Understanding your Financial Aid Award Letter
YOUR FINANCIAL AID AWARD LETTER

Please review the enclosed financial aid award letter.

The eligibility information on the award letter was used to calculate your financial aid. If these assumptions; such as housing, enrollment, residency or grade level have changed or are incorrect, please notify our office immediately so we may re-evaluate your financial aid.

If you wish to reduce or decline your aid, please log on to your iSiS self service at www.uml.edu/isis.

Students receiving private scholarships, tuition waivers or assistance from other sources must disclose this to the Financial Aid Office. Use the reverse side of the award letter as a convenient way to meet this requirement.
The University of Massachusetts Lowell’s Financial Aid Office is always available to answer your questions. Our counselors are equipped to provide information and guidance on available financial aid programs to students and their families as well as assist in meeting the cost of higher education.

This booklet provides the information necessary to accurately process your aid while at the University. Should you have questions about your specific situation, please contact our office to speak with a financial aid counselor.
# TABLE OF CONTENTS:

Your Financial Aid Eligibility ........................................................... 3
  - Terms and Conditions
  - Determining Your Need
  - Your Cost of Attendance (COA) and Expenses

Understanding Your Award Letter .................................................. 4-5
  - Determining Your Aid
  - Types of Need Based Aid
  - Types of Non-Need Based Aid
  - Loan Limits for Undergraduate and Graduate Students

Merit Scholarships ......................................................................... 5
  - Need and Merit Based Scholarships

Adjustments to Your Financial Aid ................................................... 6
  - Reasons for Adjustments
  - Verification Process and Procedure

Paying Your University Bill ............................................................. 7
  - How to Access Your Student E-Bill
  - Disbursements to Your Account
  - Financial Aid Refunds and Book Vouchers

Additional Financing Options ......................................................... 7
  - Three Alternative Financing Options

Rights and Responsibilities ............................................................... 8
  - Student Rights
  - Student Responsibilities

Maintaining Financial Aid Eligibility ............................................. 8-9
  - Applying for Financial Aid
  - Meeting Satisfactory Academic Progress (SAP)
  - Merit Aid Requirements
  - Withdrawal Policy

Contact Information ......................................................................... 9
  - Other Important Contacts
YOUR FINANCIAL AID ELIGIBILITY

TERMS AND CONDITIONS
Eligibility for financial aid begins with filing the Free Application for Federal Student Aid (FAFSA). You must file a FAFSA every academic year you want to apply for aid.

Financial aid applicants must meet the following key criteria to receive most types of financial aid:

- Be admitted into a degree-granting or approved certificate program.
- Be matriculated in at least six (6) credits per semester (some grants require full time enrollment; Pell Grant may be available for enrollment less than 6 credits).
- Be a U.S. citizen, permanent resident or eligible non-citizen as defined by the federal government.
- Have a valid Social Security Number.
- Register with the Selective Service, if required (www.sss.gov).
- Make Satisfactory Academic Progress (SAP) toward educational program.
- Cannot be in default or owe money on a federal student loan.
- Have a high school diploma, a General Education Development (GED) certificate, or complete a high school education in a home school setting that is treated as a home school or private school under state law.
- Additional eligibility requirements may apply.

YOUR COST OF ATTENDANCE (COA) AND EXPENSES

Direct Costs: These are the charges you will see on your university invoice. Direct costs may include Tuition, Mandatory Fees, Room and Board.

Indirect Costs: These are estimates of other expenses the student will incur while attending the university. Indirect costs may include books, off campus housing and transportation.

Annual Cost of Attending UMass Lowell 2012-2013

<table>
<thead>
<tr>
<th>Direct Costs – Undergraduate (Based on 12 credits/ semester)</th>
<th>In State</th>
<th>Out of State</th>
<th>NE Regional</th>
<th>Proximity Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Commuter Student</td>
<td>$11,847</td>
<td>$24,896</td>
<td>$18,510</td>
<td>$18,510</td>
</tr>
<tr>
<td>On Campus Student</td>
<td>$22,129</td>
<td>$35,178</td>
<td>$28,792</td>
<td>$28,792</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Direct Costs – Graduate (Based on 9 credits/ semester)</th>
<th>In State</th>
<th>Out of State</th>
<th>NE Regional</th>
<th>Proximity Program</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graduate</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Commuter Student</td>
<td>$11,229</td>
<td>$20,774</td>
<td>$16,805</td>
<td>$16,805</td>
</tr>
<tr>
<td>On Campus Student</td>
<td>$21,511</td>
<td>$31,056</td>
<td>$27,087</td>
<td>$27,087</td>
</tr>
</tbody>
</table>

Figures shown are actual 2012-2013 costs.

