

UNIVERSITY OF HAWAII AT HILO

Guide to Financial Aid

2009-2010

Introduction

The purpose of this guide is to provide you with an overview of financial aid and assist you in understanding the policies and procedures that must be followed to receive financial aid at the University of Hawaii at Hilo. Financial Aid includes a number of programs funded by federal and state governments, educational institutions and private organizations for the purpose of assisting individuals interested in obtaining an education but who do not have the financial resources to do so. Aid programs consist of scholarships, grants, work programs and loans. Additional information is available on the Internet at www.uhh.hawaii.edu.

Financial Aid Disclaimer

The Financial Aid Office at the University of Hawaii at Hilo is committed to helping students obtain the maximum amount of financial assistance possible. However, students must assume responsibility for complying with all requirements necessary to process their financial aid. Additionally, the Financial Aid Office is not responsible for any student's financial obligations to the University of Hawaii at Hilo. You must individually make sure that your financial obligations are properly met. Information in this guide is subject to change with revised regulations and guidelines.

Steps Necessary to Receive a Financial Aid Award

To be considered for financial aid you must complete the 2009-2010 Free Application for Federal Student Aid (FAFSA). On the FAFSA, you should list the University of Hawaii at Hilo (UHH), code number 001611, as one of the schools to receive your information. You are strongly encouraged to complete the FAFSA via the Internet. The address is <http://www.fafsa.ed.gov>. You should complete the FAFSA on the Web Worksheet if you are going to file on the web. UHH will receive your data electronically and we will then be able to calculate your financial aid award. The priority filing date (submitted to the federal processor) is **March 1, 2009**. Remember, grant funds are limited and expended quickly. **File on time to ensure full consideration.**

Also, you must be accepted for admission to the university before a financial aid award can be issued.

Upon receipt of the FAFSA results in the Financial Aid Office, a financial aid notice will be sent to you. You must review the award via the MyUH Portal and accept or decline the

award within three weeks of the date of the notice. In addition, other documents may be requested from you at that time. The MyUH Portal site is <https://myuhportal.hawaii.edu>

Applicants Selected For Verification

Your application for Federal student aid may be selected for a process known as verification. This means that the Financial Aid Office must verify the accuracy of the information that you submit on the FAFSA. If selected, you must submit a verification worksheet, federal tax returns, and/or other supporting documents. Until your information has been verified, a financial aid award cannot be issued to you.

You will be notified in writing if you have been selected for verification. You will normally have 60 days to submit the required verification documents. Failure to submit the verification documents will result in your financial aid file being closed and no award being issued. If any of the data reported on the FAFSA is found to be incorrect, your financial aid eligibility will be recalculated.

Financial Aid Award Calculation

Your overall eligibility for financial aid is determined by the following calculation:

$$\begin{array}{l} \text{Cost of Attendance} \\ - \text{Expected Family Contribution (EFC)} \\ = \text{Financial Need} \end{array}$$

The cost of attendance budget for the period covered by the financial aid award is comprised of the following:

- Tuition & Fees
- Room & Board
- Books & Supplies
- Transportation
- Miscellaneous Expenses

These budgets will vary in total amounts depending on the number of hours for which you are enrolled, your class standing and where you plan to live. For the 2009-2010 academic year, a typical full-time, undergraduate budget is:

<u>On Campus</u>	<u>In State</u>	<u>Out of State</u>
Tuition & Fees	\$ 4,888	\$14,392
Room & Board	6,914	6,914

Books & Supplies	1,120	1,120
Transportation	200	200
Misc. Expenses	<u>1,562</u>	<u>1,562</u>
TOTAL	\$14,684	\$24,188

<u>Off Campus</u>	<u>In State</u>	<u>Out of State</u>
Tuition & Fees	\$ 4,888	\$ 14,392
Room & Board	10,042	10,042
Books & Supplies	1,120	1,120
Transportation	606	606
Misc. Expenses	<u>1,562</u>	<u>1,562</u>
TOTAL	\$18,218	\$27,722

The Expected Family Contribution (EFC) is calculated by the U.S. Department of Education as prescribed by the United States Congress. The data submitted on the FAFSA is used to determine your EFC. You will see this result on the Student Aid Report (SAR) that you will receive after your FAFSA is processed.

Once your need is determined, a financial aid package is prepared from the aid programs that are available. All applicants will be considered for all forms of financial aid available. The criteria for selection will vary with the level of funding for each program, the program guidelines, and your level of financial need.

Financial Aid Programs

I. Federal Programs

A. Federal Pell Grant

The Federal Pell Grant is a program for high need undergraduate students who have not earned a first Bachelor's degree. To qualify for a Pell Grant, you must be enrolled at least half-time. In some cases, less than half-time students may qualify. Award amounts, based on a student's EFC, are determined by the U.S. Department of Education based on congressional funding. The maximum grant for the 2008-2009 year was \$4,731 for students enrolled on a full-time basis. Awards for students enrolled less than full-time will be adjusted based on enrollment status.

B. Federal Supplemental Educational Opportunity Grant (FSEOG)

The Federal Supplemental Educational Opportunity Grant is for undergraduate students with exceptional need. Normally, the grant is awarded to students who are eligible for a Federal Pell Grant and who have the lowest expected family contribution (EFC). Depending on the availability of funds and a student's demonstrated need, a FSEOG award for full-time enrollment can be as much as \$4,000 per year.

