MassBay's Financial Assistance Commitment To You

The MassBay Office of Financial Aid is committed to making it possible for admitted students to obtain a college education, regardless of economic circumstances. This handbook provides an overview of current financial aid resources, policies and procedures at MassBay.

Please be advised that changes in federal, state and/or institutional policy could affect information contained in this handbook.

The federal government places the primary responsibility of college education on the student and the student’s family. Since financial aid is considered only a supplement to a student’s personal resources, counselors in MassBay's Financial Aid Office are well versed in researching all available funding avenues with you.

Visiting The Financial Aid Office

The MassBay Financial Aid Office is available to assist you Monday through Thursday, 8:00 AM to 7:00 PM and Friday, 8:00 AM to 5:00 PM at the Wellesley Hills Campus. For hours at the Framingham campus, please call (508) 270-4010.

Financial Aid Eligibility Guidelines

In general, to receive aid from federal and state student aid programs, you must meet the following requirements:

- Be a citizen or eligible non-citizen of the U.S.
- Have a high school diploma, General Education Development (GED) certificate, pass an approved "ability to benefit" test, or have completed a high school education in a home school setting that is recognized as a home school or private school under state law.
- Enroll in an eligible program as a regular student seeking a degree or certificate. An Admissions application must be completed.
- Be registered with the Selective Service if required (in general, if you are a male age 18 through 25).
- Meet satisfactory academic progress standards.
- Certify that you are not in default on a federal loan or owe money on a federal grant.
- Certify that you will use federal student aid only for educational purposes.
You may not be eligible to receive federal or state student aid if you have been convicted under federal or state law of selling or possessing illegal drugs. To find out your status, call the Federal Student Aid Information Center at 1-800-4-FED-AID (1-800-433-3243).

**Application Process**

To apply for financial aid, simply follow these three easy steps:

1. Complete the 2009-2010 Free Application for Federal Student Aid (FAFSA). The FAFSA is used to determine your eligibility for federal and state financial aid. List "MassBay Community College" and our federal school code number, 002171, in the College Release Section.

   You may complete a paper application, which can be obtained from our office, or you may complete the application online by visiting www.fafsa.ed.gov.

2. Complete the 2009-2010 MassBay Financial Aid Application and submit it to the Financial Aid Office. You may pick up the application in the Financial Aid Office, or you may download a copy from the financial aid page of the MassBay web site.

3. If you are a first time financial aid applicant, you will also need to submit proof of high school graduation or equivalency to the Financial Aid Office. If you attended high school internationally, please submit one copy of the transcript evaluation that you provided to the Admissions Office.

The priority deadline for the 2009-2010 academic year is May 1, 2009. Students who complete the application process by this date should have an award decision prior to the Fall semester payment deadline.

If your file is not completed by May 1, 2009, you may be responsible for settling your Fall bill without the benefit of financial aid.

The Financial Aid Office can assist you in applying for federal funds for study abroad programs. Contact the Director for further information.

**Verification Process**

The Department of Education and/or MassBay may select students for a process called verification. Students selected for verification will be required to provide documentation to verify the accuracy of the information provided on the FAFSA. If selected for verification, you will be mailed a letter explaining the verification procedure, and will be required to submit some or all of the following documentation:
1. Your and your spouse's (if applicable) signed 2008 federal tax return(s)

2. Your parent(s)' (if applicable) signed 2008 federal tax return(s)

3. The 2009-2010 Federal Verification Worksheet

4. Other supporting documentation as requested

All documentation must be submitted to the MassBay Financial Office before your application can be reviewed. If you are selected for verification after you have received a financial aid award, you must submit the required information before further disbursements will be made.

The Office of Financial Aid will review the documentation, and, if needed, will correct your FAFSA electronically. Once the corrections have been processed by the Department of Education, you will receive a new Student Aid Report which will notify you of any changes made to your application as a result of verification.

Furnishing Missing Documentation

MassBay's Financial Aid Office may ask you to submit additional documentation to complete your financial aid application, or to resolve conflicting or discrepant information.

