official EFC from the Department of Education has been received. Pell grants can be used to purchase books and any required supplies beyond the standard supplies through the Iowa Lakes Community College Bookstore. Supplies included can be, but not limited to, calculators, computer programs, and computer parts.

Federal Supplemental Educational Opportunity Grant (FSEOG)

The FSEOG is a gift program for students who demonstrate financial need.

Purpose of Program

The FSEOG program is federally funded for the purpose of helping the financially needy students meet the cost of postsecondary education. This program is administered by the institution; however, FSEOG funds are awarded only to Pell Grant recipients.

Determining Eligibility


In order to determine eligibility for any federal financial aid program, students must file a Free Application for Federal Student Aid (FAFSA) and have the results sent to ILCC. The Financial Aid Office will accept results through electronic transmission with the Central Processing System (CPS). Student eligibility is determined only through the CPS of the Department of Education using the Federal Methodology need analysis formula.

**Payment**

FSEOG funds are disbursed to student’s account 10 days prior to the first day of class for those students who have a valid award letter. Before disbursement, a compliance computer match is run to ensure the student remains eligible for the grant and is registered for the appropriate number of classes. FSEOG grants are disbursed as the student earns the grant. This is based on the amount of credits a student is currently attending, so if a student has a late start class part of his/her FSEOG may be held until 14 days after the beginning of that course. The FSEOG is disbursed through a disbursement program which subtracts tuition and other appropriate outstanding charges before releasing the remaining proceeds to the student approximately the 14th day of the term.

**Over awards**

In the event of an over award, the student's account is placed on hold until such time that the overpayment is rectified.

**Recordkeeping**

Financial aid records are maintained in student’s folders as well as on computer tape. Student records include the demonstration of need and FSEOG eligibility.

**Student Eligibility**

Students must meet the eligibility requirements described above. In addition, the FSEOG is awarded only to first-time undergraduates who are Pell eligible. Student eligibility is determined only through the Central Processing System of the Department of Education using the Federal Methodology need analysis formula.

**Disbursement Procedures**

FSEOG funds are disbursed to students only after an official EFC from the Department of Education has been received. Offered aid must be accepted by the student via the financial aid award letter.

**Federal Work-Study Program (FWS)**

The FWS program provides employment positions for undergraduate and graduate students who demonstrate financial need. These earnings assist students with educational expenses.
Objectives and Purpose of the Program

The objectives and purpose of the FWS are to provide:

1. A source of financial aid to undergraduate students who demonstrate financial need.
2. Work experience which enhances the participants' education whenever possible.
3. An employment pool to Iowa Lakes and to federal, State and local public agencies that would not exist otherwise.

Selection of Students

The policy regarding dissemination of FWS funds is to award monies to as many students as possible. This is accomplished by awarding funds to needy (including part-time) students on a priority basis until funds are exhausted. Reasonable effort is made to place students in positions which complements and/or reinforces their educational and career goals. FWS funds are awarded to students who have requested work on the (FAFSA) or Iowa Lakes aid application.

Determination of award

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

Employment during periods of non-enrollment

Students are allowed to work during periods of non-enrollment (i.e., vacations, breaks, summer session prior to June 30) provided sufficient work-study allocations exist. Typically, FWS funds are not awarded for summer terms; however, the Director may approve summer work-study if funds are available. Students, who work under the FWS during the summer and are not enrolled, must sign intent to enroll statement.

Over awards

Students are only awarded FWS funds if, in combination with other resources, the award does not exceed the student's need. If additional resources are received after FWS wages are paid, the over award is the amount which exceeds the student's need by more than $300.00.

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

FWS fund transfers
At the discretion of the Director, 10% of FWS funds may be transferred to the FSEOG account. In addition, 10% of FWS funds may be carried forward or back to the next or last academic year's work-study account.

**Federal share**

The law requires a minimum 25% Iowa Lakes’ match, which may be waived.

**Student Eligibility**

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

**Wage Rates**

Students are paid a rate that is established by the Board of Trustees.

**Placement Procedures**

**Collection of available positions**

The Financial Aid Associate assigned to the FWS Program coordinates available positions with supervisor and students. This associate meets with the students as well as the supervisors to explain what is expected and required.

**Student placement**

Students must meet with supervisor after receiving assignments. The student and supervisor must agree and approve of the assignment. If the student is hired, the student must return the contact with the student and supervisor’s signature.

**Supervision**

Supervisors are instructed to maintain adequate supervision of student with regard to attendance and quality of job performance. A work schedule must be agreed upon each semester by the student and the supervisor which is not in conflict with the student's class schedule.

