

## 2023-24 FINANCIAL AID, PAYMENT & BILLING POLICIES

Columbia College Chicago is committed to helping students finance their education. The purpose of this document is to ensure that you have a successful registration and financial experience at Columbia by providing important information related to our financial aid, payment, and billing policies for the 2023-24 academic year. A link to this document is sent to all enrolled students every semester.

### **CONTACT INFORMATION**

You can call our toll-free consultation line at 312-369-7140 or connect with us on live chat Monday through Thursday from 8:00 a.m. – 6:00 p.m. and Friday from 8:00 a.m. – 5:00 p.m. central time.

The Columbia Central Student Center is open at 600 S. Michigan Ave., Suite 301, Monday through Friday from 9:00 a.m. – 4:30 p.m. central time. If you would like to make an appointment to speak with a Columbia Central Counselor by phone or in person, please [complete the request form](#) on our Contact Us page.

### **COMMUNICATION POLICY**

Most communication from Columbia Central to students will be sent to the student's school-issued Office 365 email account. Columbia Central may communicate with new students via their permanent address or with continuing students via their mailing address on file with Columbia. Students are expected to regularly check their student email. Students are also expected to update their mailing address on file with Columbia through their MyColumbia portal within 5 days of changing their address.

Columbia Central limits its discussion of student account information to the following individuals:

- The student
- The student's parent(s) listed on the current year Free Application for Federal Student Aid (FAFSA) if the parent claimed the student as a dependent on the parent's taxes
- Third-party benefit providers for which a student has completed the [Third-Party Benefit Release Form](#)
- An individual for whom the student has submitted an [Authorization to Release Information Form](#) for the applicable award year. This form is available through Columbia Central.

In order to protect the student's privacy and in accordance with the Columbia's [Family Educational Rights and Privacy Act](#) (FERPA) policy, Columbia

Central will not discuss specific academic information, such as grades, with any individual except the student. Per Columbia's FERPA policy, upon written request to the Office of the Registrar, a student may inspect and review their education records. Please send any such request to [registrar@colum.edu](mailto:registrar@colum.edu), or to the Office of the Registrar, Columbia College Chicago, 600 S. Michigan Avenue, Chicago, IL 60605.

### **COLUMBIA CENTRAL DOCUMENTATION POLICY**

The preferred method of document submission is electronic forms. Students and families may submit documents via electronic document submission, fax, or mail.

Columbia Central encourages all students and families to keep copies of original documentation submitted to our office. Generally, Columbia Central will not release previously submitted documentation, such as tax forms or court records, to a student or family. Columbia Central does not release copies of immunization documents submitted to the college under any circumstances.

For additional information regarding our document policies and instructions on how to upload documents, visit our [document submission](#) web page.

### **BILLING POLICIES**

#### **MANDATORY TUITION AND FEES**

Columbia's tuition, fees, and tuition refund policy are available on the [Columbia Central website](#). Columbia will not waive any tuition or institutional mandatory fees regardless of degree-seeking status, except in certain instances of Study Abroad and Semester in L.A. Columbia will waive the U-Pass fee if authorized by the Chicago Transit Authority, and such authorization is granted on a term by term basis.

#### **BILLING**

Students may access their real-time account balances and make payments online via CCCPay, which is located in the MyColumbia portal.

All monthly account statements are issued electronically. Monthly account statements may be accessed online via CCCPay in the student portal.

### **PAYMENT POLICIES**

Students who have charges that are not covered by secured financial aid or a third-party payment are required to either pay their outstanding balance in full or enroll in a payment plan by the published deadline date

## 2023-24 FINANCIAL AID, PAYMENT & BILLING POLICIES

for the semester. The deadline dates are August 1 for the Fall semester, January 5 for the Spring semester, and May 13 for the Summer semester. If the payment deadline date for the term falls on a weekend or holiday, payment will be due the next business day.

Failure to honor Columbia's [payment policy](#) will result in a hold on the student's account and may also result in fees and collection costs. Columbia reserves the right to cancel the class schedule of any student who fails to comply with the payment policy.

Payments may be made by mail or online through CCCPay (credit card or e-check). Checks must be made payable to Columbia College Chicago. A \$30 insufficient funds fee will be charged for each returned/dishonored payment.

