VIRGINIA CHRISTIAN COLLEGE

FINANCIAL AID HANDBOOK

2026-2027

VIRGINIA CHRISTIAN COLLEGE

TABLE OF CONTENTS

GENERAL INFORMATION
Introduction 2
Financial Aid Disclosure Policy 2
Financial Aid Eligibility 2
Student Responsibilities 3
ADMISSIONS POLICY
Application Procedures 4
Admissions Process 4
Admission Classifications 4
APPLYING FOR FINANCIAL AID
Application Due Date 5
How to Apply for Financial Aid 5
Additional Application Documentation 6
FINANCIAL AID AWARDS & LOANS
Awarding of Financial Aid 6
Federal Pell Grants 6
Federal Loan Awards 6
Unsubsidized Student Loans 6
Graduate PLUS Loan 7
Federal Loan Fees 7
Private/Alternative Loans 7
Institutional Scholarships 7
Outside Scholarships 7
COST OF ATTENDANCE
Direct Costs 8
Indirect Costs 8
RECEIVING FINANCIAL AID
Award Letters & Acceptance of Awards 8
Other Processing Requirements 8
Over-Awards 8
Disbursement of Financial Aid 8
Credit Balances & Refund Checks 8
Satisfactory Academic Progress 9
Unsatisfactory Academic Progress & Financial Aid Review 10
REFUND POLICY & WITHDRAWALS
Return of Title IV Aid 11
Tuition & Fee Refunds 13
FINANCIAL AID PROGRAMS & RESOURCES
Loan Exit Counseling, Debt Management and Loan Repayment 14
Default Prevention/Management Plan 15
Key Financial Aid Websites 15
Credit Reports 16
FINANCIAL AID GRIEVANCE POLICY 16

Virginia Christian College
Financial Aid Handbook
2026-2027

INTRODUCTION

The Virginia Christian College Financial Aid Handbook is available to assist students and their families to understand the policies, procedures, and programs of Virginia Christian College's financial aid program.

All information in this handbook is subject to revision. Information contained herein supersedes that previously published and is subject to change.

Office of Financial Aid Contact Information:

Dumfries Campus Address: 17100 Van Buren Road, Dumfries, VA 22025
Norfolk Campus Address: 5833 Poplar Hall Drive, Norfolk, VA 23502
Phone: 703.445.9056
Email: finanicalaid@vcc.edu

Office of Financial Aid Staff:

Wes Brothers, third-party Senior Financial Aid Manager finanicalaid@vcc.edu
Alaina Henriquez, Financial Services/Student Accounts Manager finanicalaid@vcc.edu

FINANCIAL AID DISCLOSURE POLICY

All information about individual student financial aid is strictly confidential and can only be used for the purpose of determining and administering the student's financial aid. Persons with legitimate audit responsibilities are permitted access to individual folders. Whenever possible, the selection of folders is random. All non-identifiable data on individual students is available to persons with legitimate interests. Non-identifiable summary data on student financial aid is available to all connected with student aid, college and governmental administrators, fundraisers, potential donors, etc. All information concerning an individual student's aid released to a third party by the Office of Financial Aid is done with prior written consent of the student.

FINANCIAL AID ELIGIBILITY

Financial status is not a factor in the admission of students to Virginia Christian College. The Office of Financial Aid will make every effort in assisting students in financing their education, as well as managing their student debt. Eligibility for financial aid is reevaluated each year.

This will take into account any changing federal eligibility criteria, including satisfactory academic progress and aggregate loan borrowing limits. International students are not eligible for federal or institutional aid.

To be considered for federal or state financial aid at Virginia Christian College, students must:

- Have completed the FAFSA with Virginia Christian College's school code.
- Be admitted and registered into an eligible degree-granting program at Virginia Christian College.
- Be enrolled in coursework that is required to meet degree program requirements.
- Be a United States citizen or an eligible non-citizen.
- Have a valid Social Security number.
- Provide proof of high school completion or GED for a Virginia Christian College undergraduate degree program. This is both a financial aid eligibility requirement and an admissions requirement. Students may qualify for federal student aid if they've earned a prior Associate or Bachelor's degree, or have 60 or more academic credit hours transferable to their Virginia Christian College undergraduate degree program.
- Not be in default on a student loan or owe a repayment on a federal grant.
- Have received less than the lifetime limit for federal grants and loans.
- Sign the certification statement on the FAFSA stating that you will use federal student aid only for educational purposes.
- For Pell Grants, be attending a minimum of three credits, and for federal loans, be attending a minimum of six credits (undergraduate) or three credits (graduate).
- Be registered with the Selective Service, if required.
- Supply the Virginia Christian College financial aid office with any additional documentation to verify financial aid eligibility.
- Not be receiving federal or state financial aid from another institution for the same enrollment period.
- Maintain satisfactory academic progress.
- Meet other state and federal eligibility requirements.