DETERMINING YOUR NEED

Financial aid is available to assist in your efforts to pay college costs. We primarily use two factors to determine the amount and types of aid you may receive: Cost of Attendance (COA) and Expected Family Contribution (EFC).

Cost of Attendance (COA) is the amount we estimate it should cost you to attend UMass Lowell for one academic year. These costs have been developed as guides to help students anticipate educational expenses. Some students will spend more than the typical amounts, others less, depending on individual lifestyles and circumstances. COA includes direct costs, which are costs directly billed to you by the university and indirect costs, which are other related expenses a student incurs, such as books and transportation.

Expected Family Contribution (EFC) is an estimate of the amount of money you (and your parents, if you are dependent) could reasonably contribute toward college costs. This figure is calculated by the U.S. Department of Education. This is calculated by using information from your FAFSA.

Demonstrated Financial Need is when the Financial Aid Office subtracts your EFC from your COA; the difference is your eligibility for financial aid, also known as Demonstrated Financial Need (Need).

Example:

\[
\text{Cost of Attendance (COA)} - \text{Expected Family Contribution (EFC)} = \text{Demonstrated Financial Need (Need)}
\]
UNDERSTANDING YOUR AWARD LETTER

Your Financial Aid award may consist of some or all of the following types of aid depending on your financial need: Grants, Scholarships, Waivers, Student Employment and Federal Student Loans. Please note: all financial aid awards are contingent on funding.

DETERMINING YOUR AID

Need Based Aid is awarded when you have demonstrated financial need; this means your EFC is less than your COA. Need-based financial aid is available from federal, state and institutional sources. It may consist of scholarships, waivers, student employment and subsidized student loans.

Non-Need Based Aid are types of aid that do not require a student to have demonstrated financial need. These are added to a student’s aid package after the student has been considered for all other types of aid.

TYPES OF NEED BASED AID

Federal Pell Grant: A federal grant awarded by the U.S. Dept of Education to students with exceptional need that does not need to be repaid. For the award year 2013-2014 awards range from $605 to $5645, depending on EFC and enrollment.

Federal Supplemental Grant (FSEOG): A federal grant awarded by the University to students who are Pell eligible. FSEOG does not need to be repaid. Awards range from $200 to $4000, depending on available funds and number of eligible applicants.

Massachusetts Grant: A state grant awarded by the Massachusetts Office of Student Financial Assistance (OSFA) to Pell eligible undergraduate state residents. To be considered, full-time students must have filed a FAFSA by May 1st. The state notifies students directly regarding eligibility.

Mass Part-Time Grant: A state grant awarded to eligible undergraduate state residents. To be considered, students must be enrolled for at least six (6) credits but fewer than twelve (12) credits per semester.

DHE Tuition Waiver: A state funded program from the MA Department of Higher Education (DHE) awarded to eligible state residents. To be eligible, students must be enrolled at least half time (6+ credits) in a state funded undergraduate degree program, although priority is given to full time students.

DHE Cash Grant: A state funded grant program from the Department of Higher Education (DHE) awarded to undergraduate state residents. Awarded to students enrolled at least half time, although priority is given to full time students. Continuing Education courses are not covered by this program.

UML Need-Based Grant: An institutional grant program administered by the Financial Aid Office. This grant is awarded to undergraduate students pursuing first undergraduate degree. Continuing Education courses are not covered by this program.

Student Employment Opportunities:
The Federal Work Study and the UMass Lowell Student Employment Program provide part-time, on-campus employment to eligible students to help defray the cost of their education. Student Employment awards range from $2000-$5500 and are not automatically applied as a credit to the university bill. However, students may complete a student employment withholding form to have 70% of their bi-weekly earnings go directly toward their student bill. Additional information regarding Student Employment Programs can be accessed on our website at www.uml.edu/FinancialAid/employment. All eligible students will receive a Student Employment Welcome packet before orientation. You can also follow us on Facebook at www.facebook.com/UMLstudentemployment.

