

# Financial Aid

## Award Guide





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## Introduction

At MassBay, we're committed to helping you obtain a college education, regardless of personal financial status. In the Financial Aid Office, you will find helpful people dedicated to exploring all areas of financial assistance, including need-based and non-need based awards. The MassBay Financial Aid staff is available to answer questions you may have. Our goal is to work with you on an ongoing basis to help you obtain the most aid you are eligible for to finance your college education. The Financial Aid Office at MassBay administers several federal, state, and institutional assistance programs.

This handbook provides an overview of financial aid resources, policies, and procedures for receiving and maintaining financial aid eligibility at MassBay. Please read it carefully and let us know if you have any questions. We hope you'll use it as a basis for ongoing discussion with us, and keep it for future reference. In addition to this handbook, we recommend you bookmark [studentaid.ed.gov](http://studentaid.ed.gov), for basic information regarding the financial aid application process and the types of federal student aid available. We hope you find this guide useful and we look forward to welcoming you to this academic year.

# START HERE GO ANYWHERE



## Financial Aid Contact Info

### Wellesley Hills Campus

50 Oakland Street, Enrollment Center  
Wellesley Hills, MA 02481

**Phone:** 781.239.2600

**Fax:** 781.239.2607

**Email:** [FinAid@MassBay.edu](mailto:FinAid@MassBay.edu)

**Monday - Friday:** 9:00am - 5:00pm

*\*Hours are subject to change.  
Contact the office directly to  
confirm hours of operation.*

### Framingham Campus

490 Franklin Street  
Framingham, MA 01702

*Please mail all documents to the  
Wellesley Hills campus.*

**Phone:** 508.270.4010

**Fax:** 781.239.2607

**Email:** [FinAid@MassBay.edu](mailto:FinAid@MassBay.edu)

**Monday - Friday:** 9:00am - 5:00pm.

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

## Communication from the Financial Aid Office

The Financial Aid Office primarily communicates with students through their MassBay email. As stated in the student handbook, this is the official way the college contacts students. Important emails, including financial aid award letters and missing information notices will be sent to this account. Students are responsible for checking their MassBay email regularly and meeting deadlines, even if they do not read their emails.

Please be aware that it is your responsibility to complete the financial aid process and ensure your account balance is paid in full. If your parents are assisting you with the financial aid and billing process, please share the information you receive from the Financial Aid and Student Accounts Offices. All information will be sent to you in your name even if your parents are assisting you with the balance after financial aid.

## Financial Aid Eligibility

MassBay determines your financial aid eligibility based on financial need, the availability of funds, enrollment status, and for continuing students, satisfactory academic progress.

Financial need is the difference between the Cost of Attendance (COA) and the Student Aid Index (SAI), calculated by the Free Application for Federal Student Aid (FAFSA). The Financial Aid Office first considers need-based aid up to your financial need amount, then reviews non-need-based aid up to your COA.

## Student Aid Index (SAI)

After completing the Free Application for Federal Student Aid (FAFSA), you received a summary called the Student Aid Report (SAR). The SAR includes your Student Aid Index (SAI), which is calculated using a federal formula based on the financial information you provided. The SAI is not the amount you need to pay for school, but an index used to determine your aid eligibility. Student and parent resources are the primary sources for funding education, but for independent students, parent income is not included in the SAI calculation.

## Cost of Attendance (COA)

The Financial Aid Office creates a Cost of Attendance (COA) budget, which estimates your expenses for the academic year (Fall and Spring semesters). This budget includes both:

Direct costs (billed by MassBay), such as tuition and fees.

Indirect costs (out-of-pocket expenses), such as books, housing, transportation, and other personal expenses.

MassBay calculates your COA based on factors including your program, grade level, and residency status. This budget helps determine your financial aid eligibility.

These non-billed costs are average standard amounts: the actual amount you spend on

these items may be more or less, depending on your method of purchasing books and personal spending habits and choices.

Your Cost of Attendance (COA) will not match your bill and will likely be higher, as it includes indirect costs—such as rent, books, supplies, and personal expenses—that are not billed by the College. Students must ensure they have sufficient funds to cover these types of living expenses until financial aid is disbursed, and any potential refund is available. Typically, funds are disbursed about 30 to 45 days into each semester.

For the latest COA amounts, visit our website [www.massbay.edu/admissions/paying-for-college/cost-of-attendance](http://www.massbay.edu/admissions/paying-for-college/cost-of-attendance). You can also use the Net Price Calculator to estimate your own COA [www.MassBay.edu/NetPriceCalculator](http://www.MassBay.edu/NetPriceCalculator).

To determine if you have any financial need, we use the following calculation:

### COA - SAI = Financial Need

If your Student Aid Index (SAI) is lower than the Cost of Attendance (COA), you have financial need. MassBay uses your SAI to determine your financial aid eligibility and sends you an award letter outlining the aid you qualify for.

To calculate your costs, take the total amount of your bill for the semester and subtract your awarded financial aid amount. The remaining amount is what you'll need to pay for that semester.

## Sources of Financial Aid

MassBay administers a variety of financial aid programs, including grants and scholarships, work-study programs, and student and parent loans. These types of aid are provided by the federal government, the state government, and MassBay. Many of these programs are considered need-based financial aid.

### Grants and Scholarships

Grants and scholarships are types of “gift aid” or free money, which means they do not need to be repaid. They are available through federal and state governments, MassBay, and private organizations.

MassBay’s Financial Aid Office will determine your eligibility for grants and scholarships from federal and state funding.

### Loans

Loans are sources of funding that help students pay their college expenses and must be repaid. If you are planning to borrow loans to pay for your education, federal student loans are your best option as they offer guaranteed fixed interest rates, a deferred repayment option, and other borrower protections. Federal student loans are not credit-based and may be included as part of your financial aid award.

### Federal Work-Study (FWS)

The Federal Work-Study (FWS) program provides part-time jobs for students with financial need, allowing them to earn money for living expenses, books, supplies, and other educational costs.

Jobs are available both on and off campus, and eligibility is determined by the FAFSA. Funds are awarded on a first-come, first-served basis and are not credited directly to student accounts.

Students can check their eligibility on their ‘To Do List’ in Bay Navigator and on their award letter. To activate an FWS award, students should confirm their eligibility, apply for an FWS job, and be hired for the position.