Columbia accepts Visa, MasterCard, Discover, and American Express through CCCPay. All credit card and debit card payments are assessed an additional 2.85% non-refundable service fee of the payment amount. The service fee will appear as a separate transaction on the card holder's card statement.

International wire-transfer with foreign currency may also be made through CCCPay. Foreign currency payments are processed with Flywire, a third-party international payment processor.

### **PAYMENT PLANS**

Students who have charges that are not covered by secured financial aid or a third-party payment must enroll in an automated [payment plan](#) through CCCPay by the published deadline date for the semester or pay their out of pocket costs in full. Students should sign up for a payment plan as early as possible to take advantage of lower fees, a lower required down payment, and lower installment payments over a longer period. Students with a balance of \$1,500 or more who do not enroll in a payment plan by the published deadline may have a hold placed on their accounts. Students who have a balance of less than \$500 are not eligible to enroll in a payment plan and are required to pay their balance in full by the deadline date for the semester.

### **Semester Payment Plan Enrollment Fees**

All students who enroll in a payment plan will be assessed a non-refundable payment plan enrollment fee. The amount of the fee will vary based on the enrollment date of the payment plan.

If a down payment is required, it will be calculated as a percentage of the total payment plan amount. For

example, if a student's balance will be \$8,000 after financial aid is applied and a 5% down payment is required, the student would be required to pay \$400 plus the non-refundable enrollment fee upon enrolling in the payment plan.

**All accounts not paid in full by the end of the semester may be sent to a third-party for further collection activity.** Once a balance is assigned, it will remain with the collection agency until it is fully resolved. If the account is sent to a collection agency, the student may be responsible for collection costs associated with the delinquent debt.

### **REFUND POLICIES**

#### ***INSTITUTIONAL REFUND POLICY***

Columbia will refund 100% of tuition and fees for a course that is dropped within the add/drop period for that course. The add/drop period for a course is dependent on the start and end date for that course. After the add/drop period for a course, the student is responsible for 100% of tuition and fees associated with the course even if the student stops attending the course. Please refer to the [Columbia Central website](#) for specific add, drop, and withdrawal dates by term.

#### ***ADDING, DROPPING, AND WITHDRAWING FROM COURSEWORK***

Returning students whose accounts are in good standing may register on the date and time provided by the Office of the Registrar in the MyColumbia portal. A confirmation deposit is required by all new students prior to registration for their first term at Columbia.

**Adding Courses:** Students may add courses by the published add date each semester, as posted on the [Columbia Central website](#). Students are charged full tuition and fees for each course added. Please note, adding a class after the add/drop period (census) of the standard semester will not result in an automatic adjustment to a student's federal grants or financial aid cost of attending.

**Dropping Courses:** Students may drop courses by the published drop date each semester, as posted on the [Columbia Central website](#). Failure to drop coursework by the published drop date will result in 100% of tuition and fees being assessed. Columbia does not drop students from individual courses due to non-attendance (see 'Course Withdrawals').

**Course Withdrawals:** By registering for classes, a student incurs a legal obligation to pay associated tuition

## 2023-24 FINANCIAL AID, PAYMENT & BILLING POLICIES

and fees, and 100% of tuition and fees are charged to students who withdraw from coursework. Non-attendance and/or a grade of 'NS' (no show) reported by faculty will be treated like a withdrawal and a student will be responsible for 100% of tuition for any individual course in which the student receives a NS grade. Students cannot receive federal or state financial aid for any course for which they receive a NS grade. Students must [officially withdraw](#) from their coursework by the published withdrawal date each semester, as posted on the [Columbia Central website](#). If a student is unable to withdraw due a hold on the student's account, the student should reach out to Columbia Central for assistance.

Students should carefully consider the academic and financial [implications](#) of completely withdrawing from and/or failure to complete all coursework.

**Failure to Begin Any Courses in the Term:** Students who never begin attendance in any course for the term and who fail to properly drop their courses during the add/drop period may have their schedules cancelled by Columbia. At Columbia's discretion, a \$75 per credit hour fee may be assessed to cover the administrative costs associated with the student's failure to properly drop their course schedule.