Federal Perkins Loan: A 5% fixed interest federal loan administered by the university. Awards range from $100 to $4,000 depending upon funding. Repayment starts nine months following graduation, a student’s withdrawal from school, or when a student drops to less than half-time enrollment. Repayment may be extended over a ten-year period. Principal and interest are deferred while a student is enrolled at least half-time (6 credits).

Federal Direct Subsidized Loans: This is a fixed low interest loan program funded by the Federal Government. Interest rate for 2013-2014 is 6.8%, with an origination fee of 1%. There is no separate application for this loan and a credit check is not required.

First time borrowers at UMass Lowell are required to complete a Master Promissory Note and Entrance Counseling at www.studentloans.gov before funds are credited to the student’s university account. Interest is paid by the U.S. Department of Education during qualified periods of deferred enrollment.
**TYPES OF NON-NEED BASED AID**

**John & Abigail Adams Tuition Waiver:** A state program funded and awarded by the Office of Student Financial Assistance (OSFA) which awards a tuition waiver for state-supported courses to full-time undergraduate students. Individual student awards shall be no more than the undergraduate tuition rate at UMass Lowell. Students are also required to file the FAFSA and maintain a minimum cumulative GPA of 3.0 for continued eligibility. Students awarded the John & Abigail Adams Tuition Waiver must submit a copy of their award letter to the Financial Aid Office.

**State Tuition Waivers:** The state of Massachusetts authorizes many types of tuition waivers. Students must submit copies of their award letters to the Financial Aid Office of any waivers awarded. For a complete list of tuition waivers offered by the state, please visit the OSFA website at http://www.osfa.mass.edu/.

**Federal Direct Unsubsidized Loans:** This is a fixed low 6.8% interest loan program funded by the Federal Government, with a 1% origination fee. There is no separate application for this loan and a credit check is not required. First time borrowers at UMass Lowell are required to complete an online Master Promissory Note and Entrance Counseling at www.studentloans.gov before the funds are credited to the student's university account. A student will be charged interest from the time the loan is disbursed until it is paid in full. If a student allows the interest to accumulate, it will be capitalized—that is, the interest will be added to the principal amount of the loan and additional interest will be based upon the higher amount.

**Job Location and Development Program:** The Job Location and Development program is an employment program designed to locate, create and develop part-time off-campus employment for UMass Lowell students with the goal of providing field experience and networking opportunities. This program is available to all students, regardless of financial aid eligibility. Jobs are located in the greater Lowell area. Students seeking career-related experiences who have reliable transportation and time in their schedules are encouraged to consider off-campus jobs. Available positions can be viewed at www.uml.edu/jobhawk.

Off-campus employers hire students directly and are responsible for processing all necessary payroll paperwork. This program is a referral service and makes no recommendations, representations, or guarantees about positions or with regard to employers. The University of Massachusetts Lowell is not responsible for safety, wages, working conditions or other aspects of off-campus employment.

**ANNUAL AND AGGREGATE LOAN LIMITS FOR UNDERGRADUATE & GRADUATE STUDENTS**

**Annual Federal Direct Loan Limits for 2013-2014**

<table>
<thead>
<tr>
<th>Undergraduate Grade Level</th>
<th>Dependent (Including additional Unsubsidized Loan)</th>
<th>Independent (Including additional Unsubsidized Loan)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Freshman (0-24 credits)</td>
<td>$5,500 ($3,500 Subsidized)</td>
<td>$9,500 ($3,500 Subsidized)</td>
</tr>
<tr>
<td>Sophomore (25-54 credits)</td>
<td>$6,500 ($4,500 subsidized)</td>
<td>$10,500 ($4,500 subsidized)</td>
</tr>
<tr>
<td>Junior/ Senior (55-120 credits)</td>
<td>$7,500 ($5,500 subsidized)</td>
<td>$12,500 ($5,500 subsidized)</td>
</tr>
<tr>
<td><strong>Maximum Lifetime Aggregate Amounts for Undergraduates</strong></td>
<td><strong>$31,000 ($23,000 subsidized)</strong></td>
<td><strong>$57,500 ($23,000 subsidized)</strong></td>
</tr>
</tbody>
</table>

**Graduate Student**

Graduate students are not eligible for Federal Direct Subsidized Loan

**Maximum Lifetime Aggregate Amounts for Graduates**

$138,500

Several flexible repayment options are available. For more information regarding loan repayment or consolidation, contact the Direct Loan Servicing Center at 1 (800) 848-0979.