C. Federal Academic Competitiveness Grant (FACG)

The Federal Academic Competitiveness Grant is for first and second academic year students who are U.S. citizens enrolled full-time and receiving a Federal Pell Grant. Recipients must have graduated from high school after January 1, 2005 and have completed a rigorous secondary school program of study. First-year students may receive up to \$750 and second-year students may receive up to \$1300. Students must have a UH Hilo gpa of at least a 3.0 at the end of the first academic year to receive a second-year grant.

A rigorous secondary school program is defined as completing and passing at minimum the following courses:

- 4 years of English
- 3 years of math including algebra 1 and a higher-level class such as algebra II, geometry or data analysis and statistics
- 3 years of science including one year each of at least two of the following:
biology, chemistry and physics
- 3 years of social studies
- 1 year of a language other than English

To be considered for ACG, you must have your final high school transcript sent to the UH Hilo Admissions Office for review.

- D. The National Science and Mathematics Access to Retain Talent Grant or SMART Grant will provide up to \$4,000 for each of the third and fourth academic year of study to needy (Federal Pell Grant recipients) U.S. citizens who are enrolled full-time with a major of either Biology, Natural Sciences, Computer Science, Astronomy, Mathematics, Physics, Marine Science, Chemistry, Environmental Science or Geology. Recipients must have a UH Hilo cumulative grade average of at least a 3.00. First-time transfers must have at least a 3.00 transfer gpa. Also recipients must enroll in at least one required course specific to the eligible major. General Education courses due not count.

E. Federal Work-Study Program (FWS)

The Federal Work-study Program is used to provide part-time employment to students with financial need. Recipients must be enrolled at least half-time to participate. Students are paid at least the minimum wage and are paid twice a month. The Financial Aid Office determines earnings limits and you will be notified of this limit via the financial aid award letter.

Employment opportunities exist in most campus departments. In addition, work opportunities are available in off-campus community service sites. The Student Employment Office, located in the Career Center (Campus Center 202A), maintains a list of job openings. See the Career Center webpage <http://career.uhh.hawaii.edu>.

F. Federal Perkins Loan Program

The Federal Perkins Loan is a low interest (5%) loan for students with exceptional financial need. Repayment begins nine months after a student graduates, leaves school or drops below half-time enrollment. Perkins Loan recipients will complete a promissory note and entrance counseling once an award has been accepted on the financial aid award letter. The maximum loan per year is \$4,000. Note: First-time borrowers must complete an entrance counseling session before loan funds can be released. See the Loan Counseling section for additional information.

G. Federal Subsidized Stafford Loan

Federal Subsidized Stafford Loans are made to students who demonstrate financial need and are enrolled at least half-time. Lenders such as banks and credit unions make these loans. Students who have been awarded and accept a loan must complete additional application materials.

If you have been awarded a Federal Stafford Loan, you must indicate the amount you would like to request when you accept your financial aid award. When the award has been accepted, we will certify your loan by sending an electronic file to your lender/guarantor. If this is your first loan, the lender/guarantor will mail you a Master Promissory Note (MPN) which must be signed, dated and returned to your lender. If a MPN is already on file, you will not need to complete another one. Some lenders may allow you to sign the MPN on line.

Federal Stafford loans are normally disbursed in two equal disbursements for the loan period (one at the beginning and one at the midpoint). Funds normally arrive at the beginning of each term.

Most loan funds are received via Electronic Funds Transfer (EFT) and are sent directly to the Business Office. Loan proceeds will be credited to your student account. If the funds create a credit balance, the excess funds will be refunded directly to you. You will be notified when this transaction has occurred and will have 14 days to notify the Financial Aid Office if you would like to cancel all or part of the loan disbursement. Loan funds received via a paper check will be sent to the Business Office and require your endorsement.

NOTE: If this is your first loan, you must attend an Entrance Counseling session prior to your loan request being processed. See the Loan Counseling section for additional information.

On an annual basis, freshmen may borrow up to \$3,500; sophomores may borrow up to \$4,500; juniors and seniors may borrow up to \$5,500. Graduate students may borrow up to \$8,500 per year. These loans have a fixed interest rate of 5.6%. Each loan is subject to a fee that may be deducted by the lender prior to the disbursement of funds. Repayment of the loan normally begins six months after you graduate, leave school or are no longer enrolled at least half-time.

In certain situations, you may be able to defer payment of your loan. Deferments can be granted for such things as returning to in-school status, disability, and economic hardship. Deferments can only be granted by your lender who should be contacted for complete information and eligibility criteria.

H. Federal Unsubsidized Stafford Loan

The Federal Unsubsidized Stafford Loan is available to students who may not qualify for a Subsidized Stafford Loan. This loan is not based on financial need. The Unsubsidized loan has the same basic terms and procedures as the Federal Subsidized Stafford Loan except that the interest rate is 6.8% and interest will start accumulating from the time that the loan is disbursed. The interest does not have to be paid while you are enrolled at least half-time but will accrue and be added to the loan principal at repayment.