### **FEDERAL REFUND POLICY (Title IV 34 CFR 668.22)**

Per federal regulations, when a student recipient of federal (Title IV) loans or grant funds withdraws from Columbia (official notification) or stops attending and/or fails to complete any coursework (unofficial notification) during a semester in which the student began attendance, Columbia is required to determine the amount of federal loan and grant funds that the student has earned based on the percentage of the term completed. This is referred to as Return to Title IV (R2T4). If a student officially withdraws from all courses, Columbia uses the course withdrawal dates on the student's record to determine the percentage of the term that was completed. If a student unofficially withdraws from and/or fails all courses, Columbia confirms the last day of attendance with the faculty member responsible for teaching each course.

The federal formula determines the amount of Title IV funds a student is considered to have "earned" prior to officially withdrawing or ceasing attendance.

If as a result of the formula Columbia determines that the student is due additional Title IV funds, the student will be notified in writing. If the student is due grant funds, the student will be notified, and those funds will be applied to the student's account. If the student is due

loan funds, the student will be notified and will be asked to confirm in writing if they would like to accept those loan funds. Columbia must disburse any Title IV grant funds a student is due as part of a post-withdrawal disbursement within 45 days of the date Columbia determined that the student withdrew and must offer any post-withdrawal disbursement of loan funds within 30 days of the date that Columbia determined the student withdrew. To accept a post-withdrawal disbursement of loan funds, the loan borrower must notify Columbia of the decision within 14 calendar days of being offered the post-withdrawal disbursement.

If as a result of the formula Columbia determines that Title IV funds must be returned to the U.S. Department of Education, Columbia will return those funds on the student's behalf. In many cases, this will result in the student owing a balance to Columbia that must be repaid immediately. If funds must be returned on the student's behalf, the student will be notified in writing. Columbia must return any Title IV funds within 45 days of the date it determined that the student withdrew. Funds are returned to the U.S. Department of Education, as applicable, in the following order up to the net amount disbursed from each source: Unsubsidized Direct Loans; Subsidized Direct Loans; Direct PLUS Loans; Federal Pell Grants; FSEOG; Teach Grants; and Iraq and Afghanistan Service Grants.

Please note, students are responsible for 100% of tuition and fees associated with any courses from which they withdraw or stop attending for any reason.

### **STUDENT ACCOUNT REFUNDS**

When the total amount of funds for the semester applied to a student account exceeds the semester charges, a student account credit balance is generated. Columbia does not hold credit balances for use toward subsequent semesters which may mean, in some instances, a student account refund will be issued even though a balance is due on the account.

Student account refunds are issued to the **student** if all or part of the credit balance is created by funds in the student's name, including but not limited to: state and federal grants, private loans, and federal direct loans. Student account refunds are issued to the **Parent PLUS loan borrower** if a credit balance is created from the disbursement of the PLUS loan and Columbia scholarships. A PLUS Loan refund will be issued to the student when the PLUS Loan borrower authorizes the student to receive the credit balance. Student account refunds are issued to the **third-party sponsor** if all or part of the credit balance is not authorized to be refunded to the student by the third-party sponsor. In

## 2023-24 FINANCIAL AID, PAYMENT & BILLING POLICIES

these instances, Columbia Central would not send a notification to the student.

Columbia Central will send an email to the student's school-issued email notifying them when a refund has been issued to the student or parent.

**Direct Deposit:** Columbia encourages all students and authorized parties to sign up for [direct deposit](#) through CCCPay as this is the fastest and most secure way to receive a student account refund.

**Paper Check:** All student account refunds for which the recipient does not have an active direct deposit account will be issued a paper check and mailed to the recipient's active mailing address on file with Columbia. Uncashed paper checks are voided after 90 days. Students are responsible for ensuring that their mailing address is properly updated in the student portal.

**Unclaimed Checks:** Returned refund checks not retrieved and cashed by the payee within 90 days of the disbursement date will be voided. Students and authorized party refund recipients are sent an email when a refund check remains uncashed after 60 days directing them to contact Columbia Central regarding the uncashed refund check. A subsequent email is sent if the refund check remains uncashed after 90 days. The email informs the payee that the refund check has been voided and directs the payee to contact Columbia Central to have the refund reissued. If a student or authorized party does not contact Columbia Central about the outstanding refund check, funds from unclaimed checks will be turned over to the state as unclaimed property or returned to the federal or state program if the student account refund was due to a disbursement of federal or state funds. Please note, Columbia may not be able to reclaim funds on a student's behalf.