If additional documentation is required, you will receive written notification in the mail. Failure to provide the necessary documentation will result in your financial aid application being placed on hold, and you will be ineligible to receive financial aid until the information has been provided. MassBay will not be able to accept requested documentation after a student’s last day of attendance, except in certain circumstances prescribed by federal law.

How Your Financial Aid Amount Is Determined

Your Expected Family Contribution (EFC) is a calculated figure that determines how much you (and your parents if you are a dependent student) are expected to contribute to your educational costs. This figure is based on family financial information on the FAFSA and formulas legislated by Congress.

MassBay will use your EFC to prepare a financial aid package designed to help you meet your financial need. Financial need is defined as the difference between your cost of attendance (budget) and your EFC.

The budget that MassBay uses for you is an average based on course of study, grade level, residency, and other factors. It includes amounts for tuition and fees, books and supplies, room and board, miscellaneous expenses, and transportation.
For the 2009-2010 academic year, the annual budget is as follows (subject to change at any time):

- **Tuition and Fees**: (Varies depending on your program, refer to the College Catalog)
- **Books and Supplies**: $982
- **Room and Board**:
  - $2424 if living w/parents
  - $8478 if living away from parents
- **Miscellaneous**: $3638
- **Transportation**: $1826

**Sources of Financial Aid**

MassBay administers a variety of financial aid programs, including grants and scholarships, part-time work-study programs, and student and parent loans. Depending on your financial need, you may qualify for financial assistance through any or all of these programs.

**SOURCES OF FINANCIAL AID**

<table>
<thead>
<tr>
<th>Name</th>
<th>Need Based</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Federal Pell Grant</td>
<td>Yes</td>
<td>Federal</td>
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<tr>
<td>Federal Supplemental Educational Grant</td>
<td>Yes</td>
<td>Federal</td>
</tr>
<tr>
<td>(FSEOG)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Federal Work-Study</td>
<td>Yes</td>
<td>Federal</td>
</tr>
<tr>
<td>Federal Subsidized Stafford Loan</td>
<td>Yes</td>
<td>Federal</td>
</tr>
<tr>
<td>Federal Unsubsidized Stafford Loan</td>
<td>No</td>
<td>Federal</td>
</tr>
<tr>
<td>Federal PLUS Loan</td>
<td>No</td>
<td>Federal</td>
</tr>
<tr>
<td>Federal Academic Competitiveness Grant</td>
<td>Yes</td>
<td>Federal</td>
</tr>
<tr>
<td>Massachusetts State Grant</td>
<td>Yes</td>
<td>State</td>
</tr>
<tr>
<td>Massachusetts Cash Grant (ACCESS Grant)</td>
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<td>State</td>
</tr>
<tr>
<td>Massachusetts No Interest Loan</td>
<td>Yes</td>
<td>State</td>
</tr>
<tr>
<td>Massachusetts Tuition Waiver (ACCESS</td>
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<td>State</td>
</tr>
<tr>
<td>Grant)</td>
<td></td>
<td></td>
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<tr>
<td>Massachusetts Part-Time Grant</td>
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<td>State</td>
</tr>
<tr>
<td>Massachusetts Gear Up Grant</td>
<td>Yes</td>
<td>State</td>
</tr>
<tr>
<td>John and Abigail Adams Scholarship</td>
<td>No</td>
<td>State</td>
</tr>
<tr>
<td>Early Childhood Educators Scholarship</td>
<td>No</td>
<td>State</td>
</tr>
</tbody>
</table>

The MassBay Financial Aid Office can provide you with more detailed information about the above programs, and provide with you information about private scholarships and alternative loans.
Awarding Policy

MassBay considers all forms of financial aid sources including grants, scholarships, work-study and loans when awarding aid to eligible applicants. As a result, you may be awarded one or more of the following to help you meet your expenses:

1. Grants and Scholarships (free money that does not need to be repaid)
2. Loans (must be repaid) and/or
3. Employment (consisting of the Federal Work-Study Program)

Generally, it is MassBay’s policy to award funds for direct costs only. If you need additional funds for indirect costs, please contact the Financial Aid Office for guidelines.