STUDENT RESPONSIBILITIES

Students are expected to uphold certain responsibilities for their part in making sure that the Office of Financial Aid has all the documents and/or information required to make a decision on a student's eligibility for financial aid. This includes the following:

- Students are to complete all application forms, additional documentation, corrections, and/or new information, and submit them on time.

- Students are to respond to any request for information from the Office of Financial Aid in a timely manner so as to not delay the processing of their aid. A hold may be placed on a student account due to non-responsiveness.

- Students are to read, understand, and keep copies of all forms that they are asked to sign.

- Students are responsible for knowing when they might be expected to return all or part of their financial aid award in case of changes to status affecting eligibility, such as withdrawing, taking a leave of absence, and/or changes to class registration load/credits.

- Students are responsible for honoring all agreements that they sign.

Admissions Policy

Application Procedures

After a review of the requirements, complete the application which is accessed online at vcc.edu; there is no application fee. Complete all of the application components and submit application online. Once all of your components have been completed and approved, your application will be submitted to the Admissions Committee. You will then receive an e-mail with a date for your admissions interview. See Academic Catalog for specific program requirements.

Admissions Process

In considering application, the office of Admissions reviews the applicant complete file (i.e., academic records, recommendation, and personal information). All applicants will be considered for enrollment regardless of race, sex, national or ethnic origin. Each applicant will be assessed according his/her academic background and personal relationship with Jesus Christ. The applicant will be notified of the decision of the Committee.

The requirements for admission have been established by the College as providing minimum qualifications for admission into the Undergraduate Certificate Program. Virginia Christian College follows an open admissions policy and all candidates for admission to Virginia Christian College must show evidence of Christian character and competent scholastic ability. A transcript from high school (or GED) and/or college is the standard educational requirement for admission to Virginia Christian College. However, students who wish to avail themselves to the training offered by a Christian college, but who are not high school graduates, may be admitted into the Undergraduate Certificate Program only. See Graduate Program for specific admission requirements into the graduate studies.

Admission Classifications

Degree Seeking Students: Applicants who have fulfilled all of the admission requirements and are moving toward candidacy for an undergraduate, master's, or doctoral degree.

Provisionally Admitted Students: Applicants who have submitted all application materials except official transcripts or letter(s) of reference may be provisionally admitted to Virginia Christian College. Those with provisional status have one semester to submit all of the required admissions materials. The student will not be eligible to register for a second semester until the provisional designation is removed. Any request for an exception to this registration block must be submitted to the Program Director.

Conditionally Admitted Students: Applicants whose application does not meet the criteria for degree-seeking or non-degree seeking students, but who appear to have the capability to successfully complete undergraduate and graduate courses may be admitted to Virginia Christian College on a conditional admittance status. A conditionally admitted applicant must satisfy the conditions of his/her admittance in order to be reviewed for degree-seeking status. The specific conditions and length of time permitted to meet the stated conditions shall be detailed in a letter from the Program Director of the student's chosen program.

Non-degree Seeking Students: Applicants who meet all of the requirements for admission to the Certificate program, but who do not intend to pursue an undergraduate or master's degree at Virginia Christian College, may

be admitted into the Certificate program only. However, no non-degree seeking student will be admitted into the doctoral program. This classification includes students who may be taking courses for transfer credits, personal enrichment, for professional development credits, continuing education or licensing requirements, etc. Should a non-degree seeking student wish to pursue a degree, the student may apply to any degree program for which they qualify.

High School Diploma or Alternative Options (Ability-to-Benefit): To be eligible to receive federal financial aid, students must have a valid high school diploma, a recognized equivalent such as a general education development (GED) certificate or completed homeschooling at the secondary level (as documented by a homeschool transcript). Virginia Christian College requires a record of high school (or GED) completion for admission. Students are not eligible for financial aid at Virginia Christian College without completing this requirement.

Determining Validity of High School Completion:

> Upon receipt of the high school completion documentation, Virginia Christian College confirms the diploma is valid. If there is reason to believe the diploma is inauthentic or granted by an ineligible post-secondary institution, further review may be necessary.
>
> Typically, validity is determined by confirming the high school's accreditation status with the agency that has jurisdiction over the high school. If unable to validate through the accrediting agency and/or if additional information is needed, Virginia Christian College performs due diligence with actions such as, contacting the high school for additional information, consulting with other post-secondary school leadership located in proximity to the high school in question.

Students without a high school diploma (or GED) may also qualify for Title IV student aid if they:

1. Have successfully completed an associate's degree program,
2. Have at least 60 semester credit hours (or 72 quarter credit hours) of academic credit that is acceptable for full credit toward a bachelor's degree, or
3. Attended a bachelor's degree program in which at least 60 semester credit hours (or 72 quarter credit hours) of academic credit have been successfully completed. For students who have successfully earned 60 semester credit hours (or its equivalent) in an associate or bachelor degree program, the admissions requirement of proof of high school completion is waived.