**MERIT SCHOLARSHIPS**

UMass Lowell offers a variety of Merit Scholarships. Students are automatically considered for awards at the time of application, therefore no separate application process is required. Most awards are renewable annually if the scholarship’s standards are met. For more information about merit scholarships, please visit our website at www.uml.edu/FinancialAid/scholarships.

**NEED AND MERIT BASED SCHOLARSHIPS**

**UMass Lowell Scholarship:** UMass Lowell offers a limited number of scholarships to incoming freshmen based on academic achievement, special talents and financial need. Incoming freshmen who file a FAFSA are automatically considered for this scholarship. Award amounts vary depending on financial need. This scholarship is renewable if the student maintains a minimum cumulative grade point average of 3.0 or higher, demonstrated financial need and full time enrollment.
ADJUSTMENTS TO YOUR FINANCIAL AID

REASONS FOR ADJUSTMENTS
Requests made by the student on the financial aid award notification letter or through student self-service at http://www.ISIS.uml.edu/. Additional aid from other sources must be reported in writing to the financial aid office. Awards from other sources may cause adjustments to a student’s financial aid. According to federal regulations, total financial aid including federal, state, university and other sources of assistance may not exceed the estimated COA.

Special Circumstances: The Financial Aid Office can adjust the COA and the information used to calculate your EFC to take into account special circumstances you might have. Situations could include your family’s unusual medical and dental expenses, child care, tuition expenses and/or unemployment.

There must be compelling reasons for the financial aid administrator to take this step and you’ll have to provide adequate documentation to support any adjustments.

If any of these circumstances apply to you please contact the financial aid office to speak to your counselor.

Please Note: Expenses such as tithing, utilities, credit card expenses, children’s allowances are not considered Special Circumstances.

Enrollment status for initial financial aid awards are based as follows: undergraduate = 12 credits, graduate = 9 credits, and continuing education = 6 credits. The enrollment of each financial aid recipient is confirmed after the Add/Drop period of each semester and when adjustments are made, students are notified via the UML email system. Students whose enrollment drops below half time (6 credits) may only be eligible for a Pell grant.

Withdrawal from the university requires students to discharge all financial obligations to the university, return all university property, and file a written notification of withdrawal with the Registrar’s Office. Students should meet with a financial aid counselor prior to withdrawing in order to understand the financial impacts. Please refer to the “Withdrawal Policy” sections in this booklet for more information.

Awards are contingent on registration; as a result, not enrolling for the fall semester will require cancellation of the entire financial aid award. If a student is re-admitted for the spring semester, financial aid will be re-instated to the extent funds are available. A student who defers admission to spring term must contact the Financial Aid Office to retain spring term aid.

Residency changes during the academic year (e.g. out of state to in-state) may require an adjustment to your financial aid.

Grade level changes may require an adjustment to your financial aid (e.g. sophomore to junior or undergraduate to graduate). This may happen when transfer credits are evaluated after the initial financial aid package has been processed.

Housing status changes may require an adjustment to your financial aid (e.g. dorm to commuter). Initial financial aid awards are based on the housing status entered on the FAFSA. Housing is confirmed after the Add/Drop period each semester.

IMPORTANT: Students must report in writing any changes in housing, enrollment, grade level, career or residency to the Financial Aid Office immediately to make sure your financial aid award is accurate. You may use the reverse side of your award letter to notify us of these changes.

VERIFICATION PROCESS AND PROCEDURES
Verification is the process used to validate the accuracy of the information provided on your FAFSA. Applications are selected for verification when they are submitted to the FAFSA processing center.

If your application is selected for verification, you will be mailed a Missing Information Letter informing you of the documents needed for review. Once this process is completed and your eligibility is verified, your financial aid will be credited to your account.