If awarded FWS aid, the amount listed in the financial aid package reflects the maximum amount the student may earn for the academic year. Students are paid every two weeks based on hours worked and may work up to 18 hours per week during the semester. Additional hours may be approved by the Financial Aid Office on a case-by-case basis.

**Important:** Students cannot work during scheduled class times as they will not be paid for those hours.

## Federal Grant Programs

### Federal Pell Grant

A need-based grant program from the federal government for undergraduate students with financial need. To be eligible for a Pell Grant, a student must have a valid Student Aid Index that falls within a range set by Congress annually. Students must also meet all of the general Title IV student eligibility requirements and not have a prior bachelor’s degree.

### Change in Enrollment

The Federal Pell Grant is subject to change based on your enrollment. Students initially receive an aid package based on anticipated enrollment.

However, if your enrollment status changes, your award may be adjusted. This includes course drops and withdrawals, which may result in a reduction of financial aid funds. We strongly encourage you to contact the Financial Aid Office before making any enrollment changes, so we can advise you on the impact and help you make an informed decision. Once your financial aid award is adjusted, you will receive an email notification of the change and can check Bay Navigator to view the updated award details.

### Federal Supplemental Educational Opportunity Grant (FSEOG)

A need-based grant from the federal government for undergraduate students with financial need. FSEOG aid is awarded based on fund availability. Priority is given to students who are recipients of the Federal Pell Grant.

## State Scholarship, Grant, and Tuition Waiver Programs

### MassReconnect and MassEducate - Free Community College Programs

MassReconnect covers the cost of tuition and fees for Massachusetts residents aged 25 and older who have not previously earned an associate or bachelor’s degree. This program helps adult learners earn a certificate or associate degree at no cost. It provides “last dollar” financial assistance to fully cover the direct costs of tuition, fees, books, and supplies toward a certificate or associate degree at a public community college.

MassEducate provides free tuition and fees for eligible Massachusetts residents who have no more than one associate degree and have no prior bachelor’s degree. It provides “last dollar” financial assistance to fully cover the direct costs of tuition, fees, books, and supplies toward a certificate or associate degree at a public community college. For eligibility details and instructions on how to apply, visit our Financial Aid Programs page. [www.MassBay.edu/Free](http://www.MassBay.edu/Free)

## **Massachusetts State Grant**

A need-based grant awarded to full-time students (enrolled in 12 or more credits per semester) who have resided in Massachusetts for at least one year and do not have a prior bachelor's degree. Typically, students eligible for this grant are also eligible for the Federal

Pell Grant. A Free Application for Federal Student Aid (FAFSA) must be filed by the May 1 priority deadline to be considered for this grant. Students may receive this award for a maximum of four semesters.

## **Massachusetts State Grant PLUS**

A need-based grant awarded to full-time and part-time students attending Massachusetts public community colleges. Students may be eligible for additional funding to help pay for their tuition and fees only. For specific details on this program, please visit the Massachusetts Office of Student Financial Assistance website.

[www.Mass.edu/OSFA/Programs/MassGrant.asp](http://www.Mass.edu/OSFA/Programs/MassGrant.asp)

## **Mass Cash Grant**

A grant awarded to full-time and part-time students who have resided in Massachusetts for at least one year. The Mass Cash Grant is awarded on a funds-available basis and can only be applied towards tuition and mandatory fees.

## **Massachusetts Tuition Waiver**

A state-funded, need-based program available to Massachusetts residents who have lived in the state for at least one year. Awards cannot exceed the assessed state-supported day program tuition charges.

## **Massachusetts Categorical Tuition Waivers**

A tuition waiver designed to provide financial support to individuals who may not have the opportunity to achieve higher education without such assistance. Eligible categories are as follows:

- **Veteran:** As provided in M.G.L. Chapter 4, Section 7(43), including the Spanish War, World War I, World War II, Korean War, Vietnam War, Lebanese peacekeeping force, Grenada rescue mission, the Panamanian intervention force, or the Persian Gulf War.
- **Native American:** As certified by the Bureau of Indian Affairs.
- **Senior Citizen:** Individuals age 60 or older.
- **Active-Duty Military:** Members of the Army, Navy, Marine, Air Force, or Coast Guard who are stationed and residing in Massachusetts.
- **Clients of the Massachusetts Rehabilitation Commission or Commission for the Blind:** As

certified by the respective commission.

The Massachusetts Office of Student Financial Assistance (OSFA) sends eligibility documentation to individuals who qualify for a categorical tuition waiver. A copy of evidentiary documentation must be provided to the Financial Aid Office for the tuition waiver to be applied.

## **Massachusetts Part-Time Grant**

A need-based grant awarded to part-time students (enrolled in 6 to 11 credits each semester) who have been Massachusetts residents for at least one year and have not earned a bachelor's degree. Typically, students eligible for this grant are also eligible for the Federal Pell Grant. The Massachusetts Part-Time Grant is awarded on a funds-available basis.

## **Mass GEAR UP Grant (Gaining Early Awareness and Readiness for Undergraduate Programs)**

A grant awarded in conjunction with the federal and state government, designed to assist socially disadvantaged students who are eligible by their participation in the GEAR UP Massachusetts program while in high school.

## **John and Abigail Adams Scholarship**

Recipients of the John and Abigail Adams Scholarship are eligible for a tuition waiver for state-supported day program tuition charges. Students are required to maintain a GPA of at least 3.0 for continued eligibility. There is no application process for this non-need-based scholarship. Eligible students are notified in the fall of their senior year in high school by the Massachusetts Office of Student Financial Assistance (OSFA) and must submit a copy of their eligibility letter to MassBay's Financial Aid Office. The scholarship is awarded for up to a maximum of four semesters.

## **Early Childhood Educators Scholarship**

This scholarship provides financial assistance for currently employed early childhood and out-of-school-time educators and providers who enroll in an associate degree program in Early Childhood Education or a related program. Students must complete an application with the Massachusetts Department of Higher Education to qualify. For additional information about Massachusetts state grant and scholarship programs, including eligibility requirements, visit the Massachusetts Office of Student Financial Assistance website. [www.Mass.edu/OSFA/Programs/EarlyChildhoodEd.asp](http://www.Mass.edu/OSFA/Programs/EarlyChildhoodEd.asp)

## **Tuition-Free Community College (TFCC)**

As of the 2025-26 academic year, only students who are already receiving TFCC funding will continue to receive support until further notice. TFCC will be phased out due to the MassReconnect and MassEducate programs replacing need for TFCC.