Academic Year and Program Length Definitions

Degree Programs	Academic Year	Length of Program	Weeks to Complete
Bachelor of Biblical & Theological Studies	Fall & Spring (32 wks)	120 Credit Hours (36 credits of gen ed must be transferred in)	128
Bachelor of Arts in Business Leadership	Fall & Spring (32 wks)	120 Credit Hours (36 credits of gen ed must be transferred in)	128
Bachelor of Arts in Human Services	Fall & Spring (32 wks)	120 Credit Hours (36 credits of gen ed must be transferred in)	128
Master of Ministry: General Track	Fall & Spring (32 wks)	36 Credit Hours	64
Master of Ministry: Bible Track	Fall & Spring (32 wks)	42 Credit Hours	72
Master of Ministry: Care and Counseling Track	Fall & Spring (32 wks)	42 Credit Hours	72
Master of Ministry: Leadership Track	Fall & Spring (32 wks)	42 Credit Hours	72
Doctor of Ministry: CPE Concentration	Fall, Spring, Summer (40 wks)	36 Credit Hours	120
Doctor of Ministry: Leadership Concentration	Fall, Spring, Summer (40 wks)	36 Credit Hours	120
Certificate Programs	**Academic Year**	**Length of Program**	**Weeks to Complete**
Undergraduate Certificate in Biblical & Theological Studies	Fall, Spring, Summer (40 wks)	33 Credit Hours	48
Undergraduate Certificate in Coaching	Fall, Spring, Summer (40 wks)	21 Credit Hours	48
Undergraduate Certificate in Business & Entrepreneurship	Fall, Spring, Summer (40 wks)	18 Credit Hours	48
Undergraduate Certificate in Care & Counseling	Fall, Spring, Summer (40 wks)	21 Credit Hours	48
Graduate Certificate in Ministry	Fall & Spring (32 wks)	18 Credit Hours	32

APPLICATION DUE DATE

Financial aid is a rolling process. We provide award letters to applicants whose financial aid applications are complete. We require that the Office of Financial Aid receive the completed financial aid application and all requested documents by the following dates:

- Incoming students - July 1st
- Returning students - July 15th

HOW TO APPLY FOR FINANCIAL AID

Students must complete the Free Application for Federal Student Aid (FAFSA). The federal school code for Virginia Christian College is **042851**.

The link to the FAFSA application is https://studentaid.gov/. For graduate students, additional application forms may be required to allow students to self-select the loan type and amounts they would like to borrow.

ADDITIONAL APPLICATION DOCUMENTATION

The Office of Financial Aid may require additional documents in their review of financial aid eligibility. The student will be notified promptly if these additional documents are required. Financial aid cannot be awarded or disbursed if these documents are not received. Such additional documentation may include, but are not limited to:

- Proof of citizenship
- Proof of Social Security number
- Proof of resolution of loan default status

AWARDING OF FINANCIAL AID

An applicant must be a United States citizen, a naturalized citizen of the United States, permanent resident, or an eligible non-citizen. The application for financial aid is not a factor in the decision for acceptance to Virginia Christian College.

A Student Aid Index (or SAI) is calculated for all students who have completed both the FAFSA with all required data and sent any required additional documentation to Virginia Christian College. The SAI is used in determining the student's federal aid eligibility.

All graduate students are considered independent, and a SAI is calculated from the student data provided on the FAFSA. However, the determination of a SAI does not directly affect loan eligibility for the Federal Direct Unsubsidized Loan or the Graduate PLUS Loan Programs.

GRANTS & LOANS

Federal Pell Grants

Federal Pell Grants usually are awarded only to undergraduate students who display exceptional financial need and have not earned a bachelor's, graduate, or professional degree. (In some cases, however, a student enrolled in a postbaccalaureate teacher certification program might receive a Federal Pell Grant.) Students receiving non-federal grants, scholarships, or other aid that covers their entire Cost of Attendance (COA) are ineligible to receive a Federal Pell Grant.

Federal Loans Awards

Eligible students may borrow the Federal Direct Unsubsidized Loan based on the cost of attendance and other financial aid a student receives. Federal loan eligibility is pro-rated for students enrolled less than full-time within a semester.

Unsubsidized Student Loans

If a student has a Federal Direct Unsubsidized Loan, interest will be accruing during the in-school period. Payments are not required while a student is actively progressing towards his/her degree. However, any unpaid interest will be added to the principal balance during repayment. The interest rate for the loan will be set no later than July 1st of every year by the Department of Education.

Federal Loan Fees

The Direct Undergraduate Loans and Direct PLUS Loans each have an origination fee which will be deducted proportionately from each loan disbursement. The amount of aid disbursed to a student's account will be net of the origination fee. The individual origination fees for each loan will be set on October 1st of every year by the Department of Education.

Private / Alternative Loans

Alternative student loans are administered by independent entities and are not affiliated with Virginia Christian College. They can offer various terms for repayment, interest rates, and loan limits. The terms of these loans can vary from lender to lender. The process is initiated by the student, and in most cases the lender requests certification to verify that the student is enrolled. The amount borrowed is between the student and the lender.