The financial aid awarding process allows MassBay to equitably allocate available funds in accordance with federal and state regulations. Once your completed financial aid application has been reviewed, you will receive written notification of your eligibility in the mail.

Please be advised that if you receive outside financial assistance (i.e., private scholarships, veterans benefits, tuition remission, etc), and the cumulative total of your resources exceeds your calculated financial need, your aid will be adjusted.

How You Receive Your Financial Aid Payments

Once you receive your Financial Aid Award Notification you only need to return a copy if you would like to decline or reduce any component of the award.

Financial aid awarded by the College is automatically credited to your MassBay tuition and fees account, with the exception of Work-Study and Stafford loan checks. Disbursement information on these two programs follows at the end of this section.

MassBay's Student Accounts Office is responsible for crediting your account. The date when financial aid funds are disbursed will vary depending on the type of financial aid you have received, and the date your financial aid was awarded. The earliest a disbursement will be made is 30 days after the start of classes (with the exception of some private scholarships and alternative loans).

Please be advised that all award decisions are tentative until your enrollment status has been reviewed after the add/drop period of each semester. If your actual enrollment status is different than the enrollment status on which your award was based, your aid may be adjusted. Certain financial awards, such as the Massachusetts Cash Grant and Massachusetts Tuition Waiver, may also be adjusted to reflect your actual tuition and fee charges for the semester.

Once your enrollment status has been reviewed, and your financial aid award has been finalized, the Financial Aid Office will notify the Student Accounts Office to initiate disbursement. If, after disbursement, your financial aid exceeds your outstanding balance, you will be sent a refund check to the address on file in the Student Accounts Office. You may receive multiple
refund checks within a term due to the timing of your disbursements. If you would prefer that your excess financial aid be credited to a future term, please complete the appropriate authorization forms at the Student Accounts Office.

If you are enrolled in an extended semester course, the credits for this course will be divided, not always equally, between two consecutive semesters. If you are enrolled in any of these classes, you are encouraged to meet with a financial aid counselor so you are aware of the impact of these courses on your aid eligibility.

FEDERAL STAFFORD LOAN:

To be eligible for a Federal Stafford Loan, you must be enrolled in at least 6 credits and maintain 6 credits when the funds are received. You must also complete loan counseling and a master promissory note prior to disbursement. Entrance counseling must be completed each and every year you receive a Stafford loan, while the master promissory note may only need to be completed once during your MassBay career. Please consult your Financial Aid Award Notification for information on how to complete these requirements.

Federal loans are typically disbursed to the Student Accounts Office by Electronic Funds Transfer (EFT) from your lender in two payments (with the exception of late disbursements). If you are awarded a federal loan for both the fall and spring semesters, the loans will be disbursed each semester no earlier than 30 days after the start of classes. If you are awarded a federal loan for one semester only, the monies will be disbursed in two disbursements no earlier than 30 days after the start of classes. The second disbursement will be issued no earlier than the middle of the semester. Be sure to review your Loan Disclosure statement for the tentative disbursement dates.

FEDERAL COLLEGE WORK-STUDY:

Federal Work-Study (FWS) is a federally funded program that provides part time jobs to eligible students, both on and off campus, as well as community service employment. Since Federal Work-Study funding is limited, it is not included in all student awards. If you are awarded FWS, the amount shown on the financial aid award notification reflects the maximum amount you may earn during the academic year. FWS employees will receive a paycheck every two weeks based on the actual number of hours worked and the pay rate. If you are awarded FWS, you may view available jobs and complete the necessary paperwork by visiting the Financial Aid Office.

Satisfactory Academic Progress:

In order to receive financial aid, students must make Satisfactory Academic Progress (SAP) as defined by the Financial Aid Office. Please note that the definition of SAP used for financial aid purposes may be different from the College’s definition of being in good academic standing.