TFCC is a City of Boston program that pays for up to three years of college for all eligible Boston residents, regardless of age, income, or immigration status. To be eligible, you must:

- Be a Boston resident.
- Enroll in an associate degree program or short-term certificate program.
- Complete the FAFSA, if eligible to do so.

**For more information, please visit:**

[www.Boston.gov/Departments/Workforce-Development/Tuition-Free-Community-College- Plan](http://www.Boston.gov/Departments/Workforce-Development/Tuition-Free-Community-College- Plan)

## **MassBay Scholarships**

MassBay scholarship opportunities are available through the MassBay Foundation Office. These scholarships are made possible through generous gifts to MassBay from individuals, families, foundations, or corporations. Students who are enrolled or newly admitted to MassBay Community College are eligible to apply for scholarships. Each scholarship has

unique criteria and requirements, such as letters of recommendation or a short essay. After completing the general scholarship application, you will be matched with the scholarships for which you qualify and informed of any additional information you may need to provide for a particular scholarship. Scholarship awards vary.

To view a summary of the scholarship opportunities, go to [www.MassBay.edu/Scholarships](http://www.MassBay.edu/Scholarships)

Please note: the Financial Aid Office does not administer these scholarships. If you have questions or need additional assistance, please contact the MassBay Foundation Office by email at [Foundation@MassBay.edu](mailto:Foundation@MassBay.edu).

## **Federal Loan Programs**

A federal loan program created by the U.S. Department of Education that enables students to borrow funds to help pay educational expenses. To learn about current interest rates and fees, please refer to the U.S. Department of Education's website:

<https://StudentAid.gov/Understand-Aid/Types/Loans/Interest-Rates>

MassBay determines eligibility based on FAFSA result and current federal regulations. Students must be enrolled at least half time (six credits or more) per semester to be eligible. Loan(s) are borrowed in the student's name. There is no credit check required to qualify. A federal origination fee

is deducted from the loan proceeds before disbursement to the student's account. Federal Direct loans must be disbursed in substantially equal installments, and no installment may exceed one-half of the loan.

### **Direct Subsidized Loans**

Direct Subsidized Loans are need-based and do not accrue interest while a student is enrolled at least half-time.

### **Direct Unsubsidized Loans**

Direct Unsubsidized Loans are not need-based. Interest accrues on the loans while a student is enrolled.

Accrued interest may be paid quarterly while enrolled. However, students may choose to defer interest and pay it along with the principal amount upon graduation or when enrollment drops below minimum half time status (six credits).

### **First-time Loan Borrowers at MassBay**

Must complete loan entrance counseling and sign a Master Promissory Note (MPN). These documents must be completed to formally accept loan funds and to authorize the disbursement of funds to a student's account. Loans will not be applied as anticipated aid, nor will they disburse to a student's account, until both documents have been completed.

### **How to Accept Direct Loans**

Below are detailed instructions on how to accept your Federal Stafford Subsidized or Unsubsidized Loan(s) in Bay Navigator. Please remember that you must first complete both the Master

Promissory Note (MPN) and entrance counseling at [StudentAid.gov](https://studentaid.gov), then

accept your loan in Bay Navigator. Refer to your completed MPN if you have questions about repayment or loan details. You can view your loan history by logging into [StudentAid.gov](https://studentaid.gov)

#### **STEPS to Accept your Federal Stafford Subsidized/Unsubsidized Loan**

- Log in to Bay Navigator.
- Navigate to your Student Center.
- Click the Accept/Decline Awards link in the Finance section.
- Choose Aid Year.
- Select the Accept box to accept the loan(s) offered to you or select the Decline box to decline. If you choose Accept, you may enter a lower amount if you wish to reduce your loan.
- Click the Submit button.
- Click the Yes button to accept the transaction.
- Click the OK button.

Once you accept a loan and complete the MPN and entrance counseling, you agree to receive the loan. Please remember that a loan is a debt which you will need to repay at a later date, based on the terms and conditions detailed in your Master Promissory Note (MPN).

If you choose to decline or reduce your loan and later want to increase the amount, you must contact the MassBay Financial Aid Office and request a loan increase. The staff will review your request and determine whether an increase can be made. Once the loan increase has been added, you must accept the loan in Bay Navigator and complete both the MPN and entrance counseling before the loan will disburse to your student account.

If you have not already done so, please complete your MPN and entrance counseling if you are borrowing student loans. Please refer to the following instructions to complete both required documents.



Many students find it necessary to borrow loans to finance their college education.

*We encourage all students who need to borrow to do so responsibly. Before taking on student loan debt, please keep in mind these key points:*