Institutional Scholarships

Virginia Christian College offers a needs-based scholarship to eligible students. Students can locate the application on the website by clicking Virginia Christian College Scholarship Application. If a student is eligible for the scholarship, the Office of Financial Aid will include the scholarship in the student's total financial aid package.

Outside Scholarships

Students who receive outside scholarships may have their loans reduced by the amount of the scholarship to not exceed the student's federally required cost of attendance. We encourage all students to seek additional scholarship opportunities.

STUDENT COST OF ATTENDANCE

The cost of attendance reflects the student's average cost of attending Virginia Christian College. It should represent a modest, but adequate, standard of living. The student budget includes both direct and indirect costs associated with enrollment in Virginia Christian College various programs.

Direct Costs

Direct costs consist of the following types of expenses:

- Tuition
- Mandatory fees

Indirect Costs

Indirect costs may consist of the following types of expenses:

- Books & Equipment (if applicable to the program)
- Supplies (if applicable to the program)
- Living expenses (e.g., food, rent/mortgage, childcare, etc)

OFFER LETTERS & ACCEPTANCE OF AWARDS

Students receive notice of financial aid in the form of an Offer Letter via email. All students are required to send back a signed copy of their Offer Letter to the Office of Financial Aid as proof of their acceptance or to note any adjustments they would like to make to their financial aid award, including declination.

OTHER PROCESSING REQUIREMENTS

Loan requirements, including Master Promissory Notes and Loan Entrance Counseling interviews are required prior to the disbursement of funds to a student's account. For students that are first-time borrowers of Federal loans, a signed Master Promissory Note is required. The Master Promissory Note and Loan Entrance Counseling

may be accepted if completed at a different institution. Both requirements can be completed by visiting: https://studentaid.gov

OVER-AWARDS

A financial aid over-award is defined as financial aid awarded to a student that exceeds the cost of attendance. If a potential or actual over-award is discovered, we are required to adjust or return the excess of funds. Aid that may need adjusting to prevent an over-award will be done in the following order, from first to last: Federal Direct Unsubsidized Loan, Federal Subsidized Loan.

DISBURSEMENT OF FINANCIAL AID

Financial aid funds are typically disbursed in two equal disbursements for semester-based programs. Financial aid cannot disburse unless all loan requirements are completed (e.g., Promissory Notes and Loan Entrance Counseling).

CREDIT BALANCES & REFUND CHECKS

A credit balance occurs whenever financial aid funds credited to a student's account exceed the student's billed charges. The Financial Services Office issues all refunds through a third-party company. Students will receive an email notifying them that they have a refund available. By signing up for direct deposit, refunds are delivered to the student's bank account. If a student does not elect to receive a refund by direct deposit, a refund check will be mailed to the student's local address and is typically received within 7-10 business days from the time the refund check is mailed.

SATISFACTORY ACADEMIC PROGRESS POLICY

Federal regulations require that, in order to be eligible for assistance from any Federal Title IV student aid program (Federal Pell Grant, Federal SEOG, Federal Work-Study, Federal Perkins Loan, Federal Direct/PLUS Loan, and State Student Incentive Grant Programs) a student must be in good academic standing and making satisfactory progress according to the guidelines for graduation and promotion. The Satisfactory Academic Progress policy is completed at the end of each semester.

At each formal SAP evaluation point, Virginia Christian College checks:

1. Maximum time frame
2. Quantitative measure (pace of progression)
3. Qualitative measure (grade-based; GPA)

Maximum Time Frame

The maximum time a student can receive Title IV aid to complete a program of study must be no longer than 150% of published length of education program. Students are ineligible if, at the designated evaluation points, the max time frame will exceed the max time frame.

100% Scheduled Length of Program / 150% Maximum Time of Completion =

Pace Progression of 67%

Quantitative Measure (Pace Progression)

The pace of progression required to make sure student completes within maximum time frame is calculated by dividing cumulative number of credit hours a student has successfully completed by cumulative number of credit hours a student attempted:
For credit hours,

- Minimum 67% completion
- Successfully completed credit hours/scheduled credit hours

Maximum Time Frame and Pace Progression

The Maximum time frame, in conjunction with pace of progression, ensures the student completes the program within the maximum time frame, and they must be in alignment.

Credit hour example (Program):

- Degree program requires 120 credits for completion
- 120 x 150% = 180 attempted credits is maximum time frame
- Quantitative measure (tied to max time frame)
    - 120 credits / 180 credits = 66.6% (usually rounded to 67%)
        - Must earn 67% of credits attempted to graduate in maximum time frame

Credit hour example (Student):

- At the end of the 2nd semester, a student has cumulatively completed 16 credits, while attempting 24 credits
- Quantitative measure equals – 16 completed / 24 attempted = 67%

Qualitative Measure (Grade-based)

- Undergraduate sliding scale requirements.
    - 1.5 GPA after 1st semester
    - 1.75 GPA after 2nd semester

- 2.0 GPA after 3rd semester

- Graduate students must maintain a GPA of 2.9 or above.