**Time Sheets**

Students receive time sheets from the Financial Aid Office. After completion of the time sheet, the student's work hours are checked and signed by the department supervisor. The supervisor returns the time sheet to the Student Employment Office along with Payroll. The time sheets and pay forms are submitted to the Payroll Office.

**Recordkeeping**

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

**Payment Procedures/Frequency**

Students are issued a paycheck from Iowa Lakes monthly for hours worked documented on the student time sheet.

**Iowa Lakes Employment**

Students may obtain Iowa Lakes employment by checking job posting on the Daily Announcements, TV Monitors, and the Financial Aid Office.

**Federal Parent (Plus) Loan for Undergraduate Students (PLUS)**

The PLUS provides non-subsidized low or capped interest rate loans to parents of undergraduate students regardless of financial need. These funds assist students with educational expenses.

**Purpose of the Program**

The purpose of the PLUS program is to provide non-subsidized low or capped interest rate loans with deferred repayment to parents of dependent students.

**Iowa Lakes Policy Statement**

The PLUS loan may be used to replace family contribution to the extent that it does not exceed the difference between the student's cost of attendance and other financial aid. PLUS loans are processed for parents or guardians of dependent undergraduate students. The student, for whom the parent is borrowing the loan, must meet all of the eligibility criteria for financial aid, except need analysis, Pell Grant eligibility, Stafford Loan eligibility, and Statement of Educational Purpose. The parent borrower must meet the citizenship criteria and not be in default or owe a repayment on a Title IV loan or grant.

**Student Eligibility**

Students must meet general eligibility for Federal Title IV funds as previously described.

**Minimum and Maximum Awards**

The maximum award for the PLUS loan is the cost of education minus other financial assistance.

**Disbursement Procedures**

The PLUS loan proceeds are disbursed directly to the school.

**Report to Lenders**
If a student withdraws or leaves school, the Department of Ed must be notified within sixty days.

State Financial Aid Programs

General eligibility requirements:
The results of the FAFSA must be on file and the student must:

1) Be accepted for at least half-time study at ILCC in an eligible undergraduate program of study.
2) Be a citizen, permanent resident or eligible non-citizen of the U.S.
3) Be a bona-fide domiciliary resident of Iowa.
4) Meet satisfactory academic progress standards.
5) Meet the federal eligibility requirements
6) Demonstrate financial need.

Scholarships

Iowa Lakes Scholarships

All ILCC scholarships awarded to students must be awarded in accordance with the following policies and procedures.

Purpose

Scholarships are primarily designed to recognize and reward students who have consistently demonstrated high academic achievement through the awarding of monetary grants that do not require repayment. The Iowa Lakes must, when awarding scholarships and other financial aid, comply with various federal regulations that are designed to ensure fairness, equity, and responsiveness to individual students. These federal policies, in part, require the Iowa Lakes:

1) To coordinate aid from Title IV programs with the Iowa Lakes other federal and non federal student aid programs;
2) To properly package and most effectively use the various types of student assistance (federal, state, institutional, private, etc.);
3) To ensure that a student’s financial aid package does not exceed his or her need.

Procedure

All awarding and communication to students regarding eligibility and award of any scholarship, regardless of the source of funding, will be made only by the Scholarship Office and the various departments, colleges, through the Scholarship Office to ensure:

(1) Compliance with all federal regulations;
(2) Scholarship awards meet Iowa Lakes’ criteria or criteria established by donors of scholarship fund
(3) Aid is most effectively distributed so as to maximize individual student financial aid packages while not exceeding the student’s calculated need.
Scholarship Committees

There are two committees associated directly with administering the ILCC scholarships.

The Iowa Lakes Scholarship Oversight Committee

The Iowa Lakes Scholarship Oversight Committee will provide administrative oversight of the scholarship process to ensure compliance with these procedures. The Iowa Lakes Scholarship Oversight Committee will be comprised of the Director of Financial Aid and selected members of the faculty, appointed by Institutional Advancement. The Iowa Lakes Scholarship Oversight Committee shall be informed of decisions by the Academic Scholarship Committee as to specific student individuals who have been designated to receive specific scholarship resources. The Iowa Lakes Scholarship Oversight Committee shall select the student to receive an academic scholarship award. Each college/department will select committee members from their department to select students for various scholarship awards.

The Iowa Lakes Scholarship Oversight Committee shall report to the Dean of Students and the Director of Financial Aid.

