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***STUDENT***  
***CONSUMER***  
***INFORMATION***

## *Who is Available to Assist You?*

<b>Title</b>	<b>Name</b>	<b>Email</b>
<b>Campus President</b>	Richard Kwon	<a href="mailto:rkwon@plattcollege.edu">rkwon@plattcollege.edu</a>
<b>Academic Dean</b>	Olivia Madrigal	<a href="mailto:omadrigal@plattcollege.edu">omadrigal@plattcollege.edu</a>
<b>Director of Admissions</b>		
<b>Director of Career Services</b>	Charise Oliva	<a href="mailto:coliva@plattcollege.edu">coliva@plattcollege.edu</a>
<b>Financial Aid Manager</b>	Daniel Ramos	<a href="mailto:dramos@plattcollege.edu">dramos@plattcollege.edu</a>
<b>Registrar</b>	Norma Lopez	<a href="mailto:nlopez@plattcollege.edu">nlopez@plattcollege.edu</a>
<b>Student Accounts Representative</b>	Maricela Macias	<a href="mailto:mmacias@plattcollege.edu">mmacias@plattcollege.edu</a>

You are encouraged to consult the Campus President for assistance or information after you have exhausted all attempts for assistance from the faculty and staff.

### Education Department

Full-time Instructional Staff: This information is updated and kept current in the College Catalog Addendum- available from the Admissions Office

*Academic concerns are to be brought to the immediate attention of your instructor. However, the Department Head and staff of the Education Department are available to assist you with additional matters of concern.*

## **General Grievance Procedure**

Students have the right to present problems and complaints. This includes, but is not limited to, charges of discrimination. (It should be noted that a filed complaint would have no adverse impact on a student's status.) The final authority in all cases rests with the Campus President.

### **Informal Grievance Procedure**

Students are encouraged to follow the listed procedure when addressing CLASS-related complaints:

1. Discuss the issue with your instructor. If you are not satisfied with the resolution within 3 school days, then;
2. Discuss the issue with the Academic Dean. The Academic Dean will advise you immediately of whether they can resolve the issue, or whether you need to escalate the issue to the Campus President. If the issue requires the involvement of the Campus President, please follow the Formal Grievance Procedure explained below.































Repayment Charts:

**Interest rates** are amounts charged to a borrower for the privilege of borrowing loan funds. The interest is calculated as a percentage of the principal balance of the loan.

This payment chart shows interest rates on Direct Stafford Loans and Parent PLUS Loans that are disbursed between 7/1/16 and 6/30/17. Example: If student borrows \$10,000 on 8/1/16 in Direct Subsidized and/or Unsubsidized loan and kept the loan on the standard repayment (default plan), in the course of 10 years (120 payments), the monthly payments would be projected at \$103 a month. If the student made the minimum payment of the \$103 a month, the student would have paid \$2,315 in interest with the current interest rate at 3.76%.

Balance at Repayment	3.76%			6.31%		
	Direct Subsidized and Unsubsidized Rate			Direct Parent PLUS Rate		
	Payment	Months	Interest	Payment	Months	Interest
\$ 1,000	\$ 50	21	\$ 39	\$ 50	21	\$ 65
\$ 10,000	\$ 103	120	\$ 2,315	\$ 115	120	\$ 3,834
\$ 20,000	\$ 205	120	\$ 4,631	\$ 230	120	\$ 7,669
\$ 26,830	\$ 275	120	\$ 6,212	\$ 309	120	\$ 10,287
\$ 30,000	\$ 308	120	\$ 6,946	\$ 346	120	\$ 11,503
\$ 40,000	\$ 411	120	\$ 9,262	\$ 461	120	\$ 15,337
\$ 50,000	\$ 513	120	\$ 11,577	\$ 576	120	\$ 19,171

Any Direct Subsidized and Unsubsidized Loans disbursed between 7/1/16 and 6/30/17 has an interest rate of 3.76% for Stafford Loans and 6.31% for Parent PLUS Loans.

**Origination fees** are fees assessed by lenders to help offset the cost of processing the loan. The origination fee is assessed on each loan disbursement.

Loan Type	First Disbursement Date	Loan Fee
Direct Subsidized Loans and Direct Unsubsidized Loans	On or after 10/1/15 and before 10/1/16	1.068%
	On or after 10/1/16 and before 10/1/17	1.069%
Direct PLUS Loans	On or after 10/1/15 and before 10/1/16	4.272%
	On or after 10/1/16 and before 10/1/17	4.276%

## **Scholarships**

Platt College has a limited number of institutional scholarships available based on demonstrated need. Inquiries regarding these scholarships should be made to the Campus President. Additionally many private local organizations offer Financial Aid Programs. Students may contact local organizations such as foundations, religious, fraternal and community organizations, civic groups, and town or city clubs, regarding the availability of Financial Aid Programs. Additionally, the local libraries usually have publications that list various private Financial Aid Programs.