UNSATISFACTORY ACADEMIC PROGRESS & FINANCIAL AID REVIEW

Minimum Completion Status

A student must have earned 67% of the total hours attempted to be considered eligible for financial aid. Undergraduate and graduate credits cannot be commingled.

Transfer hours will be included in hours attempted. The phrase "hours attempted" is defined as the sum of the hours for all Virginia Christian College courses and transfer courses for which registration charges were incurred. This includes "W" courses for which no refund was given.

Incompletes are handled by Virginia Christian College in the following manner.

- Each course syllabus indicates all due dates for required course work. All due dates are final and any change is only at the discretion of the Virginia Christian College Catalog 2020-2021.
- In the case of serious illness, family emergency, or other extenuating circumstances, the professor may grant an extension of not more than six weeks from the end of the term to complete course assignments. All extension requests must be submitted in writing.
- A temporary notation of "I" (Incomplete) is entered in the student's academic record until a final grade is determined. Course assignments not completed by the extended deadline will be recorded as a failing grade. An appeal requesting an exception to this policy must be submitted in writing to the Vice President of Academic Affairs/CAO.
- In the instances where a repeat course is required, Virginia Christian College will count the original course as the course is recorded and calculated on the student's official transcript.

Maximum Time Frame Requirement

Eligibility is terminated at the point when the total hours attempted equals 150% of the total degree hours (e.g., 120 hours required X 150 percent = 180 maximum allowable hours). Students will be suspended as soon as it is mathematically not possible to graduate within the Warning and Suspension categories described below.

Warning Status

When a student's cumulative GPA falls below the level of 2.0 (D) as an undergraduate student and 2.90 (B) for a graduate student, the student will be placed on Satisfactory Academic Progress (SAP) Warning for the following semester. The student will be notified of their SAP Warning status through email. The maximum academic load for students on Satisfactory Academic Progress Warning is 6 credits. If the student placed on Warning, achieves the GPA requirements listed in the sliding scale but is not above a 2.0 GPA, the student will remain on warning.

Suspension Status

Students who do not attain a satisfactory cumulative GPA (see GPA and Maximum Timeframe requirements) by the end of the semester after being placed on Satisfactory Academic Progress Warning will be placed on Satisfactory Academic Suspension making them ineligible for financial aid. Students placed on Satisfactory Academic Suspension will be notified through email. Students that are suspended from receiving financial aid if they do not meet the SAP by the end of their warning term.

Appeal Process

A student may make a written appeal to the Financial Aid Committee if the minimum GPA or Credit Completion requirement is not met. Grounds for appeal may include the death of an immediate family member (spouse, mother, father, guardian, sister, brother, son or daughter), an injury or illness (i.e., requires hospitalization) experienced by the student or an immediate family member of the student (as designated above), domestic violence, or other special circumstances (reviewed on a case-by-case basis). Appeal forms are available in the Financial Aid Office.

Documentation to provide along with the SAP appeal form must reflect the dates connected to the reason for failing to achieve SAP and can include, but is not limited to, the following examples provided from disinterested third-parties:

- Doctor's, Pastor's, Social Worker's, or counselor's letter on letterhead indicating the dates you were under their care
- Copy of a death certificate, obituary, or third-party documentation of death
- Accident reports, police records, court records

After the Financial Aid SAP Appeal Committee reviews and makes a decision on the appeal, the student will be notified by email of the committee's decision. Appeal decisions are considered final and no further attempts to appeal will be entertained.

Part of the appeal process is establishing an academic plan with one's advisor. If appeal is granted, a student will be on Financial Aid Probation and will be granted one additional semester of financial aid unless satisfactory academic progress is re-established, or the student has successfully followed the academic plan.

Students on financial aid suspension will not receive any form of federal, state, or Virginia Christian College financial aid (grants, scholarships, student loans, student employment). Financial aid eligibility may be reinstated when all requirements of SAP are met. Students suspended from receiving financial aid are not eligible for a financial aid deferment. This suspension pertains only to financial aid and does not prevent you from enrolling and paying for classes on your own.

Please note that Financial Aid Warning and Suspension are separate conditions from Academic Probation. It is possible, for instance, to be on Financial Aid Warning or Suspension because of not meeting the Maximum Time Frame Requirement, even though academic progress (e.g., grade point average) is acceptable.

REFUND POLICIES

Return of Title IV Aid

Students are encouraged to contact the Financial Aid Office before withdrawing from classes to understand the complete financial impact of withdrawal. Many times, a withdrawal can result in a student owing the College and/or federal government for financial aid that has already been refunded to the student. Withdrawing from classes may also impact the Satisfactory Academic Progress completion ratio.