**Be a responsible borrower**

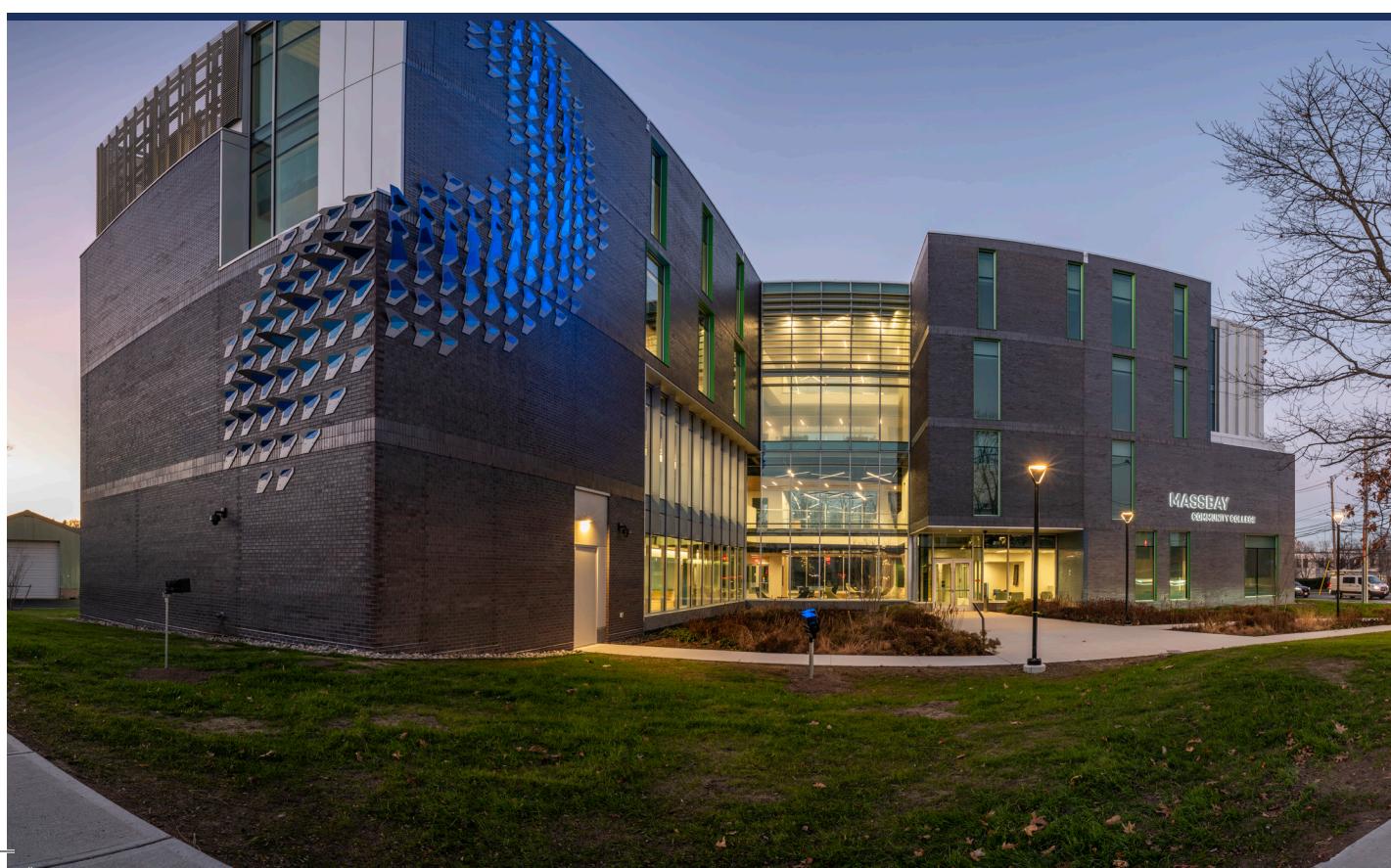
- Create a budget each year to help minimize borrowing. Only borrow what you need, not what you want.
- Understand and be realistic about your earning potential after graduation.
- A loan, unlike a grant, is borrowed money that must be repaid with interest.
- If you are unsure whether you will need a loan that's been offered, don't accept it until you're certain. As long as you remain eligible, the loan will remain available to you to accept later. (Loans must be accepted for the academic year for which you're borrowing, and you must be enrolled in six or more credits at the time of disbursement).
- You must repay your loan, even if you believe the education you received was not what you expected or you have not yet secured a job after graduation.
- You must make payments on your loan even if you don't receive a bill or repayment notice.
- Review your current loan balance. Students can find their balance by logging into their federal student aid account at [StudentAid.gov](http://StudentAid.gov).

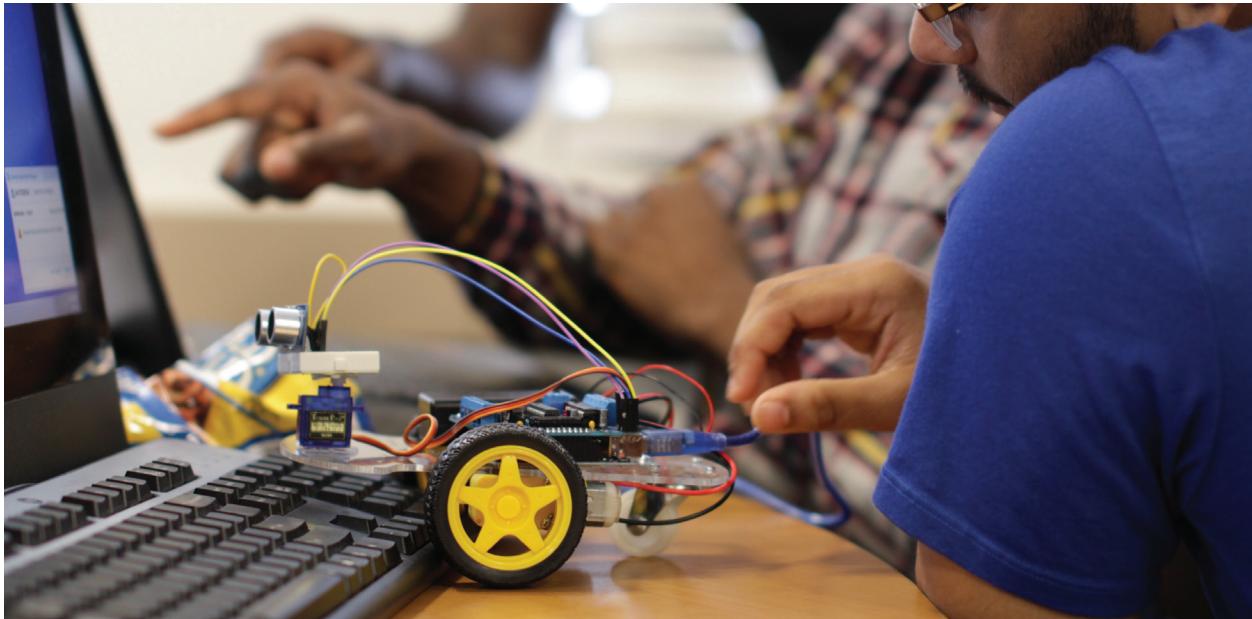
- Your student loan account balance and status will be reported to national credit bureaus regularly. Just as failing to repay your loan can damage your credit rating, repaying it responsibly can help you establish a good credit rating.
- The consequences of defaulting on a federal student loan (failing to pay according to your loan contract) are severe and long-lasting. For example, you may be unable to buy a car, and your federal income tax refund could be applied to your loan balance instead of being sent to you.
- Once your loans have entered the repayment phase, options are available to help if you're having trouble making payments.

*Remember, you can borrow less than the amount offered. We recommend that you borrow only what you need.*

Federal Direct Loan (FDL) funds are awarded based on your anticipated tuition, fees, and estimated book costs, but you may be eligible for additional FDL funds. If you need additional assistance for educational and living expenses, please email the Financial Aid Office at [FinAid@MassBay.edu](mailto:FinAid@MassBay.edu) to request an increase in your loan amount.