Federal regulations require all institutions which administer Title IV student assistance programs to monitor the academic progress towards a degree or certificate of students applying for funds. All students who have completed a Free Application for Federal Student Aid (FAFSA) and wish
to be considered for Title IV federal and state aid must meet the criteria stated in the policy regardless of whether or not they previously received aid.

There are 3 components to the SAP policy at MassBay:

1. **Cumulative Grade Point average (GPA/QPA):** Financial aid applicants are required to maintain at least a 2.0 overall grade point average.

   MassBay considers the entire academic history of a student when determining a student’s cumulative GPA, so all classes taken at MassBay will be included in the calculation. If you have already received a degree or certificate at MassBay, the grades for those classes that are transferable to your new program will be excluded from the calculation, as will the grades received from any classes accepted for transfer from another institution.

   If you are in an Associate degree program, and are not on financial aid probation, your cumulative GPA will be reviewed at the end of each academic year. If you are on probation, it will be reviewed at the end of the probationary semester.

   If you are in a certificate program, your GPA will be reviewed at the end of every semester.

   All students who enroll in the summer session(s) will have their GPA reviewed again prior to the Fall semester to ensure that progress requirements are still being met.

2. **Maximum Time Frame for completing a degree:** Students are expected to complete degree requirements within a reasonable timeframe based on the published length of their program. Federal regulations require that financial aid applicants complete graduation requirements in no more than 150% of the length of their program.

   For example, if you are in the General Studies program, the published length of the program is 64 credits*, you must complete graduation requirements within 96 credits (64 X 150% = 96).

   (* -- if the curriculum sheet shows two different numbers for the total length of the program, use the lower number for this calculation).

   MassBay considers the entire academic history of a student when determining the maximum time frame. This includes all credits that were attempted, and not earned, as well as all transfer credits accepted into MassBay from other institutions. ESL and developmental classes are not included in this calculation.
If you change degree programs, you will not be given additional time to complete the new course of study. Any previously attempted credits will be counted toward the 150% time frame of the new degree program. If you begin a certificate program, only those courses that are applicable to the program requirements will be used to determine your maximum time frame.

If you have already received an Associates degree at MassBay and then enroll in a subsequent degree/certificate program, only those classes that are transferable to the new degree/certificate program will be used to determine your maximum time frame.

However, if you have already received a certificate at MassBay and then enroll in a subsequent Associates degree program, your entire academic history, with the exception of those courses taken within the certificate program, will be considered when determining your maximum time frame.

Degree Audits: If it is not mathematically possible for you to complete your degree or certificate within the maximum time frame, you will immediately become ineligible to receive financial aid for the duration of the program.

All credits for courses attempted such as incompletes, repeated courses and others are counted towards the 150% maximum time frame.

3. **Minimum number of credits completed:** Students are required to successfully complete (defined as letter grades of A+, A, A-, B+, B, B-, C+, C, C-, D+, D, D-, P, S) at least 75% of credits attempted in order to maintain satisfactory academic progress. The following grading letters are not considered as credits successfully completed: F, I, W, WN, NC, WC, U, WD or WR.

For students in associate degree programs this will be measured at end of each academic year and will be based on credits earned in the fall, spring and if applicable, summer session(s) of the preceding academic year. For example, a Fall 2008 financial aid applicant that completed 8/12 credits in Fall 2007, 10/12 credits in Spring 08, and 4/4 credits in Summer 2008 will have met the 75% requirement by virtue of successfully completing 22/28 (79%) credits during the preceding academic year.

For students in certificate programs, this will be measured at the end of every semester, including the summer session(s). For example, if a student enrolled in the fall semester will have their progress measured prior to the start of the spring semester.