Documents requested for verification include parent, student and spouse’s IRS Tax Return Transcript and W2 forms along with a verification worksheet. Please ensure your verification documents include your name, student ID and all required signatures.

Failure to submit requested information may result in the cancellation of financial aid. In addition, students identified by the U.S. Department of Education must submit documentation to support immigration, citizenship, selective service, veteran status and/or social security number.

It is important to regularly check your ISIS self service To Do List and your UML email account for reminder notifications of missing documents and the status of your application. For detailed verification information visit our webpage under Applying for Aid.
PAYING YOUR UNIVERSITY BILL

HOW TO ACCESS YOUR STUDENT E-BILL

Important Information Regarding Student Billing:

- Student bills are available online at www.uml.edu/isis.
- Students will receive an email notification to their UMass Lowell student email account (e.g. John_Doe@student.uml.edu) when a new bill has been generated.
- This notification will provide the balance due as well as the due date. Students will be directed to log into www.uml.edu/isis to access the actual bill which will be in a PDF format.
- Students will be able to view/print/pay their bill online at www.uml.edu/isis once logged into ISIS.
- Students can also give parents/guardians user access to their student financial information through UShare, http://www.uml.edu/Enrollment/isis/UShare-Guest-Access.aspx.

For more information, please go to http://www.uml.edu/admin/ar/billing.html or call the Student Financial Services Office at 978.934.3570.

DISBURSEMENTS TO YOUR ACCOUNT

Disbursement of Financial Aid: In accordance with the University’s policy, financial aid is applied to the student’s university bill (except in the case of student employment earnings). Disbursements are made after the Add/Drop period of each semester once enrollment, residency, grade level and housing are confirmed.

FINANCIAL AID REFUNDS AND BOOK VOUCHERS

Student Refunds: It is the policy of UMass Lowell to return all verified credit balances to students each semester. If your financial aid is in excess of your university bill, refund checks are generally available late September for the fall semester and late February for the spring semester. These dates only apply to students who have completed all their financial aid paperwork. Refunds are contingent on receipt of financial aid funds by the University.

Book Vouchers: These are offered to students whose financial aid is in excess of their student invoice by $50 or more. Student Financial Services will notify students via email if they are eligible to receive a book voucher. The amount of the voucher comes from your financial aid award and the amount used will be charged back to your student account.

For more information on book vouchers or refunds, please contact Student Financial Services at 978-934-3570 or via email at StudentFinancialServ@uml.edu

ADDITIONAL FINANCING OPTIONS

THREE ALTERNATIVE FINANCING OPTIONS

Tuition Payment Plan (TuitionPay)
This service enables you to make monthly installments for the full year’s tuition and fees. Brochures are available in the Student Financial Services Office or by contacting TuitionPay directly at 1-800-635-0120. You may also apply online at https://tuitionpay.salliemae.com/TuitionPay/Welcome.aspx?uml

Federal Direct PLUS Loan: Federal Direct PLUS Loans are for parents and stepparents of dependent children who are undergraduate students attending school at least half-time (6 credits).
Federal Direct Grad Plus Loans are available for graduate student who are enrolled at least half-time (6 credits) per semester.
Federal PLUS Loans carry a fixed interest rate of 7.9%. Origination fees of 4.0% may be deducted from each loan disbursement. The maximum annual loan amount equals the cost of attendance, less all other financial aid received. Loan approval is subject to credit criteria established by the U.S. Department of Education and a credit report will be obtained from a national credit bureau once you apply. Those who do not pass the credit check may still be able to receive a PLUS Loan with a credit worthy co-borrower. For parents denied a

PLUS loan, students may be eligible to borrow an additional Federal Direct Unsubsidized Loan. PLUS Loans are disbursed to student accounts in at least two equal payments, paid once the student’s enrollment is verified. Interest begins accruing from the date loan funds are first disbursed until the loan is repaid in full. The first payment is due within 60 days of the loan’s last disbursement. Deferment options are also available.

To apply, print and complete the Federal Direct Plus Pre-Application available at www.uml.edu/financialaid/forms.aspx and submit it to the Financial Aid Office.

Private Alternative Loans: Before considering private loan options, you should apply for federal, state and institutional financial aid, including federal student loans. UMass Lowell strongly encourages all students to apply for financial aid each year online at www.fafsa.gov.