The Iowa Lakes Academic Scholarship Committee

The Iowa Lakes Academic Scholarship Committee shall screen applicants for academic scholarships and match specific scholarship funding resources to students meeting the Iowa Lakes’ criteria for the receipt of scholarships. In such cases where a clear decision cannot be made to award a scholarship, the relevant information and decision will be referred to the Director of Financial Aid. The Iowa Lakes Academic Scholarship Committee shall develop and implement procedures that are consistent with this policy to guide its selection efforts.

Processing Scholarship Awards - Student Eligibility

The Iowa Lakes’ website shall be the primary publication of the scholarship program.

Students considered to be eligible for any one of the Iowa Lakes or department based scholarships, including scholarships awarded to Presidential will only be those individuals who have applied to the Iowa Lakes, been accepted for admission to the Iowa Lakes, have submitted all required scholarship application forms, requested materials, and meet the minimum scholastic and other requirements specific in the Iowa Lakes’ published descriptions of these various scholarship programs. Failure to comply with any one of these requirements is sufficient basis to not consider a student when decisions are made to award scholarships.

Presidential Scholars must maintain, each semester, the minimum required cumulative grade point average and semester credit hours established. However, their eligibility may be extended by the Iowa Lakes Academic Scholarship Committee.
Scholarship funds may be applied to student’s account only upon their actual enrollment for classes and validation. There may be minimum credit hour and GPA grade requirements necessary to keep and maintain your eligibility for scholarships. Credit hours earned in the summer session will not be retroactively applied to the prior academic year.

Documentation Requirements

The awarding of individual scholarship, to an individual student, may be made only after the Iowa Lakes Academic Scholarship Committees accumulates and certifies the availability and completeness of appropriate documentation. This documentation will include application, transcript and test scores, a listing of all students who were considered for the scholarship being awarded and the criteria by which they were compared, and all supplemental information that might be required of those applying for the scholarship. Individual scholarship funds for which responsibility is assigned to individual departments (i.e., Scholarship Coordinators, Account managers) must be disbursed in accordance with the stipulated wishes of the original donor or grantor. The selection process must ensure that all potential eligible candidates, at the time the award of scholarship is made, are considered, based upon documentation requested by the individual department. Upon the decision to award, documentation supporting the award decision must be submitted to Scholarship Office. The Scholarship Office will provide direct consultation on the award process to the Director of Financial Aid including date of submission of awardees names to Financial Aid.

Notification of Eligibility and Award

The responsibility for communicating to a prospective student that they are potentially eligible to receive Iowa Lakes scholarship or restricted scholarship support rests fully with the Institutional Advancement Office. Such communications must include written instructions on how the student can achieve full eligibility and compete for actual awards. The responsibility for communicating to a prospective student that their potentially eligibility as a Presidential Scholar rests fully with the Institutional Advancement Office. Such communications must include written instructions on how the student can achieve full eligibility.

The Scholarship Office shall formally and expeditiously notify all prospective Presidential Scholars of their eligibility, or ineligibility, to be awarded scholarships based on the student submission of required documents. Such notice shall instruct the student on the need to accept admission as a means of retaining eligibility for the Academic Scholarship Program and for reserving scholarship support.

Periodic Reporting

A formal report is prepared at the end of an awarding period which will contain information on academic scholarships awarded to incoming freshmen. A report shall be prepared and forwarded to the Director of Financial Aid at the end of each fall and spring semester on all academic scholarship students who have forfeited, completed eight semesters, and students who have been placed on probation. Students will be notified in writing of their academic standing.
The awarding of freshmen and transfer student scholarship shall be reported to the Dean of Enrollment Management and the Director of Financial Aid.

Establishing New Scholarships

Scholarships beyond those existing at the issuance of this policy, shall either be established by the wishes of donors, as specified in their gift instruments, after such gifts have been accepted under policies established by the Institutional Advancement Office.

Athletic Scholarships

Iowa Lakes Community College is a Division II School governed by the rules and regulations of the National Junior Collegiate Athletic Association (NJCAA).

Athletic Scholarships are awarded by the Financial Aid Office via recommendations from the Intercollegiate Athletic Department by sport. These programs include the following sports: Basketball-Men, Basketball-Women, Cross Country-Men, Cross Country-Women, Swimming-Men, Swimming-Women, Softball, Baseball, Volleyball, Golf-Men, Golf-Women and Wrestling.