### **FINANCIAL AID POLICIES**

#### ***FINANCIAL AID***

Financial aid awards are prepared based on program, credit load, and choice of housing. Changes in enrollment, housing, and/or receipt of additional funds may necessitate revisions to financial aid awards. Students can view their financial aid awards via their MyColumbia portal. A student can only receive financial aid for courses that are required for the student's academic program. A student must be seeking a degree or certificate at Columbia to receive financial aid, unless the student is enrolled under an approved consortium agreement.

**Net Price Calculator:** Undergraduate students interested in enrolling at Columbia are encouraged to complete Columbia's [Net Price Calculator](#) to receive a personalized estimate of costs and available financial aid.

**Financial Aid Programs:** Information on all financial aid programs in which Columbia participates, including federal loans, federal and state grants, Federal Work Study, and scholarships, is available on the [Types of Aid](#) section of the Columbia Central website.

**National Student Loan Data System (NSLDS) Reporting:** Columbia is required to disclose to all federal loan borrowers that any federal loan borrowed by a student or eligible parent will be submitted to NSLDS. The information reported to NSLDS will be accessible by guarantee agencies, lenders, and institutions determined to be authorized users of the data system. Borrowers may review their [NSLDS history and information](#) at any time.

**Private Educational Loans:** A [private educational loan](#) is a non-federal loan that a student uses to pay for educational expenses. Columbia strongly recommends that a student exhaust all federal, state, and institutional financial aid resources before applying for a private student loan. The terms and conditions of private student loans vary, and students are encouraged to carefully review all consumer information provided by lenders. Columbia does not maintain a preferred lender list for private educational loans.

**Accepting Financial Aid Awards:** New students must confirm their enrollment by May 1 to accept their financial aid awards, including Columbia scholarships. New students who have confirmed their enrollment, as well as returning students, are not required to take any action to accept Columbia funds or federal/state grant aid unless they receive a communication from Columbia Central requesting specific documents related to their eligibility.

To accept federal Direct Subsidized or Unsubsidized Loans, new Columbia borrowers must complete Entrance Counseling and the Master Promissory Note (MPN) on [studentaid.gov](#). The MPN is good for 10 years and is considered 'multi-year' in that students do not need to complete the MPN each year to receive loans in subsequent semesters at Columbia. Unless Columbia receives a [Student Aid Adjustment Request](#) to cancel loans, funds will automatically disburse to a student's account in subsequent terms of half-time or greater enrollment. Students who borrow federal student loans will be required to complete [Student Loan Exit](#)

## 2023-24 FINANCIAL AID, PAYMENT & BILLING POLICIES

[Counseling](#) after graduation or dropping below half-time enrollment for any reason.

**Canceling or Reducing Financial Aid Awards:**

Borrowers may request a cancellation or reduction of their financial aid awards by submitting an aid adjustment request within 30 days of funds disbursing to the student's account. After 30 days Columbia reserves the right to not honor cancellation/reduction requests and will inform the borrower if a request will not be processed. The [aid adjustment forms](#) for students and parent borrowers are available in the Columbia Central Resource Center. Columbia scholarships and federal/state grant aid may be reduced or canceled if eligibility is not met.

**Disbursement of Financial Aid Funds:** If all required paperwork has been submitted and/or other steps have been completed to secure funding, funds are disbursed directly to the student account. Please note the timeframes listed below are based on the start date of your courses. Your start dates may be later than the standard semester. Be sure to check your course schedule for the dates that apply to you. Additionally, funds are only disbursed when funding for the financial aid program has been approved.

*Private Education Loans* are disbursed up to 10 days prior to the start of the semester.

*Federal Direct Loans* are disbursed up to 10 days prior to the start of the semester.

*Federal and State Grants* are disbursed beginning the sixth week of the semester after Columbia has determined students have begun attendance in all coursework.

*Institutional Grants and Scholarships* are disbursed up to 10 days prior to the start of the semester.