**Financial Aid Probation/Suspension**

If you fail to meet the required cumulative GPA and/or credit completion standards, you will be placed on financial aid probation for the following semester. During periods of probation you are still eligible to receive financial aid, but we encourage you to limit student loan borrowing to cover only your direct costs.
Students on probation will have their academic progress reviewed again following the semester they were placed on probation. Students who have met SAP requirements during the probationary period will have their probation lifted and will again be eligible to receive regular financial aid. Students on probation that do not meet SAP requirements during the probationary period will be placed on financial aid suspension and will be ineligible to receive any financial aid until progress requirements have been met.

Example: A student is placed on probation for the fall semester. The student completes 9/12 credits and has a cumulative GPA of 1.95. Although the student has met the 75% credit completion standard, he/she has not met the 2.0 cumulative GPA so would be placed on financial aid suspension for the spring semester.

**Important Note**: Students will not always receive a probationary period if their financial aid application is reviewed after the semester in which they should have been on financial aid probation has ended. If a student who should have been on probation for a semester that has already ended does not meet SAP standards in that semester, he/she may be immediately placed on suspension without a probationary period.

If you are placed on probation, we encourage you to schedule an appointment with your academic advisor or a counselor at the Advising Center. They are available to assist you and advise you on the various academic support services available to you on campus.

If you have been placed on financial aid suspension, you may request reinstatement of your eligibility once you have completed a semester, at your own expense, and are meeting SAP requirements. If you regain eligibility, you will not be eligible to receive financial aid retroactively for any semester(s) in which you were previously ineligible.

To assist you in re-establishing academic progress, your academic advisor or a counselor in the MassBay Advising Center can provide you with specific guidelines to follow that would be helpful in achieving academic success.

Certain federal and state financial aid programs (i.e., Academic Competitiveness Grant, Adams Scholarship, etc.) may require a student to maintain higher academic standards than the minimum standards required to maintain SAP.

**Your Right To Appeal**

Upon being notified of the failure to meet the standards of satisfactory progress, you have the right to appeal the decision in writing to the Director of Financial Aid. An appeal should be made within two weeks of the notice of your failure to meet the standard of satisfactory progress. In your appeal, you should state those circumstances that resulted in your unsatisfactory academic performance and the means by which you propose to meet the requirements in the future. You must also meet with an academic advisor and develop an academic plan in order to
meet future requirements. This plan must be submitted with the appeal. You should also include with your appeal all appropriate supporting documentation.

If the appeal is approved, you will be placed on probation. You will be required to earn 75% of all credits attempted that semester, with a minimum cumulative GPA/QPA of 2.0. If you are unable to meet the requirements, you will be placed on suspension the following semester—no second appeal will be allowed.

**Your Financial Aid Rights and Responsibilities**

1. Federal regulations require that your total financial aid not exceed your calculated need. Therefore, you must promptly inform the Financial Aid Office if you receive any form of financial assistance from outside of MassBay, including private scholarships, tuition remission, veterans’ benefits, Massachusetts Rehab, etc.

2. Inform the Financial Aid Office of changes, including any changes in your family income or assets, or in your name, address, enrollment, marital stats, degree status, or if you withdraw from the College.

3. You must reapply for financial aid every year. The renewal of any Federal/State aid is not automatic. Renewal is contingent on your meeting all eligibility criteria. The type and amount of financial aid you may be eligible for in the future will depend on your calculated need and the availability of funds. Changes in family financial circumstances, such as income, and the number of household members, and the number of undergraduate siblings attending college can significantly affect your need and eligibility: it may either go up or down.

4. All Federal Financial Aid amounts are “contingent appropriation” until the required “spending authorization” is received by MassBay from the Office of Education.

5. If at the time of a loan disbursement you are not in attendance, or are not enrolled in at least 6 credits, the disbursement will be returned to the lender. (An exception may be made for late or post withdrawal disbursements).

6. Federal Pell grants and FSEOG are awarded for the full academic year within the fiscal year (July 1 through June 30). MassBay's academic year is nine months in length with the summer months at the end of the year (trailer—pell grant recipients only). To be eligible for an entire grant, you should be in school for nine months within a fiscal year. If this does not occur, you may receive a partial award only.