Students classified as independent by the U.S. Department of Education are eligible to receive additional funds through the Federal Unsubsidized Stafford Loan program. At the freshmen and sophomore levels, students are eligible for an additional \$4,000 per year. At the junior and senior levels, students may be eligible for an additional \$5,000 per year. Graduate students may borrow up to an additional \$12,000 and Professional health professions students may borrow up to an additional \$12,500 (if the cost of attendance permits).

I. Federal Parent Loan for Undergraduate Students (FPLUS)

The Federal Plus Loans are made to parents who want to help pay for their dependent children's education. The amount that a parent can borrow will be determined by the cost of attendance per child minus any other financial aid. All FPLUS applicants are subject to a credit check for approval. This loan has a fixed interest rate of 8.5%. Repayment begins 60 days after the last disbursement of the loan is made.

Graduate students are also eligible for FPLUS loans.

J. TEACH Grant Program

The College Cost Reduction and Access Act of 2007 created the Teacher Education Assistance for College and Higher Education (TEACH) Grant Program that provides up to \$4,000 per year in grants for graduate and undergraduate students to students who intend to **teach full-time in high-need subject areas** for at least **four years** at **schools that serve students from low-income families**. Graduate students are also eligible for \$4,000 per year (\$8,000 total). Students may receive up to \$16,000 for undergraduate study and up to \$8,000 for graduate study. Part-time students are eligible, but the maximum grant will be reduced. The grant is also available for post-baccalaureate teacher certification coursework.

IF YOU FAIL TO COMPLETE THE FOUR-YEAR TEACHING OBLIGATION YOU WILL HAVE TO REPAY THE GRANT WITH INTEREST!!!

Effective Dates

The first TEACH Grants will be awarded to eligible students for the 2009-10 school year.

Student Eligibility Requirements

To receive a TEACH Grant you must:

- Complete the Free Application for Federal Student Aid (FAFSA), although you do not have to demonstrate financial need.
- Meet the eligibility requirements for federal student aid.
- Be enrolled in a program of study designated as TEACH Grant-eligible. Eligible programs are those that prepare a student to teach in a high-need area.
- Meet one of the following academic achievement requirements
 - Score above the **75th percentile** on a college admissions test (e.g. SAT, ACT, GRE, **or**
 - Graduate from high school with a cumulative **GPA of at least 3.25** (on a 4.0 scale) to receive a grant as a freshman, **or**
 - Have a cumulative GPA of at least 3.25 (on a 4.0 scale) on your college coursework to receive a grant for each subsequent term.
- Complete TEACH Grant counseling
- Sign a TEACH Grant **Agreement to Serve** and respond to requests by the U.S. Department of Education confirming your continuing intention to meet the teaching obligation.

TEACH Grant Agreement to Serve and Promise to Pay

Each year you receive a TEACH Grant, you must sign a TEACH Grant Agreement to Serve and Promise to Pay (service agreement) that will be available electronically on a Department of Education Web site. The TEACH Grant service agreement specifies the conditions under which the grant will be awarded, the teaching service requirements, and includes an acknowledgment by you that you understand that if you do not meet the teaching service requirements you must repay the grant as a Federal Direct Unsubsidized Loan, with interest accrued from the date the grant funds were first disbursed.

Teaching Obligation

To avoid repaying the TEACH Grant with interest you must be a **highly-qualified, full-time** teacher in a **high-need subject area** for at least **four years** at a **school serving low-income students**. You must complete the four years of teaching within eight years of finishing the program for which you received the grant. You incur a four-year teaching obligation for each educational program for which you received TEACH Grant funds, although you may work off multiple four-year obligations simultaneously under certain circumstances. Specific definitions of these terms are included below.

Highly-Qualified Teacher

You must perform the teaching service as a highly-qualified teacher, which is defined in federal law. The definition can be found online at:

<http://www.ed.gov/policy/elsec/leg/esea02/pg107.html>.

Full-Time Teacher

You must meet the state's definition of a full time teacher and spend the majority (at least 51 percent) of your time teaching one of the high-need subject areas. Elementary teachers who teach many subjects would not be able to fulfill their service agreement.

High-Need Subject Areas

- Bilingual Education and English Language Acquisition
- Foreign Language
- Mathematics
- Reading Specialist
- Science
- Special Education
- Other teacher shortage areas listed in the Department of Education's Annual Teacher Shortage Area Nationwide Listing at <http://www.ed.gov/about/offices/list/ope/pol/tsa.doc>.

Schools Serving Low-Income Students

Schools serving low-income students include any elementary or secondary school that is listed in the Department of Education's Annual Directory of Designated Low-Income Schools for Teacher Cancellation Benefits at <https://www.tcli.ed.gov/CBSWebApp/tcli/TCLIPubSchoolSearch.jsp>.

Documentation

You must respond promptly to any requests for information or documentation from the U.S. Department of Education, even if they seem repetitive. These requests will be sent to you while you are still in school as well as once you are out of school. You will be asked regularly to confirm that you either still intend to teach or that you are teaching as required. You must provide documentation to the U.S. Department of Education at the end of each year of teaching.

If you temporarily cease enrollment in your program of study or if you encounter situations that affect your ability to begin or continue teaching, you will need to stay in touch with the U.S. Department of Education to avoid your grants being converted to loans before you are able to complete your teaching obligation.