*Third-Party Benefits* may require Columbia Central to issue an invoice to the third-party agency to secure the funds on behalf of the student. Invoices are issued to third-party agencies after the census date of the semester for students with a completed [Third-Party Benefit Release Form](#) on file. Third-party benefits post to the student account when the funds are disbursed to Columbia and Columbia Central verifies the student's eligibility. Third-party benefits that do not require an invoice issued to the third-party agency are posted to the student account on or after the first day of the semester, after funding is received and Columbia Central verifies the student's eligibility.

**Reinstating Financial Aid Awards:** Reinstatement of federal and state grants, as well as Columbia scholarships, is subject to eligibility and availability of funds. When Columbia Central cancels or reduces direct subsidized or unsubsidized loans, the borrower must submit the [Student Aid Adjustment Form](#) to reinstate the loan. When Columbia Central cancels or reduces a direct PLUS or private loan, the borrower must reapply.

**Repeat Coursework:** In accordance with federal regulations, when an undergraduate student earns a passing grade (D grade or better) in a course, he or she may only receive financial aid funds for one graded repeat attempt.

**Financial Aid Census:** At the end of the second week of the standard semester (called the 'census date'), a student's enrollment status is 'locked' for financial aid purposes. Pell Grant and Federal Supplemental Educational Opportunity Grant (FSEOG) eligibility for the semester will be based on the student's enrollment status as of the census date. Students who add coursework after the census date will be charged full tuition and fees but will be ineligible for an adjustment to their Pell Grant and FSEOG.

**Cost of Attendance:** The maximum amount of financial aid a student may receive for the academic year is based on the student's cost of attendance, which is determined by the student's enrollment status each semester along with other factors. Reductions in enrollment status will result in a reduction to a student's cost of attendance. Students who change their enrollment status within three weeks of the start of a semester risk adjustments to their financial aid and cost of attendance, even if that enrollment status is not finalized. For more information on Cost of Attendance, please visit the [Cost of Attendance page](#).

**Federal Verification Policy:** Students who are selected for verification by the Central Processing System (CPS) upon completion of their FAFSA, and most students pursuing a petition for re-evaluation, must complete the verification process prior to Columbia Central disbursing any financial aid to the student's account. Continuing students will not be awarded federal or state financial aid until the verification process is completed. Information regarding required documentation, deadlines, and notifications to students can be found on the Columbia website under [Verification](#). Students are encouraged to view their Missing Documents in their MyColumbia portal to determine if they have any documents requested to resolve conflicting information.

**Satisfactory Academic Progress (SAP):** Both undergraduate and graduate students are required to

## 2023-24 FINANCIAL AID, PAYMENT & BILLING POLICIES

meet the standards of Satisfactory Academic Progress to maintain eligibility for federal and state financial aid. These standards include a minimum grade point average and completion rate, and program completion within a maximum timeframe. Detailed information on Columbia's SAP policies for undergraduate and graduate students can be found on the Columbia Central website under [Maintaining Eligibility](#).

### **CAMPUS CARD and VENTRA U-PASS**

#### **POLICIES**

##### ***CAMPUS CARD (ID CARD)***

All students are issued a Columbia student ID card, known as the [Campus Card](#). There is no charge for the initial card. New students will receive an email instructing them to upload the photo for their Campus Card. Campus Cards are required to gain admittance to all buildings on campus.

Your Campus Card may be used to purchase items and services at various campus locations by adding Columbia Cash funds to the card's stored value account. Columbia Cash may be redeemed at campus printing stations, the Columbia bookstore, and campus food services (with the exception of the dining services at the University Center). Students may add Columbia Cash funds to their campus card with a credit card payment (Visa and Mastercard only) via the [online card office](#).

The Campus Card Office is located at 600 S. Michigan Ave., Suite 301, and is open Monday through Friday from 9:00 a.m.-4:00 p.m. central time. Hours may vary depending on time of year and staffing.

***Lost or Damaged Campus Card:*** Lost or stolen Campus Cards can be replaced for a fee of \$25. This fee must be paid online through the [Columbia Central website](#). All students needing a replacement Campus Card should visit the Campus Card Office on the third floor of 600 S. Michigan Ave. Students must bring their valid government-issued ID and the receipt of online payment for the lost card.