Awarding Financial Aid

Financial Assistance at ILCC is awarded on a first-come, first-serve basis. The first step of the award process is to determine the student’s budget using the ISIRs. The second step of the award process is to determine the student’s need for financial assistance by subtracting the EFC from the student’s budget. After the need has been established, we process in awarding eligible financial programs accordingly.

The Pell Grant is the foundation of a student’s award package because eligibility is determined by the Federal Government. Therefore, we first determine if students have Pell Eligibility. We determine the amount by reviewing the Federal Pell Grant Payment & Disbursement Schedule. Also factored in determining the amount of the award is the student’s enrollment status, and cost of attendance.

After eligibility for the Pell Grant is determined, we subtract the Federal Pell Grant from the need to determine the student’s remaining need for financial assistance. We proceed to award the campus-based programs, state programs, and Iowa Lakes programs according to remaining need.

Determination of Total Funds to be Awarded

The Director in conjunction with the Business Manager determines the total aid to be awarded during an academic year. The Department of Education sends the Financial Aid Office information detailing annual fund allocations through the Federal Authorization Letter with the Official Notice of Funding. Determining the total funds available includes an evaluation and projection of available funds, required matching, and administrative expense. Careful projections are made to enable the Financial Aid Office staff to offer fair and equitable packages to students. A determination is made based on prior year history and an increase of projected funds to account for attrition. Also, we receive funds allocation
from State of Iowa Coordinating Board and fund allocation from the Vice President Administration of Finance for Iowa Lakes Programs.

Outside Resources

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

Award Letter and Acceptance of Awards

Students receive notice of financial aid via an award letter.

Summer Aid

If a student has eligibility for a Pell Grant and has not used his/her entire allocation during the academic year, the appropriate remainder may be used during the summer enrollment period. Remaining monies may be used for summer only. Exceptions must be approved by the Director.

International Students

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

Revision of Financial Aid Awards

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

Revision Initiated by the Financial Aid Office

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

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

The information provided along with the award letter acknowledges right of the Financial Aid Office to make a change to any award. Students are sent a revised award letter as soon as possible. In the case of an office error, it is customary to contact the student personally or send a personalized letter.
Revisions Initiated by Request from Student

Students may decline any portion of their award. Lack of acceptance does not count as a revision. If a student wants to add an award, the request will be referred to the program manager. It is the student's responsibility to notify the Financial Aid Office of changes in a student's resources. If the student reveals a change in circumstances, which may affect the student's family contribution, the student must document the situation in writing including supportive documentation. If a change to the award is allowable, the program manager will make an adjustment and release a revised award letter.

Over awards

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

Eliminating an Over award

Before reducing a student's aid package because of an over award, the Aid Administrator should always attempt to alleviate the situation by reducing or eliminating the over award. Some awards may be reduced or canceled in order to alleviate an over award.

Causes of an Over award and/ or Overpayment

There are several causes of an over award:

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

Treatment of an Over award

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

1. An over award over $300 based on surplus earnings must be counted as a resource for the next academic year.
2. An over award from an administrative error must first reduce or eliminate next semester's overpayment. The Aid Administrator must then bill the student for any remaining amount.
3. If an Over award occurs due to fraud, the Director must be notified and corrective action taken.

Processing Loans
Direct Loans

The Direct Loan Program is designed to assist regular matriculating students’ in meeting their financial obligations and offers a simpler way to borrow funds. Under this program, the funds for your loans are lent to you directly by U.S. Department of Education.

Federal Direct (Subsidized) Loans

Under this program, the federal government pays the interest on these loans while the students (dependent or independent) are in school and during deferments. A student must demonstrate financial need in order to receive this loan.

Federal Direct (Unsubsidized) Loans

Under this program, the federal government does not pay the interest while a student (dependent or independent) is in school or during deferments for this loan. A student can receive this loan regardless of financial need up to the established limits. Also, students whose parents are unable to borrow under the (PLUS) program are eligible to receive the program.

Direct (PLUS) Loans for Undergraduate Students

This program allows credit-worthy parents to borrow money for the student. The parent must submit to the Financial Aid Office a PLUS loan application request the amount they are seeking to borrow. If the Loan is approved, the parent is responsible for the repayment of this loan. The initial payment starts approximately sixty days after the loan has been fully disbursed to the student’s account.

Loan Limits

The loan amounts undergraduates and graduates students may be eligible to borrow under these programs are determined by grade level.