IMPORTANT REMINDER

Failure to complete the teaching obligation, respond to requests for information, or properly document your teaching service will cause the TEACH Grant to be permanently converted to a loan with interest.

Once a grant is converted to a loan it can't be converted back to a grant!

II. State of Hawaii Programs

A. Hawaii State Need-Based Opportunity Grant

Recipients must be bona fide residents of Hawaii. The awards are for students with financial need who are enrolled at least half-time. The award amount can be up to the cost of tuition.

B. Hawaii State Merit-Based Achievement Scholarships

These scholarships are available to resident and non-resident students who merit assistance because of their achievement and/or service to UH Hilo. The award may cover up to the cost of tuition.

C. Hawaii Leveraging Educational Assistance Partnership Program (LEAP)

This program provides tuition grants to bona fide Hawaii residents with financial need. Recipients must also be eligible for a Federal Pell Grant.

D. State Higher Education Loan (SHEL)

Loan funds are available to qualified bona fide Hawaii residents who demonstrate financial need. Students may borrow up to \$4,000 annually, up to \$8,000 aggregate for the first two years of undergraduate work and up to \$20,000 aggregate for a bachelor's degree. The interest rate is a fixed 5% with repayment beginning 9 months after a student ceases to attend at least half-time. Loans are repaid in monthly installments over a ten-year period. Recipients must complete a promissory note which will be mailed after the loan has been accepted on the financial aid award letter. Note: First-time borrowers must complete an entrance counseling session before loan funds can be released. See the Loan Counseling section for additional information.

E. Hawaii B Plus Scholarship Program

Grant funds are available to 2006 - 2009 graduates of public Hawaii high schools who have a 3.00 or higher high school grade point average and have completed three years of high school math.

F. Second Century Scholarship

Grant funds are available to Undergraduate, Graduate or Professional students with Native Hawaiian Ancestry, priority to residents of Hawaii. The awards are for students with financial need who are enrolled at least half-time.

III. Institutional

A. Scholarships

The University of Hawaii at Hilo awards a number of academic merit scholarships. The purpose of the scholarship program is to recognize students who have demonstrated outstanding academic performance and to encourage those students who show academic potential and a willingness to participate in community activities. The scholarship awards imply the expectation of continued exceptional performance

and leadership by the recipients in the years ahead. These awards are competitive. Normally, recipients must be enrolled full-time and demonstrate financial need. You may apply for scholarships at <https://uhhhawaii.scholarships.ngwebsolutions.com>

B. Athletic Scholarships

The various team coaches in the Athletic Department determine these awards.

C. Pacific Islander Scholarship

Effective with the Fall 2007 semester, UH Hilo has established a Pacific Islander Scholarship. To be eligible for this scholarship, students must:

- be accepted by the UH Hilo Admissions Office with a residency status of Pacific Islander Non-Resident Exempt. The residency status is reflected on the acceptance letter issued by the Admissions Office.
- demonstrate financial need. Financial need is demonstrated by applying for financial aid, using the FAFSA (Free Application for Federal Student Aid).
- be a new student entering UH Hilo in Fall 2007 or later, or returning to UH Hilo in Fall 2007 or later after taking a break from enrollment at UH Hilo.
- enroll as a classified student in either an undergraduate, graduate or post-baccalaureate program.
- enroll at least half-time (6 or more credits per semester).

The maximum amount of the scholarship for the 2009-2010 academic year is \$2,292. (This amount is the difference between 150% of the resident tuition rate and the resident tuition rate for a full-time student.) Students do not need to submit an application form; eligible students will be automatically considered for this scholarship.

D. Western Undergraduate Exchange Program

The University of Hawaii at Hilo participates in the Western Undergraduate Exchange (WUE), a program of the Western Inter-state Commission for Higher Education (WICHE) and other western states. Through WUE, students in western states may enroll at UH Hilo at a reduced tuition of 150 percent of the institution's regular resident tuition. Log onto the WUE site at www.uhh.hawaii.edu/pdf/wueapp.pdf for more information.

E. The University of Hawaii at Hilo Regular Student Employment Program

UHH provides additional employment opportunities for students to meet their college expenses. This program is for those students who do not have a demonstrated financial need but who have an interest in working. The Student Employment Office maintains a list of job openings.

IV. Other Financial Aid

A. Veterans Assistance

All programs available to veterans/children of veterans are administered through the Records Office. If you are eligible for assistance through these programs, please contact the Records Office. Questions concerning eligibility may be directed to the Veterans Administration by calling 1-888-GIBILL1.

B. Outside Scholarships

If you are receiving an outside scholarship, you are required to notify the Financial Aid Office. Scholarships will first be used to reduce any unmet need and/or any need-based work/loans in the financial aid award. If necessary, grant awards may also be adjusted.

Loan Counseling

A. Entrance Counseling

Federal Subsidized/Unsubsidized Stafford Loan Program

First time Federal Subsidized Stafford/Unsubsidized Stafford Loan borrowers must complete an entrance counseling session prior to a loan request being processed. Counseling sessions can be completed via the Internet. You should go to <http://mappingyourfuture.org> and click on Student Loan Counseling Interview then select the “Stafford Entrance” box. You should then follow the on-screen instructions. The Financial Aid Office will receive an electronic confirmation when the online session has been completed. You may also complete the Entrance Counseling requirement at the Financial Aid Office.