##### ***CAMPUS CARD CHARGE PROGRAM***

The [Campus Card Charge Program](#) extends credit to students who intend to purchase books and supplies at the Columbia Bookstore, printing services at Printer Kiosks and the Digital Print Center, other consumables, and food purchases at the Student Center Café. Students who have secured all financial aid and are expecting a credit balance (refund) may use their credit balance (up to \$750) as a Campus Card Charge. Students who are not expecting a financial aid refund may also participate in the Campus Card Charge

Program if they have a valid payment plan on file that covers their charges for the semester. The amount of the Campus Card Charge requested will be added to the student's account and their payment plan. Upon approval, Campus Card Charge funds are added to the student's Campus Card and can be used to purchase books, supplies and materials at all campus locations that accept Campus Card funds. The Campus Card Charge Program is optional and available through the MyColumbia portal. Students are limited to one Campus Card Charge per semester, up to \$750.

Columbia will not issue student account refunds on unused Campus Card Charge funds. Funds remain on the Campus Card and may be used during future semesters. Students may view their Columbia Cash balance and purchases through the online card office.

On a case-by-case basis and upon request, students who wish to use their financial aid credit balance to purchase their books at a store other than the campus bookstore may request an institutional advance in lieu of a Campus Card Charge.

##### ***VENTRA UPASS CARD***

The [Ventra U-Pass](#) is a deeply discounted fare card that offers all students enrolled at least six credit hours unlimited rides aboard all CTA buses and trains during the semester and are charged the \$153 U-Pass Fee on their tuition account. The Chicago Transit Authority allows students to opt-out. Instructions to opt out of the program were emailed to all enrolled students.

New students who are enrolled at least six credit hours are issued a Ventra U-Pass card at the beginning of the semester. This card will be valid for the entire period a student is enrolled and should not be discarded during periods of non-attendance or attendance less than half-time. The Ventra U-Pass is only active during the published dates for each semester.

***Enrollment Requirements:*** A student must be enrolled at least six credit hours or be a graduate student enrolled in an eligible thesis course each semester to be eligible for the Ventra U-Pass program. Columbia participates in the U-Pass program during the Fall, Spring, and Summer semesters. The U-Pass is not available during the J- Term.

***Activation/Deactivation:*** Students should check the [Columbia Central website](#) for instructions on activating the card when first issued, as well as the activation/deactivation dates for each semester. Students who use their Ventra U-Pass after the published deactivation date risk incurring a negative balance on their card, which will prevent the CTA from

## 2023-24 FINANCIAL AID, PAYMENT & BILLING POLICIES

reactivating the card for a future semester. The U-Pass will also be deactivated if a student drops below 6 credits or completely withdraws from all their courses for the fall semester.

**Suspension:** Students who share their Ventra U-Pass with another individual may have their U-Pass confiscated by the CTA and be placed on suspension. Students on suspension are ineligible for the U-Pass program indefinitely and will not receive a refund of their U-Pass fee for the current term or any future terms.

**Lost or Damaged U-Pass:** Lost or stolen Ventra U-Pass cards may be replaced for a fee of \$50. The fee of \$50 must be paid online. If a student loses their U-Pass more than once, the CTA may revoke the user's U-Pass indefinitely. Damaged or defective U-Pass cards must be inspected by the CTA at the Ventra Customer Service Office located at 567 W. Lake St. before a new U-Pass will be issued. Students should refer to the [Ventra U-Pass website](#) for more information.

### **STUDENT ACCOUNT HOLDS**

A hold prevents a student from registering for courses, or receiving a diploma. The most common holds are described below.

#### **FINANCIAL HOLD**

A hold will be placed on the student's account if the student fails to adhere to Columbia's payment policy. This hold will prevent registration and the issuing of a diploma. A hold will be placed on the student account for all students who separate from Columbia with an unpaid balance.

#### **EXIT COUNSELING HOLD**

If a student graduates or leaves Columbia and borrowed federal student loans while attending, federal student loan [exit counseling](#) is required. A student who separates from Columbia and does not complete loan exit counseling will receive an account hold that will prevent future registration, ordering of official transcripts, or receiving a diploma.

#### **IMMUNIZATION HOLD**

All students born after January 1, 1957, who are enrolled for six credit hours or more are required to submit proof of immunity against certain communicable diseases. Students who do not have a complete [immunization record](#) on file will receive an account hold that will prevent future registration, ordering of official transcripts, or receiving a diploma.