Students are eligible for Federal Direct Loan amounts each academic year based on dependency status. There is also a lifetime loan limit for each student.





## The following chart shows the annual and aggregate limits for Federal subsidized and unsubsidized loans

YEAR IN COLLEGE	*DEPENDENT STUDENTS	INDEPENDENT STUDENTS
First-Year Undergraduate (0-29 credits earned)	\$5,500—No more than \$3,500 of this amount may be in subsidized loans.	\$9,500—No more than \$3,500 of this amount may be in subsidized loans.
Second-Year Undergraduate (30 credits or more earned)	\$6,500—No more than \$4,500 of this amount may be in subsidized loans.	\$10,500—No more than \$4,500 of this amount may be in subsidized loans.
Maximum Total Debt from Subsidized and Unsubsidized Loans.	\$31,000—No more than \$23,000 of this amount may be in subsidized loans.	\$57,500 for undergraduates— No more than \$23,000 of this amount may be in subsidized loans.

*Dependent students whose parents are unable to qualify for a PLUS loan may qualify for additional amounts.*

Exit counseling must be completed if you received a federal loan and you either drop below six credits in a semester, withdraw from the college, or are about to graduate. If the MassBay Registrar's Office sees any of these changes in your enrollment status, they will notify the Financial Aid Office, who will contact you to complete exit counseling. The counseling session can be completed online at [StudentAid.gov](http://StudentAid.gov) and includes information on anticipated monthly payments, repayment plan options, and the consequences of loan default. Repayment for both subsidized and unsubsidized Federal Direct Loans begins six months after a student graduates, withdraws, or drops below half-time enrollment (five or fewer credits) in a semester.

## Federal Direct Parent PLUS Loans

Parents of dependent undergraduate students may borrow up to the cost of attendance, minus any other financial aid. Interest rates and origination fees for this loan program can be found at the following U.S. Department of Education website: [studentaid.gov/understand-aid/types/loans/interest-rates](http://studentaid.gov/understand-aid/types/loans/interest-rates). Repayment of the loan can begin immediately and extend for up to 10 years, or payments can be deferred while the student is enrolled at least half-time. During the deferment period, interest can be paid monthly or quarterly, or it can be capitalized quarterly.

A federal origination fee is deducted from the loan proceeds before disbursement to the student's account. Eligibility is based on the borrower's creditworthiness. If parents are denied a Federal PLUS Loan, the student may become eligible for additional unsubsidized Federal Loans. Parents may still borrow a Direct PLUS Loan if they obtain an endorser or appeal the decision by documenting their extenuating circumstances. PLUS Loan credit counseling is also required for those two options. The PLUS Loan application, PLUS Loan Master Promissory Note, and more information are available online at [StudentAid.gov](http://StudentAid.gov).

**The following chart is a sample repayment schedule based on the Standard Repayment Plan, using a 5.05% interest rate**

AMOUNT BORROWED	NUMBER OF PAYMENTS	PAYMENTS PER MONTH	TOTAL INTEREST
\$1,000	22	\$50	\$59
\$3,500	84	\$50	\$707
\$5,000	120	\$54	\$1,447
\$10,500	120	\$113	\$3,039
\$15,000	120	\$162	\$4,341
\$20,000	120	\$215	\$5,788
\$40,000	120	\$430	\$11,577

*For additional information regarding these federal loan programs, including current interest rates, fees, and repayment options, visit [StudentAid.gov](https://www.studentaid.gov).*

## **Loan Repayment Options**

Federal student loan borrowers can choose from several repayment options to make their payments manageable. Repayment plans may differ in monthly payment amounts, repayment term length, and income-based eligibility criteria. Information about repayment plans, including an estimated repayment calculator, is available at [StudentAid.gov](https://www.studentaid.gov).



## Outside Sources of Aid

There are many grants and scholarships available from private funding sources. The financial aid community advises students to take advantage of the free scholarship searches available online and avoid any fee-based searches. Outside grants and scholarships are first applied to a student's unmet need. If those funds exceed the unmet need, they may be used to reduce or replace part or all of a student's loan or work-study award.

Based on guidance from StudentAid.gov, if you receive any grant or scholarship from a source outside the MassBay Financial Aid Office, you must notify our office of the amount and source. These funds are first applied to any unmet financial need. If additional adjustments are necessary, we may reduce or replace part of your loan or work-study award. You will be notified by email if your aid package is adjusted, and you can view the update in Bay Navigator.

## Awarding Policy

MassBay considers all forms of federal and state financial aid sources 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. Federal student loans (must be repaid)
3. Federal Work-Study

MassBay's awarding policy is to award funds up to the total amount of your direct costs, plus anticipated book costs (i.e., tuition + fees + books). If you need additional funds for indirect costs (e.g., rent, food, transportation, or other miscellaneous expenses), please contact the Financial Aid Office for guidelines and options. The financial aid awarding process allows MassBay to equitably allocate available funds in accordance with federal and state regulations.

For students who are not yet registered for classes but who are planning to register for either the current or following semester, financial aid awards are calculated under the assumption that the student will be enrolled with full-time status (12 or more credits per semester). Once a student enrolls in classes, their financial aid is adjusted based on their actual enrollment level. The same enrollment level is assumed for subsequent terms within the same academic year until the student officially registers for those terms.

Please be advised that your financial aid award may be adjusted if your enrollment status changes or if you receive grant, scholarship, or waiver

funds from an outside source such as private scholarships or employer tuition remission. Please inform the Financial Aid Office if your enrollment plans change or if you anticipate receiving funds from an outside source so we can review your aid and make adjustments as needed.

## How Your Financial Aid is Disbursed to Your Student Account

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

### Financial Aid Enrollment Status

- Full-time status: 12 or more credits
- Three-quarter-time status: 9 to 11 credits
- Half-time status: 6 to 8 credits
- Less-than-half-time status: 1 to 5 credits

Once your enrollment status has been reviewed and your financial aid award has been finalized, the Financial Aid Office will disburse (pay out) your aid by depositing

the funds into your student account to cover tuition and fee costs. If, after disbursement, your financial aid exceeds your outstanding balance, the Student Accounts Office will process a refund and either deposit the funds into your account or mail a check to you at the address on file. You may receive multiple refunds within a term due to the timing of your financial aid disbursements.