7. Credits are “frozen” after the add/drop period set by MassBay. Once this occurs, your financial aid will be paid for only those credits. (Mini courses have a different “freeze date”.)
8. If you are receiving a Federal Stafford Loan, you must go through Loan Entrance/Exit Counseling. Loan Entrance Counseling must be completed each year prior to the disbursement of a Federal Stafford Loan. If you have received a Federal Stafford Loan, contact the MassBay Financial Aid Office prior to withdrawing or graduating and set up an appointment for Loan Exit Counseling.

9. You are expected to fulfill your financial obligations to the College. Your financial aid offer may be canceled if you do not complete the registration process and settle your account by the payment deadline. If you are subsequently reinstated to your classes after your aid has been canceled, we cannot guarantee that your financial aid can be restored in part or in full.

**Arranging Your Tuition Payments**

It is important that you make arrangements for payment of your tuition and fees at the Student Accounts Office prior to attending classes. If you do not complete the financial aid process early, you may be responsible for settling your bill without the benefit of financial aid. If you have not settled your financial obligations, you may be administratively withdrawn from classes, your account may be submitted to a collection agency, and the college may withhold grades and transcripts.

Students who register for summer classes are expected to pay for those classes when they register. The only forms of federal and state financial aid offered for the summer session(s) are partial Pell and Academic Competitiveness Grants. Please see the financial aid office to determine if you will be eligible for these awards for the summer, and for information about private loans that can be used to help you meet summer expenses.

**Institutional Refund Policy**

If you withdraw from course(s) or MassBay, you may be granted a reduction of tuition and fees. Lack of attendance, course abandonment, etc., does not constitute an official withdrawal. It is important to remember that you will be subjected to full payment of tuition and fees if you do not withdraw from MassBay in accordance with college procedures.

REFUNDS ARE MADE ACCORDING TO THE FOLLOWING SCHEDULE:

<table>
<thead>
<tr>
<th>Tuition/Fees</th>
<th>%</th>
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<tbody>
<tr>
<td>Tuition: Before the first day of classes</td>
<td>100%</td>
</tr>
<tr>
<td>Tuition: During the first week of scheduled college classes</td>
<td>100%</td>
</tr>
<tr>
<td>Tuition: During the second week of scheduled college classes</td>
<td>50%</td>
</tr>
<tr>
<td>Tuition: During the third week of scheduled college classes</td>
<td>25%</td>
</tr>
<tr>
<td>Tuition: Thereafter</td>
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</tr>
<tr>
<td>Fees: Before the first day of classes</td>
<td>100%</td>
</tr>
<tr>
<td>Fees: After the add/drop period</td>
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</table>
(non refundable fee-$100)

REFUND SCHEDULE FOR OFFICIAL WITHDRAWAL FROM CONTINUING EDUCATION CREDIT COURSES:

<table>
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<tr>
<th>Tuition/Fees</th>
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<tbody>
<tr>
<td>Tuition: Before the second class meeting</td>
<td>100%</td>
</tr>
<tr>
<td>Tuition: Before the third class meeting</td>
<td>50%</td>
</tr>
<tr>
<td>Tuition: Before the fourth class meeting</td>
<td>25%</td>
</tr>
<tr>
<td>Tuition: Thereafter</td>
<td>0%</td>
</tr>
<tr>
<td>Fees: Before the second class meeting</td>
<td>100%</td>
</tr>
<tr>
<td>Fees: Thereafter</td>
<td>0%</td>
</tr>
</tbody>
</table>

(non refundable fee-$100)

Federal/State Refund Policy / Return to Title IV Funds

A portion of Title IV, State Grants, and/or loan funds, but not Federal Work-Study funds, may be returned to the appropriate programs upon a student’s withdrawal.

Withdrawal date is the day the student withdraws (as determined by MassBay):

1. The student begins the withdrawal process prescribed by the school;
2. The student otherwise provided the school with official notification of the intent to withdraw; or
3. For the student who does not begin the school’s withdrawal process or notify the school of his/her intent to withdraw, the mid-point of the payment period (semester), unless the school can document a later date.