Virginia Christian College determines the withdrawal date for a student when the student notifies the College in writing and whose withdrawal is officially approved. For students who unofficially withdraw, Virginia Christian College will coordinate with faculty, academic advising, the College Registrar, and other departments as needed to determine the student's withdrawal date.

Once the withdrawal date is determined, Virginia Christian College will complete a Return to Title IV funds calculation and return any required funds as soon as possible and no later than 45 days from the date the school determined the student withdrew.

Federal laws set forth regulations that govern the treatment and calculation of refunds for recipients of Federal Financial Aid (Title IV aid) when a student withdraws from a class.

The Financial Aid Office is required by the Dept of Education to recalculate federal financial aid eligibility for students who withdraw, drop out, or are dismissed prior to completing at least 60% of a semester. Recalculation is based on the percent of earned aid. A return calculation is not required if a student completed one or more modules that equal 49 percent or more of a term. A module for Virginia Christian College is a class offered in the 8-week format. The Financial Aid Office must return Title IV funds to the programs from which the student received aid during the payment period or period of enrollment as applicable, in the following order, up to the net amount disbursed from each source:

1. Unsubsidized Loan
2. Subsidized Loan
3. Federal PLUS Loan
4. Federal Pell Grant
5. Federal SEOG Program
6. Other Title IV grant programs

Below is an explanation for the calculation of the percentage of Title IV funds that a student has earned upon withdrawal.

- The term began on January 18th and is 53 days long.
- A student stopped attending classes on February 5th and contacted Virginia Christian College in writing to notify the college of their withdrawal.
- The student has attended 18 days and has earned 34.0 percent of their financial aid (18 days divided by 53 days = 34.0%).

Student received in aid:	Federal Unsubsidized Loan	$3,415
	Federal Direct Grad PLUS Loan	$1,500
	Total aid winter term	$4,915
Amount of federal aid earned:	34.0% x $4,915	$1,671.10
Amount of federal aid unearned:	$4,915 - $1,671.10	$3,243.90

- The second calculation determines percentage of amount unearned based on school charges for tuition and fees.
- The student was charged $2,538 in tuition and fees.
    - Percentage of unearned aid for this second calculation is 100% - 34.0% = 66.0%. Therefore, based on the tuition charges for the term, $1843 x 66.0% = $1,675.08.
- The amount of federal aid the student must return is the lesser of step 2 or 3 ($1,675.08 in our example).
- Federal guidelines determine the order of aid types to be reduced:
    - Unsubsidized Loan,
    - Subsidized Loan,
    - Parent PLUS Loans (parent or graduate), and then
    - Pell Grant until $1,675 (rounded to the nearest dollar) has been repaid.
- Therefore, the student's aid will be reduced to:

Federal Unsubsidized Loan	$3,415	- $1,675	= $1,740
Federal Direct Grad PLUS Loan	$1,500	- $0	= $1,500
Total returned	$1,675		

- The total returned amount reflects the amount to be billed to the student's billing account from his financial aid.
    - Any refunds from tuition that are determined and applied to his account may affect the amount that the student owes for the term.

The school must return the amount prescribed by the preset formula within the Return to Title IV funds. The student may also be required to return Title IV grants or loans. Once Virginia Christian College has determined what the required amount is, Virginia Christian College will notify the student as soon as possible. The student must return any loan funds based on the promissory note related to the loan. Any unearned grant funds are known as an overpayment and Virginia Christian College will notify the student what amount is to be repaid by providing

the Return to Title IV funds form with the amount listed. The student will need to make arrangements with Virginia Christian College or the Department of Education to return the unearned grant funds.

In instances where Virginia Christian College determines a student's earned aid exceeds disbursed aid according to the Return to Title IV (R2T4) funds calculation, Virginia Christian College will calculate the amount of a post-withdrawal disbursement by subtracting disbursed aid from earned aid. If a post-withdrawal disbursement is due, Virginia Christian College will then determine the source(s) from which it will be funded and credit any grant portion towards allowable unpaid charges first. If the grant results in a credit on the student account after being applied towards allowable charges, the college has 45 days from the determined date of withdrawal to disburse the grant portion of the post-withdrawal disbursement to the student.

Virginia Christian College will offer and obtain the student's authorization to credit the loan portion of a post-withdrawal disbursement towards the allowable and/or unpaid charges. In the instance of a parent PLUS loan, Virginia Christian College will obtain the parent's authorization to credit the parent PLUS loan portion towards the allowable and/or unpaid charges. Virginia Christian College will offer the student any portion of the post-withdrawal disbursement of loan funds not credited towards unpaid charges and make the post-withdrawal disbursement if the offer is accepted. This also applies to the parent PLUS borrower. The credit resulting from the loan portion of a post-withdrawal disbursement will be offered within 30 days of the date of the institution's determination that the student withdrew allowing the student at least 14 days to respond to the request made by Virginia Christian College. No disbursement is made if the parent in the case of a parent PLUS loan or a student does not respond within the 14 days from the date the notification was sent from Virginia Christian College.