### **Transcript Exceptions**

Under the Student Debt Assistance Act, students with an outstanding debt that results in a financial hold are eligible for an exception when requesting official transcripts to:

- Complete a job application
- Transfer from one institution of higher education to another
- Apply for state, federal, or institutional financial aid
- Join the United States Armed Forces
- Pursue other postsecondary opportunities

### **EXCEPTION PROCESS**

All official transcript request must be submitted through [Parchment](#). When ordering a transcript, the student must select the 'Purpose' that best describes why the transcript is being requested and indicate a third-party recipient. Generally, a transcript is considered official only if it is directly sent from the issuing institution to the intended third-party.

The college reserves the right to deny the release of an official transcript for a student with a financial hold if upon review the request it is determined the student is not eligible for an exception, there is insufficient information to grant an exception, or if other holds exist on the student's account that restrict the release of official transcripts.

### **CONSUMER INFORMATION**

#### **CONSUMER INFORMATION NOTICE**

In accordance with 668.41, Columbia is required to annually notify students of the availability of [consumer information](#). Columbia's consumer information webpage includes important information on:

- Academic programs, services, and the student body;
- Accreditation;
- Academic and campus policies;
- Columbia's receipt and use of Higher Education Emergency Relief Funds;
- Copyright policy;
- Vaccination policy;
- Transfer of academic credit information;
- Retention rates, graduation rates, and alumni employment surveys;
- Gainful Employment;
- Health and safety information including Columbia's annual crime statistics and fire safety report;
- Alcohol and drug abuse policies;
- Anti-discrimination and sexual misconduct policies;
- Voter registration information; and
- Complaint procedures

## 2023-24 FINANCIAL AID, PAYMENT & BILLING POLICIES

### **STUDY ABROAD**

Students who have been approved by the Office of Global Education to enroll in a study abroad program may be considered as enrolled at Columbia for purposes of applying for and receiving federal financial aid. The study abroad program must be offered by an institution or provider that is contracted with Columbia.

### **GAINFUL EMPLOYMENT**

Columbia is required to provide information regarding costs, student loan borrowing, and on-time graduation rates for federal financial aid eligible certificate programs that do not lead to the degree. This information is provided for the graduate certificate in [Laban Movement Analysis](#) and the graduate certificate in [Dance Movement Therapy Alternate Route](#). Columbia is no longer accepting applications for these programs.

### **SERVICES FOR VETERANS, SERVICE MEMBERS, AND DEPENDENTS**

Columbia provides a [Veteran Certifying Official](#) who is responsible for assisting veterans, service members and their dependents with their benefits, including the GI Bill® and Tuition Assistance. The Veteran Certifying Official, located in Columbia Central, counsels veterans and service members on the procedures for their benefits and ensures that service members speak with their Educational Services Officer or Military Service Counselor prior to enrolling at Columbia. Columbia will not impose any penalty on Chapter 31, 33 and 35 beneficiaries, including the assessment of late fees, nor will it deny access to classes, libraries, or other educational institutions, or require these students to borrow additional funds, because of the student's inability to meet his or her financial obligations Columbia due to the delayed disbursement of payment by the United States Department of Veterans Affairs.

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site at <https://www.benefits.va.gov/gibill>.

### **CODES OF CONDUCT**

Employees of Columbia Central are required to adhere to a [Statement of Ethical Principles and Code of Conduct](#). All Columbia employees are required to avoid misrepresentation, which includes providing

misleading information regarding Columbia's educational programs, accreditation, transfer credit policy, costs for academic programs, funding available for academic programs, and employability of graduates. Additionally, all employees are required to adhere to the Federal Student Loan Program Code of Conduct. Columbia does not provide employees any commission, bonus or other incentive compensation based directly or indirectly on success in securing enrollment or financial aid. While Columbia encourages individuals to report inappropriate conduct through normal lines of communication, in some circumstances an anonymous complaint is more appropriate. Columbia's [Whistleblower Policy](#) provides an option to submit an anonymous complaint

regarding employee conduct.

For more information about all of the policies included in this document please visit <https://www.colum.edu/columbia-central/index.html>.

# 2023-24 FINANCIAL AID, PAYMENT & BILLING POLICIES