MassBay's Student Accounts Office is responsible for crediting your financial aid to your student account. The disbursement dates for financial aid funds vary depending on the type of aid received and the date it was awarded. Disbursement of state funds to students depends on when the college receives funding from the state. For first-time, first-year undergraduate borrowers, federal student loan disbursements cannot be made earlier than 30 days after classes begin. Financial aid awarded by the College is disbursed to your MassBay student account and applied to your tuition and fees, with the exception of Federal Work-Study (FWS) and Federal Direct Loans (FDL). FWS funds are paid directly to students at least once per month for hours worked. FDL are typically disbursed in two installments per term and require entrance counseling before the first disbursement.

Students who apply for and are accepted into a Federal Work-Study job earn their funds by working in positions with eligible departments on campus or with off-campus partners. Wages typically are paid biweekly through the MassBay payroll system as a paycheck or by direct deposit to your checking or savings account.

For Federal Direct Loans, students must complete the required Federal Master Promissory Note and the Entrance Counseling online at [StudentAid.gov/MPN](https://studentaid.gov/MPN) and [StudentAid.gov/Entrance-Counseling](https://studentaid.gov/Entrance-Counseling).

#### **Student Accounts Office**

StudentAccounts@MassBay.edu

Wellesley Hills and Framingham: 781-239-2540

## **Book Vouchers**

MassBay offers a book voucher program to help financial aid recipients purchase textbooks and supplies. To qualify, you must:

- Have completed a financial aid application and received a MassBay Financial Aid award.
- Have enough federal aid (Pell Grant, SEOG Grant, and/or Direct Stafford Loans) remaining after tuition and fees are covered.
- Have completed the Title IV Authorization Form on Bay Navigator.

The maximum book voucher amount is \$1,000 and the value may change based on your enrollment and tuition and fees. To be eligible, students receiving Federal Direct Loans must complete Loan Entrance Counseling and sign a Master Promissory Note.

Some types of aid, such as tuition waivers and Massachusetts Cash Grants, cannot be used for book vouchers.

MassReconnect and MassEducate recipients do not need to complete the Title IV Authorization Form to receive their book allowance.

For more details, visit the Bookstore Vouchers webpage.

[www.MassBay.edu/Student/Resources/Bookstore-Vouchers](https://www.MassBay.edu/Student/Resources/Bookstore-Vouchers)

## **Other Payment Options**

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.

A Tuition Payment Plan is available through Nelnet Business Solutions, MassBay's payment plan provider. Please visit the Student Accounts Office webpage at [www.MassBay.edu/StudentAccounts](https://www.MassBay.edu/StudentAccounts) for more information on this option. Payments to your student account can be made by cash, check, or credit card. Alternative loans from outside agencies and Federal PLUS Loans may be used to pay remaining balances on student accounts. There are consequences if you do not pay your bill. MassBay may administratively withdraw you from your classes, your account may be submitted to a collection agency, and the college may withhold your grades and transcripts.

## **Institutional Refund Policy**

If you withdraw from course(s) or MassBay, you may be granted a reduction of tuition and fees based on the Withdrawal and Refunds Policy. Lack of attendance and course abandonment do not constitute an official withdrawal from the college. 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. For additional details regarding the refund schedule, please refer to the Student Accounts website at

[www.MassBay.edu/Finance/Refund](https://www.MassBay.edu/Finance/Refund)

## Financial Aid Withdrawal Policy

The amount of financial aid a student is eligible to retain is calculated based on the date the student withdraws from MassBay. The official withdrawal date is determined when the student first notifies the college of their intention to withdraw. A student who fails to officially withdraw from MassBay will have a withdrawal date set as either the last date of any documented academically related activity (e.g., attending class or submitting work) or, if that information is unavailable, the midpoint date of the semester. Financial aid is initially awarded to a student for the semester with the expectation that the student will complete the intended period of enrollment. When a student withdraws, their expected period of enrollment is not completed, resulting in a recalculation of their financial aid award based on federal regulations. Students earn a percentage of their financial aid award each day that they attend classes. When a student stops attending, financial aid is no longer accrued. As a result of withdrawal, students often will not “earn” their entire financial aid award but remain responsible for the full tuition and fees.

If you are considering withdrawing from a course or from the College, please contact the Financial Aid Office to learn how your financial aid may be affected by this enrollment change. MassBay’s Financial Aid Office can provide additional information about financial aid withdrawal policies to help you make an informed decision.

A student who withdraws completely from the College typically will owe a balance to the College. This results from the student not earning their full financial aid award while remaining responsible for the full tuition and fees. For more information on the financial refund policy, please visit MassBay’s Course Catalog at <https://massbay.catalog.acalog.com>.

A student who drops their classes before the end of the add/drop period and chooses not to attend any classes is considered not enrolled for the semester for financial aid purposes, and all financial aid is canceled for that semester. Please note that students who do not withdraw in accordance with college procedures are still responsible for full payment of tuition and fees.

### Partial Withdrawal

Withdrawal from one or more—but not all—courses is considered a partial withdrawal. A student will receive aid based on the number of credits they are enrolled in at the end of each semester’s add/drop period.

However, because MassBay has multiple add/drop periods each semester, your award could be reduced at later dates due to course withdrawals. This may result in a student owing a balance to the MassBay Student Accounts Office. Please contact the Financial Aid Office prior to withdrawing so staff can review your options with you and help you make an informed decision about this enrollment change.

Multiple withdrawals may affect a student’s financial aid eligibility under Satisfactory Academic Progress requirements. Contact the Financial Aid Office for more information about partial withdrawals.

### Unofficial Withdrawal

If you do not follow the official withdrawal process and unofficially withdraw—by not attending, never attending, or abandoning your courses—you will be responsible for all charges associated with those courses. Your financial aid may not align with the charges on your student account, and you could be left with a significant balance. If you unofficially withdraw, it may take some time for the Financial Aid Office to be notified that you have stopped attending. You may not be notified of an outstanding balance until after the semester in which you unofficially withdrew. Please contact the Financial Aid Office if you have questions.

### Reapplying for Financial Aid

Determining student’s financial aid eligibility and award amount is an annual process. Students (and parents, if applicable) must complete the Free Application for Federal Student Aid (FAFSA). The FAFSA is available online every year on October 1 for the following fall semester and can be completed at [StudentAid.gov](https://StudentAid.gov). Students should renew their FAFSA each year by the May 1 priority deadline to be considered for state aid.