In the event, the R2T4 calculation results in a credit to the student, Virginia Christian College will disburse the credit to the student no later than 14 days after the R2T4 calculation has been completed.

Virginia Christian College reserves the right to amend this procedure to comply with federal regulations.

Tuition and Fees Refunds

Any student who withdraws from courses or the College in writing and whose withdrawal is officially approved, may receive a refund for tuition and course-related fees. Refunds are calculated from day one to week eight (8) for 15-week semesters and from day one to week four (4) for 8-week Terms.

1. The "Withdrawal Policy" goes into effect on the first day of the semester.
2. The withdrawal period begins the first week of the semester and continues to week 8 in Fall and Spring semesters, regardless of whether courses are offered in a 15-week, 8-week, or 1-week format. For Summer semesters, the withdrawal period begins the first week of the semester and continues to week 4, regardless of whether courses are offered in an 8-week or 1-week format. A drop/add period allows a student to drop a class before it begins. However, a drop is not considered a withdrawal.
3. Due to financial decisions made based on class enrollment, tuition and fee charges for withdrawals are based on the start of the term, NOT on the class start date. For example, if a modular class is scheduled the sixth week of the semester, withdrawal refunds are prorated from the first week of the semester through the 4th week as for any other class.

4. All classes are subject to the withdrawal policy regardless of start date. For example, in order to receive a refund for a modular course that is scheduled to begin week nine (9), the withdrawal must be submitted between week one (1) and week eight (8) in order to receive any portion of a refund. All courses are subject to the same withdrawal policy.

LOAN EXIT COUNSELING, DEBT MANAGEMENT, AND LOAN REPAYMENT

The Office of Financial Aid is committed to educating all student borrowers on matters of student loan debt during their time at Virginia Christian College and prior to graduation. Through extensive communication initiatives such as group information sessions and individualized one-on-one appointments, the Office of Financial Aid plays a significant role in providing essential debt management tools and resources to current students and alumni.

There are several repayment plans for Federal Direct Student Loans. Borrowers can choose a plan to fit their financial circumstances and can change plans without penalty at any time if their financial circumstances change. If, because of exceptional circumstances, a student cannot repay his/her loans using one of the repayment plans, the student should reach out to his/her Loan Servicer to see what options might be available. Students receive detailed information about repayment options at exit counseling and from their loan servicer, so they can select the plan that is the best fit for them.

Borrowers will be told what their monthly repayment amounts would be under each plan. Once a plan is selected, the loan servicer will send a repayment schedule for all Direct Loans, listing the plan selected, what the monthly payment will be, and when payments will be due. Changes in income and career opportunities make it essential that students borrow at a manageable level.

For many students and their families, the prospect of considerable debt is alarming. Excessive debt may have serious consequences in terms of financial planning for the future. It is essential that students learn the terms of potential loans and be prepared to budget during graduate school in order to meet their obligations. The ability to repay is affected by the interest rate, the number of years of repayment, and the methods by which these payments are structured. We caution students to live within the standard budget and to avoid high interest loan programs whenever possible in their borrowing process.

DEFAULT PREVENTION/MANAGEMENT PLAN

Virginia Christian College makes every effort to help a student avoid delinquency, and such efforts are formally incorporated into the Default Management Plan. This Plan is designed to promote student and school success by increasing retention and reducing delinquency and default on payment of student loans
The default policy includes:

1. All students applying for financial aid are required to have a high school diploma or equivalent to receive student financial aid.
2. Ensure that in-depth entrance counseling will be provided to each student at the time of application for a student loan. *Students admitted to Virginia Christian College with a default status are not eligible for financial aid.*
3. Provide Financial Literacy Workshops.

4. Provide exit counseling. All students leaving Virginia Christian College prior to graduation are contacted as soon as possible to do the required Exit Interview. A copy of a letter attempting contact will be kept in the student's file.
5. Distribute pamphlets and publications explaining loan repayments, schedule of monthly payments and a link to the website containing the same information.
6. Contact follow up is made via correspondence, invitations, surveys, and questionnaires on a regular basis to assure ongoing relationships with alumni, and as part of our Default Management Plan.
7. Obtain as much demographic information as possible from family members, pastors, and former teachers, I.e., Cell phone numbers, change of addresses, and email addresses.
8. Alert letters will be mailed to delinquent students monthly.
9. Telephone contact will be made with students over 120 days delinquent.
10. Gather data for required reporting and institutional effectiveness purposes.
11. Make accurate, precise and readily available default rate files on students and report NSLDS in timely manner.
12. Frequent communication with the Academics Department to ascertain the names of those students who are not making satisfactory academic progress to take preventive measures to assist students and maintain retention.
13. Requests for academic transcripts are denied when the student's loan status is "Default."