At the conclusion of the on-line counseling session, you may contact the Financial Aid Office in the Student Services Building or at 1-808-974-7323 with any questions.

Grad PLUS Loans

First time Graduate PLUS Loan borrowers must complete an entrance counseling session prior to a loan request being processed. Counseling sessions can be completed via the Internet. You should go to <http://mappingyourfuture.org> and click on Student Loan Counseling Interview then select the “Grad Plus” box. You should then follow the on-screen instructions. The Financial Aid Office will receive an electronic confirmation when the online session has been completed. You may also complete the Entrance Counseling requirement at the Financial Aid Office.

At the conclusion of the on-line counseling session, you may contact the Financial Aid Office in the Student Services Building or at 1-808-974-7323 with any questions.

Federal Perkins Loans

First time Federal Perkins Loan borrowers must complete an entrance counseling session prior to receiving the loan funds. Counseling sessions can be completed via

the Internet. You should go to <http://mappingyourfuture.org> and click on Student Loan Counseling Interview then select the “Perkins Entrance” box. You should then follow the on-screen instructions. The Financial Aid Office will receive an electronic confirmation when the online session has been completed. You may also complete the Entrance Counseling requirement at the Financial Aid Office.

At the conclusion of the on-line counseling session, you may contact the Financial Aid Office in the Student Services Building or at 1-808-974-7323 with any questions.

SHEL Loans

First time SHEL borrowers must complete an entrance counseling session prior to receiving the loan funds. Counseling sessions can be completed via the Internet. You should go to <http://www.uhh.hawaii.edu/studentaffairs/finaid/> and click on Student Loan Counseling Interview then select SHEL Entrance Counseling. You should then follow the on-screen instructions. The Financial Aid Office will receive an electronic confirmation when the online session has been completed. You may also complete the Entrance Counseling requirement at the Financial Aid Office.

At the conclusion of the on-line counseling session, you may contact the Financial Aid Office in the Student Services Building or at 1-808-974-7323 with any questions.

B. Exit Counseling

Federal Subsidized/Unsubsidized Stafford Loans

Prior to graduation or withdrawing from the University of Hawaii at Hilo, borrowers of Federal Subsidized/Unsubsidized Loans must complete an exit counseling session. You may complete this requirement via the Internet. You should go to <http://mappingyourfuture.org> and select the Student Loan Counseling Interview-Stafford Exit box. You should then follow the on-screen instructions. The Financial Aid Office will receive an electronic confirmation when the online session has been completed. Also, you may attend one of the exit sessions conducted by financial aid office staff members.

At the conclusion of the counseling session, you may contact the Financial Aid Office in the Student Services Building or at 1-808-974-7323 with any questions.

Grad PLUS Loans

Prior to graduation or withdrawing from the University of Hawaii at Hilo, borrowers of Federal Graduate PLUS Loans must complete an exit counseling session. You may complete this requirement via the Internet. You should go to <http://mappingyourfuture.org> and select the Student Loan Counseling Interview-Grad PLUS Exit box. You should then follow the on-screen instructions. The Financial Aid Office will receive an electronic confirmation when the online session has been completed. Also, you may attend one of the exit sessions conducted by financial aid office staff members.

At the conclusion of the counseling session, you may contact the Financial Aid Office in the Student Services Building or at 1-808-974-7323 with any questions.

Federal Perkins Loans

Prior to graduation or withdrawing from the University of Hawaii at Hilo, borrowers of Federal Perkins Loans must complete an exit counseling session. You may complete this requirement via the Internet. You should go to <http://mappingyourfuture.org> and select the Student Loan Counseling Interview-Perkins Exit box. You should then follow the on-screen instructions. The Financial Aid Office will receive an electronic confirmation when the online session has been completed. Also, you may attend one of the exit sessions conducted by financial aid office staff members.

At the conclusion of the counseling session, you may contact the Financial Aid Office in the Student Services Building or at 1-808-974-7323 with any questions.

SHEL Loans

Prior to graduation or withdrawing from the University of Hawaii at Hilo, borrowers of SHEL Loans must complete an exit counseling session. Counseling sessions can be completed via the Internet. You should go to <http://www.uhh.hawaii.edu/studentaffairs/finaid/> and click on Student Loan Counseling Interview then select SHEL Exit Counseling. You should then follow the on-screen instructions. The Financial Aid Office will receive an electronic confirmation when the online session has been completed. You may also complete the Entrance Counseling requirement at the Financial Aid Office.

At the conclusion of the on-line counseling session, you may contact the Financial Aid Office in the Student Services Building or at 1-808-974-7323, with any questions.

Selecting a Federal Stafford Loan Lender

It is your responsibility to choose a lender for your student loan. The Financial Aid Office can not do so for you. For previous borrowers, it is best to stay with the same lender even if it is not listed below.

UH Hilo does NOT recommend or endorse any lender(s). Students may select any lender that participates in the Federal Family Education Loan (FFEL) Program.