Calculating Title IV Assistance Earned

To calculate the amount of Title IV assistance earned by the student, MassBay determines the percentage of Title IV aid the student earned. The percentage of assistance earned is equal to the percentage of the payment period (semester) for which it was awarded that was completed as of the day your withdrawal occurs. If the percentage is greater than or equal to 60%, then the percentage is 100%.

Percentage of payment period (semester) completed: The percentage of payment period (semester) for which financial aid was awarded that was completed is determined by dividing the total number of calendar days minus any scheduled breaks longer than 5 days for which the
student was awarded into the number of days completed in the period as of the day the student withdrew.

The earned percentage applies to the total amount of Title IV grant or loan award that was disbursed (or could be disbursed) to you for the payment period for which it was awarded as of the day you withdrew.

**Calculation of Title IV Assistance Not Earned**

Differences between amounts earned and amounts received: If the student has or will receive more grant or loan assistance than the amount earned, then the unearned amount shall be returned by the school or the student, or both.

The school shall return the lesser of the unearned amount of Title IV assistance or the amount of institutional charges the student incurs for the payment period, multiplied by the unearned percentage of the awarded Title IV grant and loan assistance.

Students return unearned Title IV assistance minus the amount the school returns.

A student (or parent for Federal PLUS loans) repays the calculated amount according to the loan’s term. A student will only be required to return 50% of grant aid that was received for indirect costs.

Examples of refund computations are available to prospective students upon request from the Student Accounts Office or the Financial Aid Office.

All refunds are calculated on a semester basis. Upon withdrawing from MassBay, students are encouraged to complete all the necessary paperwork at the appropriate office. (Office of Student Development)

**Refund To Federal Aid Programs**

The refund policy applies to you if you leave MassBay prior to completion of the program. Also the $100 or 5% administrative fee (whichever is less) is not excluded in the refund calculation.

REFUNDS ARE DISTRIBUTED IN THE FOLLOWING ORDER:

1. Federal Stafford Loan (unsubsidized and subsidized)
2. Federal PLUS Loans
3. Federal Pell Grant
4. Federal ACG
5. Federal SEOG
6. Other Title IV
THE ORDER FOR REFUNDING ALL OTHER AID (IF APPLICABLE):

7. Institutional Grants
8. State Aid
9. Private Loans
10. Private Grants
11. Institutional Loans
12. Student

MassBay's Financial Aid Office can provide you with specific state aid refund policies.

Financial Aid Opportunities For Transferring To A 4-Year College

If you are thinking about continuing your education at a four-year institution, you are invited to visit the MassBay Library, Higher Education Resource Center, and the Financial Aid Office to review financial aid information and other references available from private funding sources. Eligibility requirements, application deadlines and addresses for many scholarship foundations can be identified through these sources. Contact the Financial Aid Office at the institution you wish to transfer to for application procedures.

Book Voucher Program

MassBay provides financial aid recipients the opportunity to participate in a book voucher program. This program is available to you if you have completed your financial aid application, received a MassBay Financial Aid Notification, and have sufficient aid after tuition and fee charges are subtracted.

Students whose aid package includes a student loan must have completed loan entrance counseling and have a signed Master Promissory Note in order to be eligible for a book voucher. If you haven't completed these steps, contact the MassBay Financial Aid Office to complete your file.

Certain funding, such as tuition waivers, cash grants and the Foster Furcolo Community College Access Grant may only be used for tuition and specific fee charges and may not be used for book vouchers.

MassBay Upholds High Confidentiality Standards

The Family Educational Rights and Privacy Act governs the release of student financial aid records by MassBay's Financial Aid Office. That means MassBay will only release information about your financial aid situation to those parties within MassBay who are concerned with your financial welfare as related to your attendance at MassBay. Except where required by law, MassBay's Financial Aid Office will not respond to inquiries from off-campus agencies regarding your financial aid status without written permission from you.