KEY FINANCIAL AID WEBSITES:

- Federal Student Aid Loans - https://studentloans.gov/myDirectLoan/index.action
- National Student Loan Data Base System (NSLDS) - https://www.nslds.ed.gov/nslds/nslds_SA/
- Online resource on financial aid process, loan consolidation, loan forgiveness, repayments & debt - https://www.debt.org/students/

CREDIT REPORTS

Credit is an increasingly important part of a student's financial life and if student chooses to purse private lenders to fund their education, lenders are looking at the prior credit record of new borrowers and will not approve those with unsatisfactory ratings. We recommend you check on your credit status. You can request a copy of your credit report online or by phone from one of the three national credit bureaus below:

- Experian: 1-888-397-3742, www.experian.com
- Trans Union (TU): 1-800-916-8800, www.transunion.com
- Equifax: 1-800-685-1111, www.equifax.com

You are entitled to a free copy of your credit report if you have been denied credit within the past 60 days. In addition, under the Fair and Accurate Credit Transactions Act of 2003 (FACT Act), all students are entitled to a free credit report annually from each of the three credit agencies (www.annualcreditreport.com).

COMPLAINT POLICIES

General:

- **To Virginia Christian College:** Students may submit all complaints in writing to the Student Success Office via email at studentservices@vcc.edu. Students must indicate the nature of their complaint, explain their complaint in detail, and provide the basis of their complaint by explaining what standard was violated. The SS office is responsible for responding to the student (normally within 3-5 business days, but depending on the immediacy of need, could be as early as 24 hours), directing the resolution process, and recording the final resolution of the complaint. If the student is still dissatisfied after conferring with the SS personnel, a complaint may be submitted to the Vice President of Academic & Student Affairs via email at sjanuary@vcc.edu

- **To FERPA:** Students have the right to file complaints with the FERPA office concerning alleged violations by the College or failure to comply with the act. This may be done by accessing the FERPA Complaint Form at http://familypolicy.ed.gov/sites/fpco.ed.gov/files/E_Complaint_Form-ED.EMVC_.001.3_SRXV2.v071015.pdf

- **To SCHEV:** Students who are unsatisfied with Virginia Christian College's resolution to a complaint may contact the State Council of Higher Education for Virginia (SCHEV) as a last resort via telephone: (804) 225-2600,online: https://www.schev.edu/students/resources/student-complaints, or mail: 101 North Fourteenth Street, Richmond, VA 23219.

- **To TRACS:** Students may also submit a complaint with TRACS via telephone: 434. 525-9539, email: info@tracs.org, or mail: P.O. Box 328, Forest, Virginia 24551.

- **To Dept. of Education:** Students may also file a complaint with the Department of Education through this link https://studentaid.gov/help-center/answers/article/how-can-i-submit-complaint-about-how-my-college-is-administering-my-financial-aid

Financial Aid Grievance Procedure:

Students with concerns about financial aid issues should first contact the campus business office to discuss any concerns that they have. Many issues can be resolved via a conversation. If a complaint cannot be resolved informally through a discussion with the business office, the student may file a written grievance via the process outlined below.

Level 1 —A grievance shall be raised as soon as the event occurs or the student gains knowledge of it and in no event more than **sixty** (**60**) **days** after the event occurred. The written grievance, including any written statements by any persons the student deems relevant, is filed with the College's business office and shall contain the name of the complainant, the date of the filing, and a brief, but specific description of the grievance and the redress sought.

The business office shall provide a written response to the student within thirty (30) calendar days of receipt.

Level 2 — If not satisfied with the grievance disposition at Level 1, the student may file a written grievance with the Director of Student Success. The written grievance is filed with the SS Director and shall contain the name of the

complainant, the date of the filing, and a brief, specific description of the grievance and the redress sought, and the results of the disposition of the grievance at Level 1.

The SS Director shall provide a written response to the student within thirty (30) calendar days of receipt.

Level 3 — If not satisfied with the grievance disposition at Level 2, the student may file a written grievance with the Vice President of Academic and Student Affairs within thirty (30) calendar days of receipt of the written decision from the SS Director. The written grievance shall contain the name of the complainant, the date of the filing, a brief, specific description of the grievance and the redress sought, and the results of the disposition of the grievance at both Levels 1 and 2.

The Vice President of Academic and Student Affairs will contact the student upon receipt of the written grievance and will issue a written response within thirty (30) calendar days of receipt. The decision of the Vice President of Academic and Student Affairs will be final.

The timelines above apply only to Virginia Christian College staff and processes. If non-academic or financial aid grievances are not settled to the student's satisfaction for any reason, the student may contact the College's accrediting agency, the Transnational Association of Christian Colleges and Schools (TRACS) (434. 525-9539, email: info@tracs.org, or mail: P.O. Box 328, Forest, Virginia 24551), or one of the state agencies. Students may also file a complaint with the Department of Education through this link https://studentaid.gov/help-center/answers/article/how-can-i-submit-complaint-about-how-my-college-is-administering-my-financial-aid