PLEASE READ CAREFULLY BEFORE CHOOSING A LENDER

Borrower benefits vary from lender to lender. Some lenders offer 'up front' benefits like zero origination fees, some offer 'back end' benefits like interest reductions for a certain

number of on time payments, and some lenders offer both. Students benefit from up front borrower benefits immediately. Back end benefits can offer considerable savings but only if the borrower meets the terms and conditions for receiving the different borrower benefit. Therefore, UH Hilo strongly recommends that you visit different lender websites to investigate the different borrower benefits and select the lender that offers the borrower benefits that best meet your needs.

When selecting a lender, borrowers should also consider the following:

- Does the lender provide good customer service?
 - o Does the lender provide a toll free customer service/assistance telephone number that is available 24 hours, 7 days a week?
 - o Does the lender have a reputation for good customer service and problem resolution? Ask your friends, relatives, and other students who have used the lender.
- Ask your family, friends, and/or other students about the any prior business dealings (student loans, consumer loans, etc.) they have had with the lender or the lender’s parent company.
- Are there any consumer complaints to the State Attorney General or the Better Business Bureau about the lender?
- Does the lender sell its student loans to other entities? If the lender sells its loans, when, under what conditions, and to whom does the lender sell its loans?
- What is the lenders default rate? The lender’s default rate can be a reflection of how well the lender services its loans.

Lenders that UH Hilo students have used in the past year:

Lender Name	Lender Website
American Savings Bank	www.asbhawaii.com
Wachovia Education Finance	www.wachovia.com/education
AMS Education Loan Trust	www.tuitionpay.com
ASAP Union Bank & Trust	www.asapubt.com/students
Wells Fargo Bank	www.wellsfargo.com/studentbanking
Sallie Mae Education Trust	www.salliemacedtrust.com
Bank of America	www.bankofamerica.com/studentbanking
Nelnet	www.collegeplanning.nelnet.net
First Hawaiian Bank	www.fhb.com/loans-student.htm
Navy Federal Credit Union	www.navyfcu.org/loans/education.html

Receiving Your Financial Aid

A. Grants and Scholarships

Federal, state and institutional grants and scholarships will be automatically credited to your student account by the end of the add/drop period for each term.

B. Student Employment Program

The employment award requires you to work in an on-campus position in order to receive your award. Therefore, this award does not represent cash-in-hand at the beginning of the semester and cannot be used to pay registration and dormitory fees.

The Federal Work Study Program (FWSP) is funded by the federal and state governments and the Regular Student Employment Program (RSEP) is funded by the state government alone. These two programs provide funds for on-campus employment so that students may earn money to help meet college expenses. At UH Hilo, both of these Student Employment Programs (SEP's) are administered by the Career Center.

Please refer to Career Center web page, <http://career.uhh.hawaii.edu>, for full details on securing a Student Employment Program position.

You probably will not receive your first check until 8 weeks after the completion of your first payroll scan because the work agreement form has to be forwarded to Honolulu for processing by the State payroll offices. After you receive your first check you should be paid twice a month on a regular basis for actual hours worked.

Unearned portions of your employment award cannot be carried over to the next semester; nor can they be automatically converted to another type of financial aid. To obtain maximum benefit from your award, you should try to obtain an on-campus position as early in the semester as possible.

If you determine that you will not be able to use your work-study award, you may request that your award be converted to a Federal Stafford Loan, but such conversion is not guaranteed. The Financial Aid Office will review your request and make a determination on a case-by-case basis.

In addition to administering the Student Employment Program, the Career Center provides a variety of services to help you with your college and career development. These services include:

- Off-campus job & internship listings
- Help deciding on a major or career
- Resume writing assistance
- Workshops on “Job Search”, “Resume Writing”, & “Interviewing”
- Fall & spring semester job fairs

For more information on the Student Employment Program or other career services, contact the Career Center in room 202A of the Campus Center, review our website at <http://career.uhh.hawaii.edu> or call 974-7687.

C. Loans

Federal Perkins Loans will be automatically credited to your student account after the promissory note has been signed and entrance counseling has been completed.

Federal Subsidized Stafford/Unsubsidized Stafford Loan funds received via Electronic Funds Transfer (EFT) and will be credited to your student account. You will be notified when this transaction has occurred and you have 14 days to cancel all or any part of the loan. If your loan funds are received from the lender via a paper check, you will be notified via campus mail that the check is here. Loan checks must then be endorsed (within 30 days of notification) in the Business Office.

Federal PLUS Loan funds received via Electronic Funds Transfer (EFT) and will be credited to your student account. If the loan funds are received from the lender via a paper check, the check will be sent to the parent borrower for endorsement. The check must be returned to the Business Office for co-endorsement.

D. Refunds

Funds received in excess of institutional charges will be refunded to you. You will receive a refund check at the mailing address currently on file with the university. To eliminate mailing time, you may request that the refund be sent directly to your bank account. You may sign up for eRefunds via the MyUH Portal accessed from www.uhh.hawaii.edu.

Outside Financial Assistance

Regulations require that adjustments be made to your award if you receive additional resources not reflected in your financial aid award letter. You are required to notify the Financial Aid Office at once of any such additional resources (e.g., outside scholarships, VA educational benefits, assistantships, employer reimbursement, vocational rehabilitation benefits, etc.).