Procedures:

A. Determine Borrower Eligibility and Loan Amounts
   1. All students applying for Federal Direct Loans must complete a Free Application for Federal Student Aid (FAFSA).
   2. The Central Processing System (CPS) will match required database information and calculate a student’s expected family contribution (EFC) using the federal need analysis.
   3. After receiving an electronic report from the CPS, the calculated EFC will be used to determine the student’s award package for Federal Direct Loans.
   4. The student will be notified of the estimated Federal Direct Loan award amount is his/her award letter package. Upon, acceptance, the student will return the signed award letter to the Financial Aid Office.

Enrollment Certification Process
Data is submitted to the Clearinghouse pertaining to the student enrollment status every 45 days. The National Student Loan Data System when students complete the FAFSA for students at ILCC.

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

NSLDS is the first national database of information relating to loans and other Title IV financial aid disbursed to students. The overall purpose of NSLDS is to support ED and the entire student aid community in a variety of operational research functions aimed at improving the administration and delivery of Title IV student aid programs. Beginning with the 2002-03 award year, the National Student Loan Data System may be used by postsecondary educational institutions to meet the regulatory requirements for obtaining Financial Aid Transcripts for most Title IV student aid applicants.

With the exception of mid-year transfer students, using the information from the NSLDS will allow schools to meet the regulatory requirements for obtaining FAT information for those Federal student aid applicants who have previously attended other eligible postsecondary institutions. Schools may obtain FAT information from the NSLDS through several methods including the Student Aid Report and the NSLDS History section of the Iowa Lakes Student Information Record (ISIR). Once a school has obtained financial aid history information from the NSLDS, including using the NSLDS information on a student’s SAR or in the ISIR, it will not be required to re-check the NSLDS prior to disbursing Title IV student assistance.

**Disbursement of Funds**

**Responsibility for Disbursement of Funds**

The Financial Aid Office is responsible for determining when a student has meet all eligibility requirements for the disbursement of financial aid funds i.e. loans, grants and scholarships. Loan funds are disbursed as the student earns the loans. This is based on the amount of credits a student is currently attending, so if a student has a late start class part of his/her loan may be held until 14 days after the beginning of that course.

The Business Office has the responsibility for disbursement of some scholarship checks and students with FWS Deferments. The Payroll Office has responsibility for processing FWS paychecks.

**Separation of Functions**

There is a clear and distinct separation of functions between the Financial Aid Office and the Business Office (previously discussed). The Financial Aid Office assures and maintains the accurate and appropriate awarding of aid funds. This information is submitted to the Business Office. These funds credit the student’s account. Any monies in excess of charges are disbursed to the student by Business Office staff.

**Procedures**

ILCC transfers aid to the student’s account if all appropriate papers have been signed and the student is registered for the correct number of hours.
Verification of Status

The student's eligibility status is checked by the Financial Aid Office. Computer edit checks are run to ensure current eligibility before generating the financial aid disbursement roster.

Refunds/Repayments

When a student withdraws from classes, he/she may be entitled to receive money back which had been paid to the Iowa Lakes. Iowa Lakes may be able to refund all or a portion of the tuition and fees the student paid. If the tuition and fees were paid with financial aid dollars, then all or a portion of the student's refund must be returned to the student aid programs from which the money was awarded. A student who receives a cash disbursement to assist with living expenses and then withdraws, drops out, or is expelled, may be required to repay money to the aid programs from which the money was awarded. Iowa Lakes has designed the following policies and procedures to ensure proper accountability when a student leaves Iowa Lakes.

Adjustments of Fees Upon Official Withdrawal:

Students who wish to withdraw from the Iowa Lakes must complete the following steps:

1. Complete an Official Withdrawal Form.
2. Complete an Exit Interview with the Financial Aid Office.

For those students who are called to "Active Duty", you will need to complete the following steps:

1. Contact the Iowa Lake’s Registrar’s Office with a copy of official deployment orders.
2. Complete an Exit Interview with the Financial Aid Office.

Tuition and Comprehensive Fee Refund Policy:

Refunds of Institutional charges including tuition, fees, room and board will be calculated based on either the Federal Return of Title IV Refund Policy or the Iowa Lakes Refund Policy. Also, students who are on military deployment will be prorated based on the Iowa Lakes' policy.

Note: The Official Withdrawal Date is defined as the actual date the student began the Institution’s official withdrawal process, or the midpoint of the semester for a student who leaves without completing the appropriate withdrawal steps listed above.

Room Fee Refund Policy

The dormitory room fee is non-refundable. Students are urged to read the Terms and Conditions of the Residence Hall Agreement.

FEDERAL RETURN OF TITLE IV REFUND POLICY:

Iowa Lakes will follow the federal guidelines when it comes to the Return of Title IV refunds.