UMass Lowell will process private/alternative loans for any lender selected by the student. Please visit our website at http://www.uml.edu/FinancialAid/loans/Alternative.aspx for more information.
**RIGHTS AND RESPONSIBILITIES**

### STUDENT RIGHTS
- You have the right to privacy (FERPA). All records and information you submit are confidential and subject to legal requirements concerning disclosure of such information.
- You have the right to request a review of your financial aid eligibility.
- If you withdraw from the university after the term begins, information about the refund policies for both university charges and financial aid will be made available. The Dean of Students Office acts as a resource for students considering withdrawal from the university. (See full policy in the “Withdrawal Policy” section).
- You have the right to request a reduction or cancellation of your student loan. Remember that a loan is a debt that must be repaid; borrow only what you need.

### STUDENT RESPONSIBILITIES
- You are required to inform the Financial Aid Office of any outside sources of aid that do not appear on your award letter. Examples may include: scholarships, tuition waivers and veteran’s or rehabilitation benefits.
- You are responsible for completing all requests for information within the given deadlines.
- You are required to maintain satisfactory academic progress (SAP). SAP is evaluated at the end of each academic year for most students. (Review full policy and requirements on our website)
- You are responsible for maintaining satisfactory status on student loans. Students who default on federal student loans or owe refunds on federal grants are not eligible for any financial aid.
- You must reapply for financial aid each year by the March 1st priority deadline by completing the FAFSA online at www.fafsa.gov.
- You must contact the Financial Aid Office if you plan to participate in a Consortium, Study Abroad, National Exchange Program or Professional Cooperative Education Program.
- All new Direct Loan borrowers must complete an Entrance Loan Counseling session available at www.studentloans.gov.
- All students who graduate, withdraw or drop below half-time (6 credits) status must complete an Exit Loan Counseling session available at www.studentloans.gov.
- You must inform the Registrar’s Office and your lender of any changes to your name, address or phone number.
- Grant and scholarship aid that exceeds the costs for tuition, fees, books, and required equipment and supplies may be considered taxable income. UMass Lowell provides each student with a form 1098-T for the prior calendar year; the form totals the student’s institutional charges for tuition and fees as well as a total for grants and scholarships. For additional information, please refer to IRS Publication 970: Tax Benefits for Education, available at www.irs.gov or discuss your situation with a personal income tax professional.

### MAINTAINING FINANCIAL AID ELIGIBILITY

#### APPLYING FOR FINANCIAL AID
You must reapply for financial aid each year by the March 1st priority deadline by completing the FAFSA online at www.fafsa.gov and remember to add our Federal School Code: 002161.

#### MEETING SATISFACTORY ACADEMIC PROGRESS
**Policy:** Federal and state regulations require each student receiving financial aid meet satisfactory academic progress (SAP) standards to ensure academic progress toward the student’s degree or certificate program. The standards of SAP apply to all federal, state and university financial aid programs.

The SAP policy evaluates three components to determine eligibility for financial aid: cumulative GPA (qualitative standard), completion rate (quantitative standard) and maximum credit hours attempted for degree program.

Undergraduate students must maintain a minimum cumulative grade point average of 2.0 and maintain a minimum 70% completion rate (total earned credits/total attempted credits). The maximum timeframe allowed for an undergraduate is 150% of the published program length.

Graduate students must maintain a minimum cumulative grade point average of 3.0 and complete the degree requirements with 5 years for a Masters and 8 years for a Doctorate. SAP will be monitored by each Academic Program Department.

The Financial Aid Office conducts SAP evaluations at the end of each spring term for undergraduate and graduate students. Certificate students are evaluated at the end of each semester. Students who do not maintain the university SAP standards will become ineligible to receive financial aid.

Appeals: A student who has lost financial aid eligibility may enter an appeal process with the Financial Aid Office. Each appeal is reviewed on a case-by-case basis. If the appeal is approved, the student will be placed on financial aid probation for one semester and will be eligible for financial aid.

A student’s eligibility for financial aid will be lost in the next semester if the student does not satisfy the appeal agreement.

Regaining Eligibility: Students may regain eligibility for financial aid by meeting SAP standards in a future semester, or by meeting the standards of an approved academic plan.

*For the complete SAP policy, please refer to the financial aid web page at http://www.uml.edu/FinancialAid/apply/Progress.aspx. This policy may be subject to changes or updates. The policy on the financial aid web page supersedes the policy in this booklet.*
**MERIT AID REQUIREMENTS**

**Maintaining Merit Aid**
Students must maintain the minimum cumulative grade point average (GPA) designated for a particular merit aid program. For example, the required cumulative GPA for the Dean’s Scholarship is 3.0 and for the Commonwealth is 3.25.

Once grades are posted in June, the Financial Aid Office reviews the cumulative GPAs of merit scholarship recipients. Students who meet the minimum requirements of their particular merit aid program will automatically have their scholarship renewed.

You have the right to appeal. The Financial Aid Scholarship Committee will review your appeal and make the necessary determinations.

**WITHDRAWAL POLICY**

Students withdrawing from the University are required to discharge all financial obligations to the University, return all University property and file a written notification of withdrawal with the Registrar’s Office. Students should meet with a financial aid counselor prior to withdrawing to understand the financial impacts. Instructions for withdrawing from the University are published on the Registrar’s web site at http://www.uml.edu/Registrar/Policies-and-Procedures/withdraw.aspx.

**Return of Title IV Funds:**
In accordance with Federal Regulations, the amount of Title IV aid a student has earned for the enrollment period is based on the length of time the student remains enrolled for that period. Therefore, the percentage of the enrollment period completed is also the percentage of aid the student has earned. Students who withdraw on or before the 60% point of the term will have their federal financial aid eligibility calculated in direct proportion to the length of actual enrollment. A student who remains enrolled beyond the 60% point earns all aid for the period.

**The return of Federal Title IV funds will be in the following order:**
1. Federal Direct Unsubsidized Stafford Loan
2. Federal Direct Subsidized Stafford Loan
3. Federal Perkins Loan
4. Federal PLUS Loan / Federal Graduate PLUS Loan
5. Federal Pell Grant
6. Federal Supplemental Educational Opportunity Grant (FSEOG)
7. Federal TEACH Grant

A student may be eligible for a post-withdrawal disbursement of federal financial aid if the return of funds calculation indicates the student earned more aid than was disbursed prior to the student’s withdrawal. Post-withdrawal disbursements will be credited toward unpaid institutional charges, with any remaining excess portion offered as a disbursement to the student. Students must accept a post-withdrawal disbursement within 14 days of the offer. If a response is not received or if the offer is declined, excess funds will be cancelled and/or returned to the appropriate aid program.

**Return of Non-Title IV Funds:**
The university will calculate return of non-Title IV funds in accordance with the appropriate state and institutional refund policy. Massachusetts state funds are calculated based on the Massachusetts Office of Student Financial Assistance (OSFA) policy, available at www.osfa.mass.edu. Institutional funds will be returned on a case-by-case basis following appropriate administrator review of aid earned and balance due. Aid required to be returned to the program from which the funds originated will be made in the following order: federal, institutional, state. Note: The information contained in this section is subject to change, without notice, in order to comply with federal, state, or university requirements. Please refer to the financial aid website for the most current refund policy at http://www.uml.edu/FinancialAid/apply/withdrawl.aspx

**OUR CONTACT INFORMATION**
The Financial Aid Office staff is available to assist you as you plan your education and financial aid future at the University of Massachusetts Lowell.
We look forward to hearing from you.

**IMPORTANT CONTACTS**

**Financial Aid Office**
(978) 934-4220

**Office of Undergraduate Admissions**
(978) 934-3931

**Housing and Residence Life**
(978) 934-5160

**Student Financial Services**
(978) 934-3570

**Office of the Registrar**
(978) 934-2550

**Bursar’s Office**
(978) 934-3593

**Access Services**
(978) 934-2800

**DISCLAIMER**
The programs, policies and procedures in this publication are correct at the time of printing and are subject to change without notice. For updated information, please refer to our web page at www.uml.edu/financialaid.

This publication contains material related to Federal Title IV student aid programs. This publication has not been reviewed or approved by the U.S. Department of Education.
Visit the Financial Aid web page at www.uml.edu/financialaid for more information and updates.

Financial Aid Office
883 Broadway Street, Room 102
Lowell, MA 01854-5131