Determination of Enrollment Status

Your enrollment at the end of the add/drop period of each term will determine your enrollment status (i.e. full-time, half-time, etc.) for that term. For undergraduate students, 12 credit hours are considered full-time, 9 credit hours are considered three-quarter time and 6 credit hours are considered half-time. For graduate students, 6 credit hours are considered full-time and 3 credit hours are considered half-time.

Credits taken at other colleges/universities can be counted to determine your enrollment status. Courses must first be approved for transfer credit to UH Hilo. You should complete a UH Hilo Prior Authorization for Transfer Credit form and submit a signed copy to the Financial Aid Office. If you are attending a non-University of Hawaii campus, a consortium agreement must also be completed with the other campus.

If the first Student Aid Report (SAR) with an official EFC is received after the add/drop period, the budget and award will be based on the enrollment level at the time the SAR was received.

Definition of an Academic Year for Financial Aid Purposes

Effective August 1, 2006 the definition of a financial aid academic year at UH Hilo is one in which a student completes a minimum of 30 weeks of instruction and 30 semester credit hours.

Consequently, the following apply to all federal financial aid programs for students in undergraduate programs:

Academic Year 1: credits 1-30
Academic Year 2: credits 31-60
Academic Year 3: credits 61-90
Academic Year 4: Credits 91-120
Academic Year 5: 121 and above

Effective June 27, 2007 the definition of a financial aid academic year for the College of Pharmacy Pharm.D. Program is one in which a student completes a minimum of 30 weeks of instruction and 24 semester credit hours

The definition of Academic Year should not be confused with grade level progression used for Federal student loan programs.

The following grade levels are used for undergraduate programs:

Freshman	0-24 semester credit hours earned
Sophomore	25-54 semester credit hours earned
Junior	55-88 semester credit hours earned
Senior	89 or more semester credit hours earned

Revising Your Financial Aid

Enrollment for fewer credit hours than an award was based upon will result in a reduction of the financial aid award. A financial aid staff member should be consulted before

dropping any courses to discuss how the change will affect the financial aid award, and/or your satisfactory progress completion rate.

Also, a change in your living situation may result in a lower cost of attendance budget and a reduced financial aid award.

A revision of your award package may be requested if family financial circumstances change. Contact the Financial Aid Office to verify your eligibility and procedures.

Withdrawing from school during the term can cause financial aid to be adjusted in accordance with the Return of Title IV Funds Policy (see below). If you are considering withdrawing, please contact the Financial Aid Office prior to withdrawal.

If financial aid funds have already been paid to you and you reduce hours or change living arrangements, you may be required to repay all or part of your financial aid award. The University will not be able to disburse any additional financial aid, process transcript requests or allow you to register until all financial aid obligations have been cleared.

Taxable Financial Aid

Current federal tax laws have made some financial aid taxable income. Financial aid received (other than loans) above the cost of tuition, fees, and books is considered taxable income. You should contact the IRS or a tax preparer for additional information.

Educational Income Tax Credits

There are two educational income tax credits that can reduce your or your family's federal taxes. They are based on your university tuition and fee charges. The Hope tax credit can be claimed during the first two years of college, up to a maximum of \$1,650 per year. The Lifetime Learning tax credit is available for any level of post-secondary study, up to a current maximum of \$2,000 per year. Note that only one type of credit (Hope or Lifetime Learning) may be claimed for a student in a given year. For more information about tax credits, you can visit the IRS web site at www.irs.gov.

Financial Aid Appeal Procedures

Students wishing to appeal a determination of eligibility for financial aid or the amount or type of financial aid awarded, must send a written appeal to the Financial Aid Office. Appeals should include an explanation of the reason for appeal and documentation supporting the appeal. The Appeals Committee will review the appeal and the decision of the committee is final. Students will be informed in writing of the committee's decision.

Study Abroad

Enrollment in a program of study abroad that is approved for credit by the University of Hawaii at Hilo may be considered enrollment at the university for purposes of a student applying for financial aid. Students considering study abroad should contact the Office of Global Education and Exchange.

Satisfactory Academic Progress Policy

Federal student aid regulations require all educational institutions administering funds to ensure that financial aid recipients are making satisfactory academic progress toward their educational objectives. The regulations apply to all students receiving federal, state and institutional financial aid funds. Questions regarding this policy should be directed to a financial aid office staff member. Satisfactory Academic Progress has been defined as follows:

I. Satisfactory Progress Levels

- A. Satisfactory Academic Progress will be monitored at the conclusion of each academic year (May). To be making satisfactory academic progress a student must maintain the required cumulative grade point average, attain a 75% completion rate and not exceed the normal completion time.
- B. Students failing to maintain satisfactory academic progress will be placed on **Financial Aid Suspension**. Such status will make students ineligible for financial aid until such time as the satisfactory academic progress requirements are met.

During the period of Financial Aid Suspension, students may (unless placed on Academic Dismissal) attend UH Hilo without financial aid. It will be the student's responsibility to secure other financial resources during this period.