MassBay is excited to partner with uAspire, a nonprofit organization that helps students complete the FAFSA.

If you need help with your FAFSA, text “MassBay” to 857-309-2942, and a uAspire advisor will respond within 24 hours (Monday through Friday) to help you complete the FAFSA and answer your financial aid questions. uAspire provides support via text, Zoom, or phone call.

# Satisfactory Academic Progress (SAP) and Maintaining Financial Aid Eligibility

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 differ from the academic or registrar definition of good academic standing.

Federal regulations require all institutions that administer Title IV student aid programs to monitor the academic progress toward a degree or certificate of students who apply for aid. All students who complete a Free Application for Federal Student Aid (FAFSA) and wish to be considered for Title IV federal and state aid must meet the criteria outlined in the policy, regardless of whether they previously received financial aid.

## Satisfactory Academic Progress (SAP)

SAP is measured using three standards: Cumulative GPA (Qualitative), Completion Rate (Quantitative), and Maximum Timeframe.

### 1. Cumulative GPA (Qualitative)

The cumulative GPA requirement varies depending on the number of credits a student has completed.

First year student: 0-29 credits Minimum cumulative GPA of 1.5

Second year student: 30 or more credits Minimum cumulative GPA of 2.0

All credits, including those from ESL and developmental courses, are used to determine the cumulative GPA. Your GPA is calculated using all graded credits (A, A-, B+, B, B-, C+, C, C-, D+, D, and F) appearing on the transcript. Grades received for repeat coursework that are excluded from your MassBay GPA will also be excluded from your SAP GPA.

**Note:** Your cumulative college GPA on your MassBay transcript may differ from the cumulative GPA used to determine SAP.

### 2. Completion Rate (Quantitative)

Students are required to complete at least 67% of their cumulative attempted credits to remain eligible for financial aid. All accepted transfer credits are considered to be both attempted and completed.

### Attempted credits

Attempted credits include all credits that appear on a student's academic history, including those with a letter grade or pass/fail, as well as incompletes, repeated courses, withdrawals, and transcribed transfer credits.

### Completed credits

A credit is considered completed if a grade of D- or higher is earned. Pass/fail courses that are successfully passed are considered as completed credits.

The completion rate is calculated by dividing cumulative completed credits by cumulative attempted credits, including ESL and developmental course credits.

### Example

If a student has attempted to accumulate 24 credits while attending MassBay, and has completed 18 of those credits, the student will have a completion rate of 75% ( $18/24 = .75$ ).

### 3. Maximum Timeframe

Students must complete their program within the maximum timeframe, a federal regulation designed to ensure timely program completion. MassBay counts this timeframe in credits rather than in time increments. The maximum timeframe is determined by calculating 150% of the published credit requirement for the program and is compared to the total number of credits attempted, including transfer credits. This policy also applies to certificate programs and may impact your financial aid if a change is made from an associate degree to a certificate program.

The only courses excluded from the maximum attempted credit timeframe are ESL courses, noncredit courses, and up to 30 developmental course credits. If you attempt to accumulate more than 30 credits of developmental coursework, all credits beyond 30 will count toward the maximum timeframe.

### Example

If a student attempts 34 developmental course credits, the first 30 credits are excluded, but the remaining

4 credits are included in the maximum timeframe calculation.

### Example

A student who enrolls in a program requiring 60 credits for a degree or certificate must complete their program within a maximum timeframe of 150% of the required 60 credits. In this case, the

student's maximum timeframe is 90 credits ( $60 \times 1.5 = 90$ ). Financial aid would be suspended if more than 90 credits are accumulated, according to their MassBay transcript, or if it is no longer mathematically possible for them to complete their degree within 90 credits.

## Important Factors to Consider for Satisfactory Academic Progress (SAP)

### Repeated Coursework

Students may receive financial aid to repeat a course they previously failed and remain eligible until they pass the course. Students may also receive financial aid if a course is repeated—limited to one repetition per class—if they previously earned a passing grade of D or higher. Please keep in mind that repeated coursework affects a student's completion rate and maximum timeframe.

### Developmental Coursework

A student admitted into an eligible program may be considered a regular student for financial aid purposes while taking remedial coursework, even if all courses are remedial and taken before any regular coursework. A student may receive financial aid for up to 30 attempted developmental credits. Developmental coursework is factored into SAP requirements for both cumulative GPA and completion rate. Additionally, total attempted developmental coursework exceeding 30 credits is included in the calculation of a student's maximum timeframe.

## Financial Aid SAP Statuses

**Meets SAP:** You have met all three Satisfactory Academic Progress criteria.

**Warning Status:** If you do not meet the GPA or completion rate standards, you will be placed on warning status for one semester. Warning status allows students to retain financial aid eligibility for one semester while working to meet SAP standards. Failure to do so results in being placed on Suspension. If you meet the SAP standards during your Warning semester, you will return to Meets standing. Students are allowed only one Warning status during their entire lifetime of enrollment at MassBay. **Students who have Attempted coursework documented in their academic record prior to Fall 2019 semester are not eligible for a warning semester.**

**Suspension:** If you do not meet all Satisfactory Academic Progress criteria following a Warning or Probation semester, you will be placed on Suspension. Additionally, you will be suspended if you do not meet the Maximum Timeframe criteria. While on Suspension, you are not eligible for any form of financial aid, including student loans. If you are academically dismissed from the College, you will be placed on Suspension.

**Probation:** If you appeal a Suspension and it is approved, you will be placed on Probation for at least one semester and remain eligible for financial aid during that time. Your progress will be reviewed at

the end of each probationary semester. If you meet the standards, you will return to Meets status. If you satisfy the terms of your academic plan but do not meet the overall SAP policy criteria, you may remain on Probation as outlined in your academic plan.



This suspension results in financial aid ineligibility until SAP standards are met. If a student cannot attend classes without the assistance of financial aid, they may appeal for a probation semester of financial aid eligibility, as explained below.

## Your Right to Appeal

Upon being notified of a suspension, you have the right to appeal if you have not previously received a financial aid Probation semester, were close to meeting the minimum requirements and have documentable extenuating circumstances that compromised your academic performance and ability to meet the required standards. To appeal, students must obtain and complete an appeal form from the Financial Aid Office.

### SAP Appeal Form

- Explain the circumstances that resulted in your unsatisfactory academic performance (e.g., death of a relative, injury, student illness, or previously undiagnosed learning disability).
- Provide a thoughtful and realistic plan for your future success at MassBay that will result in your meeting satisfactory academic progress in the future.
- Provide all appropriate supporting documentation such as a doctor's letter.
- Include an academic progress plan completed by you and your academic advisor.

An appeal must be submitted to the Financial Aid Office by the deadlines published in the policy, the appeal form, and the suspension notification. While waiting for a decision on an appeal, students are responsible for paying their own expenses such as tuition, fees, books, supplies, etc., without the expectation of financial aid reimbursement.

## Financial Aid Probation

If your appeal is approved, you will be placed on financial aid probation. Your probation will be contingent upon the completion of both your academic progress plan and an acknowledgment that you understand the terms and conditions of your probation. During periods of probation, you are still eligible to receive financial aid. An approved probation term provides a student one additional opportunity to demonstrate to the College, as well as to themselves, their ability to meet SAP standards and their commitment to the academic program in which they are enrolled. Students granted probationary status will have their academic progress plan reviewed at the conclusion of each probationary semester. Students who do not meet the terms of their academic progress plan will be placed on financial aid suspension and will be ineligible to receive any further financial aid. Second appeals are unlikely to be approved.

## Regaining Eligibility for Financial Aid Without an Appeal

A student may be able to raise their cumulative GPA and/or satisfy credit deficiencies by taking additional coursework at MassBay Community College while not receiving financial aid, or by transferring credits

from other institutions. You may be reconsidered for funding after you have successfully completed at least one semester without the benefit of financial aid. To return to Meets standing, you must again meet all criteria described above and notify the Financial Aid Office that you would like to have your eligibility for funds re-evaluated. If you successfully complete at least one semester without the benefit of financial aid but do not meet the required criteria, you may submit a complete appeal for consideration.

## Summer Enrollment and Financial Aid

Students who register for summer classes may be eligible for financial aid depending on their enrollment status and aid awarded for the academic year. Financial aid funds available for summer sessions include Federal Pell Grants, Federal Direct Loans, and, if remaining funds are available, MassReconnect, MassEducate, and Federal Work-Study. Summer financial aid eligibility is determined after summer course registration begins. Students must complete a Summer Financial Aid Application, which can be found on our webpage under the Financial Aid Forms: <https://www.massbay.edu/admissions/financial-aid/financial-aid-forms>. Please contact the Financial Aid Office to determine if you will be eligible for summer financial aid or for information about private loans that can be used to help meet your summer expenses.

MassBay also offers summer term scholarship opportunities through the MassBay Foundation. Students must apply during the spring semester. To view available scholarships, visit [www.MassBay.edu/Scholarships](http://www.MassBay.edu/Scholarships). Applications must be completed and submitted online. For assistance, contact the MassBay Foundation Office by email at [Foundation@MassBay.edu](mailto:Foundation@MassBay.edu).

## Financial Aid Student Rights and Responsibilities Policy

### Student Rights

- Know which financial aid programs are available.
- Know the deadlines for submitting applications for each financial aid program.
- Understand how financial aid is distributed.
- Understand how your financial need is determined.
- Receive an explanation of the various aid programs in your aid package.
- Understand what portion of your financial aid is a loan that must be repaid, and what portion consists of grants and scholarships that do not require repayment.
- For loans awarded, understand the interest rate, total amount to be repaid, repayment procedures, length of time to repay the loan, and when repayment begins.
- You have the right to prepay a loan without penalty. This means you may pay the full loan balance and any interest due at any time without being charged a penalty by the servicer for early payment.
- If you cannot meet a loan repayment schedule, you may request a forbearance from the loan servicer, during which time your payments may be reduced for a set period.
- When borrowing money, you assume responsibility for repaying the loan. If circumstances arise that make it difficult to
- Meet this responsibility, you should contact your loan servicer.
- Understand how the college determines satisfactory academic progress and what the consequences are if that progress is not met.
- All documents submitted to the Financial Aid Office are confidential.

### Student Responsibilities

- Understand and comply with the terms and conditions of aid received.
- Use financial aid funds only for education expenses, including tuition, fees, room, board, books, supplies, and other living costs.
- Respond promptly to all requests for supplemental information or documentation from the Financial Aid Office.
- Regularly check and respond to emails sent to your MassBay student email address from the Financial Aid Office.
- Know and meet the deadlines to apply and re-apply for financial aid.
- Complete all financial assistance applications and forms with accurate and thorough information.
- Notify the Financial Aid Office if there are any changes to your enrollment.
- Notify the Financial Aid Office if you receive any scholarships, grants, or other financial assistance from sources outside the College.
- Know and comply with the College's refund and withdrawal policies.
- Maintain satisfactory academic progress.
- Ask questions of the Financial Aid Office if you do not understand the terms and conditions of your financial aid award.







# Important College Contact Information

## Academic Achievement Center (AAC)

aac@massbay.edu

Wellesley Hills: 781-239-2620

Framingham: 508-270-4213

## Academic & Transfer Advising Center

advisingcenter@massbay.edu

Wellesley Hills & Framingham: 781-239-2775

## Admissions Office

admissions@massbay.edu

Wellesley Hills: 781-239-2500

Framingham: 508-270-4059

## Disability Resources

aac@massbay.edu

Wellesley Hills: 781-239-2234

Framingham: 508-270-4267

## Financial Aid Office

finaid@massbay.edu

Wellesley Hills: 781-239-2600

Framingham: 508-270-4010

## Office of the Registrar

registrar@massbay.edu

Wellesley Hills: 781-239-2550

Framingham: 508-270-4050

## Placement Testing

aac@massbay.edu

Wellesley Hills & Framingham: 781-239-2620

## Student Accounts Office

studentaccounts@massbay.edu

Wellesley Hills & Framingham: 781-239-2540

## Student Development

studentdevelopment@post.massbay.edu

Wellesley Hills: 781-239-3142

Framingham: 508-270-4014

## Student Orientation and Registration (SOAR)

soar@massbay.edu

Wellesley Hills & Framingham: 781-239-2721

## Wellesley Hills Campus Bookstore

Wellesley Hills: 781-239-2650

[www.massbayshop.com](http://www.massbayshop.com)

## Framingham Campus Bookstore

Framingham: 508-270-4150

[www.massbayframinghamshop.com](http://www.massbayframinghamshop.com)



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