Also available are some free Internet addresses that provide access to over 500,000 national, state, and local scholarship awards. Some of these addresses are listed below:

Federal WEB Pages: [www.fafsa.ed.gov](http://www.fafsa.ed.gov)

Scholarship WEB search pages: [www.finaid.org](http://www.finaid.org)  
[www.fastweb.com](http://www.fastweb.com)

*How do students apply for financial aid?*

### **To begin the Financial Aid process, a student must:**

- Be enrolled as a regular student in an eligible program of study on at least a half-time basis (with the exception of Pell and FSEOG);
- Have (and provide proof of) a high school diploma or GED;
- Be a U.S. citizen or an eligible non-citizen. Verification of eligible non-citizen status will be required;
- Have financial need (except for some loan programs) as determined by a need analysis system approved by the Department of Education (by filling out the FAFSA);
- Maintain satisfactory academic progress;
- Complete and submit any of the requested documentation for the verification process and determination of dependency status in a timely manner.

To be eligible to receive federal financial aid, a student must also:

- Have a valid Social Security Number;
- Not have borrowed in excess of the annual aggregate loan limits for the Title IV financial aid programs;
- Be registered for the Selective Service, if required;
- Sign an updated Statement of Educational Purpose\Certification Statement on refunds and default.

### **Prospective students must also be aware that:**

- Failure to complete and submit any of the financial aid documentation will delay processing and disbursement of eligible funds.

- Any changes in family financial circumstances should be reported immediately to the student's financial aid advisor.
- It is the student's responsibility to report and/or coordinate with the financial aid office any funding received through outside entities.

*How is financial aid eligibility determined?*

Eligibility for federal financial aid is determined based upon a formula established by the U.S. Congress. The FAFSA form is used to obtain the financial and family information necessary to apply this formula which determines the expected family contribution (the amount that the student and his/her family are expected to contribute to his/her education related expenses). Most federal financial aid is based upon financial need, which is determined based on the cost of attending the institution (tuition, fees, books, supplies, room, board, transportation, and personal expenses) minus the expected family contribution calculated using the federal formula. If there are special circumstances (e.g., unusual medical or dental expenses, recent unemployment, recent change in marital status, extraordinary expenses directly related to education), the student or prospective student should notify the Financial Aid Office.

*How does the institution distribute financial aid among students?*

The Federal Supplemental Educational Opportunity Grant program has limited funding. Therefore, not all otherwise eligible students may be awarded financial aid through this program. Federal Pell Grant eligible students with the lowest estimated family contributions will be awarded Federal Supplemental Educational Opportunity Grants (FSEOG) first. If FSEOG funds remain after all Federal Pell Grant eligible students with the lowest estimated family contribution have been awarded, FSEOG will be awarded from lowest estimated family contribution until remaining FSEOG funds have been awarded. The amount of FSEOG awarded to any student is dependent upon remaining need and available funds.

The remaining financial aid programs are awarded based upon the eligibility criteria for the particular program.

*How and when is financial aid distributed?*

Financial aid funds are credited to each student's account **the later of the beginning of each term** or when the institution receives the funds.

Students enrolled at PLATT COLLEGE for the first time and who have not previously borrowed through the Federal Stafford Loan Program, will not have their first Federal Stafford Loan disbursement until 30 days after the beginning of their first term at the College. Students must be enrolled at least half-time at Platt College to receive the funds from the Federal Stafford Loan Program at the time of scheduled disbursement.

If a student's institutional charges have been paid-in-full for the term and financial aid funds remain on the student's account, those funds may be

- a) received by the student to pay other educational expenses (within the loan period or award year) or
- b) with the student's permission, remain on account, to be applied to charges for later terms, or
- c) be returned to the lender in order to minimize total student debt after graduation.

Upon graduation, any remaining funds will be automatically returned to lender.

### **What are a student's rights and responsibilities for receiving information about financial aid?**

A student has the right to receive information about the institution and the financial aid process. This guide attempts to provide you with the information you have a right to receive. If you have any questions, please contact the Financial Aid Office. The Financial Aid Office is open on Monday and Tuesday from 8:00 a.m. until 8:00 p.m.; Wednesday and Thursday from 8:00 a.m. until 5:00 p.m. (Appointments available after 5:00 p.m. by request); Friday from 8:00 a.m. until 5:00 p.m.

In order to receive financial aid, it is your responsibility to:

- Accurately complete and submit all required documents to the Financial Aid Office within the required timeframes.
- Be present for an entrance interview during which information regarding any loans you have been awarded will be provided.
- Remain enrolled at least half-time at Platt College (under specific conditions, less than half-time students may receive a Federal Pell Grant).
- Maintain satisfactory academic progress towards a degree or certificate.
- Notify the Financial Aid Office if financial aid or other fund sources become available that were not previously reported to the Financial Aid Office.

### **What is the Refund, Cancellation & Termination Policy?**

#### **Refund**

- Effective 10/7/00, all financial aid (Title IV) recipients who withdraw and have completed 60% or less of the payment period for which they have been charged, are subject to the new federal refund regulations per 34 CFR 667, 682, 685, published November 1, 1999. If the student has received federal student financial aid funds, the student is entitled to a refund of moneys not paid from federal student financial aid funds. Federal regulations state that the amount of a Title IV refund is based on the percentage of Title IV funds earned by the student at the time of withdrawal. Please refer to the school catalog for more information.

#### **Cancellation**

- A student has the right to cancel his or her agreement for a program of instruction, without any penalty or obligations, through attendance at the first class session, or the seventh (7th) day (business days) after enrollment, whichever is later. After the end of



the cancellation period, the student also has the right to stop school at any time; and the student has the right to receive a pro rata refund if you have completed 60 percent or less of the scheduled hours in the program's current payment period through the last day of attendance. Please refer to the school catalog for more information.

### **Termination**

- The student may withdraw from the school at any time after the cancellation period and receive a pro rata refund if the student completed 60 percent or less of the scheduled hours in the program's current payment period through the last day of attendance. The refund will be less a registration or administration fee not to exceed \$250.00 and less any deduction for equipment not returned in good condition (good condition does not include equipment that a seal is broken, log-on occurred, or is marked or damaged in any way), within 45 days of withdrawal. If the student has completed more than 60 percent of the period of attendance for which the student was charged, the tuition is considered earned and the student will receive no refund. Please refer to the school catalog for more information.

*What are the terms and responsibilities related to loan repayment?*

When a student accepts a loan to assist with payment of his/her institution charges or other education related expenses, he/she also accepts the responsibilities associated with repayment of the loan or loans. The obligation to repay the loan is not affected by the borrower's degree of success in, or satisfaction with, the program or the institution. As a borrower, a student signs a promissory note, which is a legally binding agreement to repay the loan. The student borrower has the right to the following information:

- The full amount of his/her loan.
- The interest rate.
- When he/she must start repaying the loan.
- The effect borrowing will have on other types of financial aid.
- Any charges he/she must pay (loan fees) and how these fees are collected.
- The yearly and total amounts he/she may borrow.
- The maximum repayment period and the minimum repayment amount.
- An explanation of default and its consequences.
- An explanation of available options for consolidating or refinancing the loan.

Also, note that a student borrower may prepay his/her loan, without penalty, at any time.

Upon leaving the institution, the student borrower will receive the following information within 30 days:

- The total debt (principal plus interest), the interest rate, and total interest charges.
- Name, address, and telephone number of the holder of the student's loan and where to send payments.
- Fees that may be charged during the repayment period (e.g., late charges).

- An explanation of available options for consolidating or refinancing the loan.
- Each student should understand that even though the lender provides deferment and forbearance options (postponement of payments), **it is the student's responsibility to apply** and while awaiting approval he/she should continue to make payments to avoid delinquency or default.

The student borrower assumes certain responsibilities by accepting a student loan. Among those responsibilities are:

- Repaying the loan(s) according to the terms of the promissory note.
- Making scheduled payments even if a bill or repayment notice is not received.
- Continuing to make payments until notified that deferment or forbearance has been granted.
- Notifying the institution and lender when a student borrower graduates or withdraws from the institution; drops below half-time status; changes his/her name, address, or social security number; or transfers to another school.
- Appearing for an entrance interview when entering the institution and an exit interview when leaving the institution.

In addition to being an obligation, failure to repay a student loan can have serious consequences. If a borrower defaults on a student loan, the consequences may include:

- The defaulted loan balance will be reported to major credit bureaus which may impact the ability to obtain future credit.
- The defaulted loan balance may be collected from federal and state income tax refunds, garnished wages, and/or state lottery winnings.
- The student borrower is ineligible for any additional Federal financial aid funds.

*How does satisfactory academic progress affect my eligibility for financial aid?*

Students are expected to maintain satisfactory academic progress while enrolled in their program at Platt College, which means that students must maintain a minimum Cumulative Grade Point Average and progress at a pace that would allow the student to successfully complete his or her program. Students must successfully complete their program within 150 percent of the normal time frame. The complete policy is available in the Platt College Catalog.

### **Return of Title IV Funds**

All institutions participating in the SFA Programs are required to use a statutory schedule to determine the amount of SFA Program funds a student has earned when he/she ceases attendance based on the period the student was in attendance.

The Higher Education Amendments of 1998, in general, require that if a recipient of SFA Program assistance withdraws from a school during a payment period or a period of enrollment in which the recipient began attendance, the school must calculate the amount of SFA Program assistance the student did not earn, and those funds must be returned. Up through the 60% point in each payment

period or period of enrollment, a pro rata schedule is used to determine how much SFA Program funds the student has earned at the time of withdrawal. After the 60% point in the payment period or period of enrollment, a student has earned 100% of the SFA Program funds.

The percentage of the payment period or period of enrollment completed is determined by:

**For schools that measure programs in credit hours -**

The percentage of the payment period or period of enrollment completed is the total number of calendar days<sup>1</sup> in the payment period or period of enrollment for which the assistance is awarded divided into the number of calendar days completed in that period as of the day the student withdrew.

The Corporate Student Accounts Manager will review all Return of Title IV calculations and will ensure that the unearned Title IV funds are returned to the appropriate account. If a student or parent, in the case of PLUS loans has a post-withdrawal disbursement (PWD) that consists of loan funds, the Financial Aid department will contact the student and/or parent and explain the PWD and request the student and/or parent to put in writing their consent to obtain some or all of the PWD. If there is a grant PWD, Platt College may apply those funds directly to allowable charges or send directly to the student. If a student has a grant overpayment, the student is required to return any overpayment that is in excess of 50% of any grant(s) received by the student. For any overpayment of Federal Loans, the student and/or parent is required to return the loan in accordance with the terms and conditions of the Master Promissory Note.

**Order of Return of Federal Student Financial Aid Program Funds**

The US Department of Education mandates that Title IV funds credited to outstanding loan balances for the payment period or period of enrollment for which a return of funds is required must be returned in the following order:

- Unsubsidized Direct Stafford loans (other than PLUS loans);
- Subsidized Direct Stafford loans;
- Federal Perkins Loan Program;
- Federal Direct PLUS loans;

If funds remain after repaying all loan amounts, those remaining funds must be credited in the following order:

- Federal Pell Grants for the payment period for which a return of funds is required;
- Federal Supplemental Educational Opportunity Grant (FSEOG) for which a return of funds is required;
- Other assistance under this Title for which a return of funds is required.

Students will be notified of any refunds due to a lender on their behalf through the mailed exit interview material. Refunds to any of the Title IV or State programs will be paid within 45 days from the date of determination.

## **Student Accounts Information**

**Student Billing Information:** For any questions on your account, please see the Student Accounts Representative located in the Campus Administrative offices.

### **Tuition Payment policy:**

Tuition and fees for all programs are published in the catalog addendum, and available on Platt College's website, however Student Accounts will ensure the Tuition that is listed on each student's Enrollment Agreement is the final and appropriate amount that is entered into the student's payment plan in Campus Vue. This is available on page 1 of the Enrollment Agreement.

Students are responsible for repaying the loan amounts, plus any interest that have been incurred as of the date of withdrawal. Each student is liable for all charges in each payment period.

In order for Platt College to service our account(s) or to collect any amounts the student may owe, Platt College/assigns may contact the student by telephone at any telephone number associated with the students account, including wireless telephone numbers, which could result in charges to the student. Platt College/Assigns may also contact the student by sending text messages or e-mails, using any e-mail address the student has provided to Platt College. Methods of contact may include using pre-recorded/artificial voice messages and/or use of an automatic dialing device, as applicable.

Each Program's tuition and books charges are broken down into equivalent amounts evenly distributed through-out the normal scheduling of the program. For example, a program that typically consists of 6 full time terms will have the cost of tuition and books equally distributed among each of the 6 scheduled terms, regardless of the individual student's rate of progress. Additional payment policy information can be found in the Platt College catalog.

**TUITION CHARGES ARE NOT DIRECTLY CORRELATED TO INDIVIDUAL STUDENT'S CREDIT HOUR ENROLLMENT.**













































































**Appendix A**  
**Student Grievance/Complaint Form****Student Name:** \_\_\_\_\_**Phone Number:** \_\_\_\_\_**Email Address:** \_\_\_\_\_

\*You may choose to remain anonymous; however this may make it difficult for Platt College Administration to gather sufficient information to adequately resolve this issue.

**Program:** \_\_\_\_\_**Date of Filing:** \_\_\_\_\_**Date of Event (if appropriate):** \_\_\_\_\_**Building/Location:** \_\_\_\_\_  
(if appropriate)**Staff Person(s) Involved:** \_\_\_\_\_**Witnesses/students affected:** \_\_\_\_\_**Explain what happened. Be specific!**

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**What type of resolution do you think is appropriate given the nature of this situation?**

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\_\_\_\_\_  
Student Signature\_\_\_\_\_  
Date\_\_\_\_\_  
College Official Signature\_\_\_\_\_  
Date*This form can also be submitted via email to [Feedback@plattcollege.edu](mailto:Feedback@plattcollege.edu)*