II. Satisfactory Progress Requirements

- A. **Maintenance of a minimum UH Hilo cumulative grade point average.**
 - 1. For undergraduate, post baccalaureate and pharmacy students a 2.00 UH Hilo GPA is required at the end of the academic year (May).
 - 2. For graduate students, a 3.00 UH Hilo GPA is required at the end of the academic year (May).
- B. **Attainment of a 75% completion rate towards educational objective for hours attempted at UH Hilo.**

Students must complete and pass 75% of all hours attempted at UH Hilo. A student's completion rate is calculated by dividing hours earned by hours attempted. Courses with grades of F, W, I, NC and repeated courses count as

hours attempted. Hours declared in academic bankruptcy count as hours attempted.

C. Normal Completion Time

1. Undergraduate students will be eligible for financial aid for a maximum of 160 attempted credit hours. Transfer hours are included in the total number of credit hours attempted.
2. Graduate students will be eligible for financial aid for a maximum of 45 attempted credit hours. Transfer hours are included in the total number of hours attempted.
3. Pharmacy students will be eligible for financial aid for a maximum of 197 attempted credit hours. Transfer hours are included in the total number of hours attempted.

III. Satisfactory Progress Appeal Process

A student who is placed on Financial Aid Suspension may appeal the denial of financial aid. The appeal must be made by submitting a signed written letter to the Director of Financial Aid no later than 10 days after receipt of the notice of Financial Aid Suspension. The appeal will be directed to the Appeals Committee whose decision will be final. The decision will be based on demonstration of one of the following situations:

1. Error of fact;
2. Mitigating circumstances. Circumstances considered may include illness or injury, family difficulties, interpersonal and college adjustment problems.

If the appeal is granted, financial aid will be continued for a probationary period. The student will be advised in writing of the action on the appeal.

Withdrawing From Classes

It is the responsibility of any student wishing to withdraw from the University of Hawaii at Hilo to follow the official withdrawal process with the University. Students wishing to withdraw from the University should contact the Records Office to initiate the withdrawal process. The complete Withdrawal Policy may be found in the University of Hawaii at Hilo Catalog.

Withdrawal from all classes during a term may result in a change in institutional charges for the term. Please consult the University of Hawaii at Hilo Catalog for the complete Tuition and Fees Refund Policy.

Withdrawal from all classes during a term may also result in a change in the financial aid award for that term. Federal financial aid regulations have created a Return of Title IV Funds Policy. This policy states that students who withdraw or cease attendance before the 60 percent point of the term (as calculated by the number of days in the term) will have their financial aid award reduced.

Upon withdrawal, the Financial Aid Office will calculate, from the number of days in the term and the number of days of the term that the student was enrolled prior to withdrawal, the percentage of the term that the student completed. This percentage will be applied to the amount of aid received for the term with the student being able to retain only the amount of aid for the percentage of the term actually completed. The unearned portion of the financial aid award must be returned to the Federal, State and Institutional programs that have been awarded. If excess financial aid funds have been refunded to the student, a portion of these funds may also need to be returned to the financial aid programs awarded. This may result in large sums being owed to both the University of Hawaii at Hilo and Federal, State and Institutional financial aid programs.

Students considering withdrawal from classes should consult the Financial Aid Office prior to initiating the withdrawal process. Withdrawal can have a significant impact on institutional charges, a current financial aid award, as well as future financial aid eligibility (see the Satisfactory Academic Progress Policy). Complete financial aid regulations concerning withdrawals and the Return of Title IV Funds Policy may be obtained from the Financial Aid Office.

Unofficial Withdrawals

Students who cease attending all classes during a term will be subject to the Return of Title IV Funds Policy outlined above. The portion of unearned aid will be based on the last date of documented class attendance. In all cases, official withdrawal procedures should be followed.

Also, students who fail all classes during a term will be reviewed to determine if the failure was due to not attending the class. Students who stopped attending classes before the end of the term will be treated as an unofficial withdrawal.

Other Information

Student's rights under the Family Education Rights and Privacy Act (FERPA) may be found in the University of Hawaii at Hilo Catalog.

Copies of the Campus Security Report are available and may be requested from the Campus Security Department. Also, the information is available at www.uhh.hawaii.edu

Copies of the Report on Athletic Program Participation Rates and Financial Support Data are available and can be requested from the Office of the Director of Athletics.

Copies of the Report on Completion/Graduation Rates and the Transfer Out Rates for Student Athletes are available and may be requested from the Office of the Director of Athletics.

Borrowers with concerns about their Federal Perkins Loan or Federal Stafford Loan may contact the Student Loan Ombudsman at www.ombudsman.ed.gov or 1-877-557-2575 or fsaombudsmanoffice@ed.gov.

Borrowers may access information on their Federal student loans on the National Student Loan Data System (NSLDS). The address for the NSLDS Web site is www.nsls.ed.gov/. The toll-free phone number that borrowers may call is 1-800-4-FED-AID.

Questions

Financial Aid Office staff members are available by appointment and on a drop-in basis from 7:45 am to 4:30 pm weekdays. The Financial Aid Office is located in the Student Services Building. Our telephone number is 808-974-7323. The fax number is 808-933-0861. Our e-mail address is uhsfao@hawaii.edu and our Web site is www.uhh.hawaii.edu/financialaid

Notes:

