



TITLE: TREATMENT OF FEDERAL FINANCIAL AID WHEN A STUDENT WITHDRAWS

POLICY NO: 1-36

EFFECTIVE DATE: 11/29/04

VCCS POLICY NO: N/A

REVISED DATE: 02/06/07

I. Purpose:

To clarify the responsibilities related to the treatment of federal financial aid when a student withdraws from all classes for J. Sargeant Reynolds Community College students and employees.

To achieve compliance with “CFR Title 34 Part 668.22” of the *Code of Federal Regulations* for the proper management of federal student financial aid funds.

II. Definitions:

The definitions below are applicable to the policies and procedures for the return of Title IV financial aid funds to the U. S. Department of Education (USDE) and the student lenders under the provisions of “CFR Title 34 Part 668.22.”

Federal financial aid: Federal financial aid funds known as Title IV grant or loan assistance include Federal Pell Grants, Stafford Loans, PLUS Loans, and Federal Supplemental Educational Opportunity Grants (FSEOG) and, for purposes of compliance to “CFR Title Part 668.22,” certain state grant aid.

Return of Title IV funds: The process in which the college and the student must return a calculated amount of federal financial aid when the student receiving aid withdraws from all classes prior to attending over 60% of the semester.

Official withdrawals: Students who inform the college of their withdrawal from classes are considered to have officially withdrawn. The college’s policy for official withdrawals is [Policy 1-10, Student Withdrawal from a Course\(s\)](#). Students provide notice of their withdrawal by completing a [Request to Withdraw from Class\(es\), JSRCC Form No. 11-0004](#), and submitting it to the campus Access Center or Central Admissions and Records on or before the published last day to withdraw.

Unofficial withdrawals: Instructors inform college administration about students who have unofficially withdrawn. Unofficially withdrawn students are those who have stopped performing academically-related activities such as attending their classes, completing class assignments, taking exams, or participating in tutorials or computer-assisted instruction. If the instructor does not know of the student completing any academically-related activities for a period of two to three weeks; and, if the instructor does not have any contact with the student indicating they plan to return to class activities, the instructor must report the student as unofficially withdrawn from their class.

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Withdrawal date for official withdrawals: J. Sargeant Reynolds Community College has prescribed the withdrawal date for official withdrawals to be the date an Access Center or Central Admissions and Records receives [JSRCC Form No. 11-0004, Student Withdrawal from a Course\(s\)](#), for calculating the return of Title IV funds portion of earned financial aid.

Withdrawal date for unofficial withdrawals: J. Sargeant Reynolds Community College has prescribed the withdrawal date for unofficial withdrawals to be the midpoint of the semester for calculating the return of Title IV funds portion of earned financial aid.

Never-attended student: Students who enroll for a class and do not attend at least one class or participate at least once in a distance education class within the first three weeks of a term are considered a never-attended student.

Last date of attendance: A student's last date of attendance is the last date documented by the instructor of an academically-related activity such as attendance in class or completion and submission of a class assignment, exam, tutorial, or computer-assisted instruction.

Attendance certification form: Instructors will certify attendance and report never-attended students using the Attendance Certification form, [JSRCC Form No. 11-0031](#), and unofficially-withdrawn students using the Attendance Certification form, [JSRCC Form No. 11-0032](#).

Withdrawn student query: The withdrawn student query is used by Central Financial Aid to identify financial aid students who have withdrawn from all their classes. The query picks up official and unofficial withdrawals or those students who receive any combination of all failing grades (F's), unsatisfactory developmental grades (U's), or withdrawal indicators (W's).

Census date: The census date is the last day to drop with a refund, and it occurs at the 15% point in the semester. The specific date is published in the respective *Schedule of Classes* for a given semester.

Financial aid overpayment notice: The financial aid overpayment notice is a letter from the Central Financial Aid to the student informing him or her about the funds owed due to the student's official or unofficial withdrawals from all their classes. The letter explains the resulting return of Title IV funds requirements and amounts owed to the USDE, lenders, and the college.

Student obligation invoice: The student obligation invoice is an invoice created by the college Business Office and mailed to the student. A record of these invoices is maintained on the Student Obligation Accounts Receivable Ledger.

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III. Policy:

A. College required to recalculate financial aid awards for students withdrawn from all classes

Students who receive federal financial aid (Title IV) grant or loan assistance and withdraw from or stop attending all their classes before completing 60% of the semester must have their financial aid award recalculated based on a set formula. When students officially or unofficially withdraw, a portion of the federal financial aid is considered to be unearned, resulting in an overpayment of federal financial aid that must be repaid to the federal financial aid programs. This process is referred to as the "Return of Title IV (R2T4) Funds." The college will follow the federal requirements for the return of Title IV aid as specified in "CFR Title 34 Part 668.2" of the *Code of Federal Regulations*.

B. Return of Title IV funds portion of earned financial aid

The federal formula for determining the percentage of aid earned is based on the percentage of days completed in a semester. Return of Title IV calculations must be performed for any student who withdraws before the 60% point of the semester for which they were enrolled. For purposes of calculating the return of Title IV amounts, 60% of a semester is based on total calendar days in a semester including the exam week and excluding breaks of five days or more.

The withdrawal date for official withdrawals is to be the date an Access Center or the Central Admissions and Records office receives [JSRCC Form No. 11-0004, Student Withdrawal from a Course\(s\)](#), from the student. The withdrawal date for unofficial withdrawals, reported by instructors, is deemed to be the midpoint of the semester.

C. Overpayments must be re-paid to the U.S. Department of Education and lenders

The federal formula for the return of Title IV amounts specifies a student portion due and a college portion due. The college will report financial aid overpayments resulting from student withdrawals to the U. S. Department of Education for PELL and FSEOG grants and to the lender in the case of student loans. Students will repay the federally-mandated student portion directly to the U. S. Department of Education or to their lender according to the terms of their promissory note. The college repays the federally-mandated college portion due to the U. S. Department of Education or to the student's lender.

D. Students must reimburse the college for unpaid educational expenses

Students are required to reimburse the college for their unpaid tuition, fees, and book charges that arise when a student's financial aid funds are no longer available to cover their educational expenses due to their official or unofficial withdrawal from all classes. The regulations governing the return of federal financial aid monies are separate and distinct from the college's refund policy. Therefore, J. Sargeant Reynolds Community College pays the college portion due to the U. S. Department of Education and the lenders when financial aid students withdraw and then requires students to reimburse the college for their unpaid tuition, fees, and book charges.

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The student will be mailed a financial aid overpayment notice from Central Financial Aid and a student obligation invoice from the Business Office. Amounts billed to the student to reimburse the college will be collected in accordance with State Accounts Receivable Policies and Procedures per CAPP Topic 20505.

E. Mandatory attendance certifications

To ensure college compliance with the regulations for federal financial aid, instructors must identify students who are on their class rosters and have never attended class or who have stopped attending before completing 60% of the class. Once a student has completed over 60% of the semester, they are considered to have earned all the federal financial aid received. If a student never attends any classes, they have not earned any financial aid.

Instructors will begin using the [Attendance Certification form, JSRCC Form No. 11-0031](#), for never attended students and [JSRCC Form No. 11-0032](#) for unofficially withdrawn students, effective with the Spring 2005 semester.

Instructors will use up-to-date class rosters from the Faculty Center in PeopleSoft to complete the Attendance Certification form twice each semester. Instructors will report never-attended students using class rosters one day after the last day to drop classes, and they will report unofficially-withdrawn students one day after the 60% point of a semester. The objective is to certify that all students listed as enrolled on the roster are attending the course except for those reported as “never attended” or “stopped attending” by the instructor. The completed form is submitted to Central Admissions and Records and the academic school responsible for the class by the instructor within two days of the census and 60% dates.

F. Verification of the attendance certification

Each academic school dean will monitor and attest to the completeness of the attendance certifications submitted to Central Admissions and Records by their instructors. This will be accomplished through the use of a control log provided to each school. Central Admissions and Records will provide this information through spreadsheets available on the Attendance SharePoint site, <http://inside.reynolds.edu/attendance/deans/>.

G. Census attendance certification

The objective of the census attendance certification is to identify never-attended students to prevent financial aid disbursements to students who are not attending class. If a student has not attended at least one class within the first three weeks of a term, the student should be reported as never attended on the [Attendance Certification form, JSRCC Form No. 11-0031](#). Instructors will obtain class rosters from PeopleSoft the day following census and must submit their Attendance Certification form to Central Admissions and Records within two days.

H. 60% attendance certification

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The objective of the 60% attendance certification is to identify students who have stopped participating in academic activities for a class, prior to the 60% point in the semester used to calculate earned financial aid. The Central Financial Aid office will use this information to identify financial aid students who are no longer participating in any of their classes. The 60% attendance certification also provides evidence that students who are not reported as unofficially withdrawn actually did attend class.

Unofficially-withdrawn students are those who have stopped performing academically-related activities such as attending their classes, completing class assignments, taking exams, or participating in tutorials or computer-assisted instruction. If the instructor does not know of any academically-related activities that the student has participated in for two to three weeks, the instructor must report the student as unofficially withdrawn from their class.

An exception to this would be if the student has contacted the instructor and provided a valid reason for their extended absence.

I. Codes to identify withdrawals

Students who withdraw themselves officially or are reported as unofficial withdrawals by their instructors will receive a grade of W.

J. Withdrawal dates used for return of Title IV funds calculation

The withdrawal date for official withdrawals is the date an Access Center or the Central Admissions and Records office receives the [Student Withdrawal from a Course\(s\) form, JSRCC Form No. 11-0004](#), from the student. The date of receipt is used for calculating the return of Title IV funds portion of earned financial aid.

The withdrawal date for unofficial withdrawals is the midpoint of the semester for calculating the return of Title IV funds portion of earned financial aid.

K. Enrollment action reason codes

Central Admissions and Records will use the following enrollment action reason codes when keying withdrawal actions:

- Never Attended: NVRA
- Official Withdrawal: W
- Unofficial Withdrawal: STPA

L. Withdrawn student query

The withdrawn student query will include students who receive all Ws, Fs, and U's. The withdrawn student query is run periodically throughout the semester.

Students who received federal financial aid will be identified using the return of Title IV funds report with modifications to pick up the three withdrawal codes.

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Information Technology Services will run the return of Title IV funds report weekly after the last day to drop a class and submit it to Central Financial Aid.

M. Students are responsible for dropping unwanted courses

Students are responsible for dropping unwanted courses before the last day to drop with a refund or face the possibility of incurring a liability due to the return of Title IV funds process. College policy requires payment for courses in which the student is enrolled. If the class is dropped before the census date, the class will be removed from the student's record and the student will not be liable for the cost of the course. The course also will not count toward the student's credit course load for that semester.

For shorter length classes, students are directed to contact the Access Center for the last day to drop.

Any changes made by Central Financial Aid that would reverse the return of Title IV funds adjustments must be communicated by E-mail to federal accounting and the Business Office.

N. Student requests to verify attendance beyond 60%

Instructors may be contacted by students who receive a financial aid overpayment notice and/or student obligation invoice but believe they were eligible for the full amount of their financial aid because they attended more than 60% of the semester. In this case, the instructor should consult their attendance and/or grading records and determine if they have sufficient documentation to support a last date of attendance in an academically-related activity. A student's last date of attendance is the last date documented by the instructor of an academically-related activity such as attendance in class or completion and submission of a class assignment, exam, tutorial, or computer-assisted instruction. The instructor should e-mail the Central Admissions and Records director and dean of the school responsible for the course documenting the student's last date of attendance or participation in an academically-related activity beyond the 60% point of the semester. The instructor should maintain the documentation proving the student's last date of attendance for a period of three years, in the event of a federal audit.

O. Grade rosters

Last date of attendance is recorded on the grade rosters for students that receive F or U grades in order for financial aid to determine earned versus unearned non-passing grades. In cases where the actual last date of attendance is unknown, placeholder type dates can be entered. The placeholder date of 01/01/1900 indicates the student stopped attending prior to or on the 60% date, to the best of the instructor's knowledge. The placeholder date of 12/31/9999 indicates that the student stopped attending after the 60% date or did not stop attending, to the best of the instructor's knowledge.

IV. Procedures:

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A. Student procedures

1. Financial aid students must attend class to earn their financial aid award.
2. To avoid liabilities arising from the return of Title IV regulations, financial aid students who do not plan to attend beyond 60% of the calendar days of a semester should drop their classes by the date published as the last day to drop with a refund.
3. Students wishing to withdrawal from their classes should complete a Request to [Withdraw from Course\(s\), JSRCC Form No. 11-0004](#), and submit it to an Access Center by the published deadline to report their withdrawal.
4. When a student receives a financial aid overpayment notice from the college Central Financial Aid office, they should read it promptly. Students should speak to a financial aid specialist at a campus Access Center about the financial aid overpayment notice, if they have any questions.
5. Students will also receive a student obligation invoice from the college Business Office. Payments may be made by cash, check, or credit card at any college cashier's office. Students paying by credit card may call or go to a college cashier's office.
6. Students who receive a financial aid overpayment notice and student obligation invoice, but believe they attended their classes beyond the 60% point of the semester, should contact their instructor and request that their instructor e-mail the Central Admissions and Records office and Central Financial Aid office directors. Students should ask their instructor to document their participation in an academically-related activity beyond the 60% point of the semester. A student's last date of attendance is the last date documented by the instructor for an academically-related activity such as attendance in class or completion and submission of a class assignment, exam, tutorial, or computer-assisted instruction.

B. Attendance certification procedures

1. Communicate instructions and deadlines
 - a. Central Admissions and Records provides a notice about the attendance certification procedures and deadlines to the associate vice president of academic affairs, school deans, and faculty fourteen days before each semester.
 - b. Each academic school dean will monitor and confirm whether instructors have certified enrollment for each class within four days after the last day to drop and after the 60% point in the semester used to measure earned financial aid.
2. Class rosters obtained for the attendance certification process

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- a. Current class rosters are to be used for the attendance certifications for all classes in PeopleSoft twice each semester.
 - (1) One day after the last day to drop classes or census
 - (2) One day after the 60% point in the semester used to measure earned financial aid
 - b. Academic school deans
 - (1) Ensure the instructors have completed a computer use agreement
 - (2) Ensure there is an instructor assigned to each course in PeopleSoft
 - (3) Ensure that instructors know how to obtain their class rosters from PeopleSoft
 - c. Instructors
 - (1) Download class rosters one day after the last day to drop or census
 - (2) Download class rosters one day after the 60% point in the semester used to measure earned financial aid
3. Control log used to track attendance certifications
- a. Each school dean will designate the staff member in his/her school who is charged with tracking the submission of the attendance certification forms from the checklist found on the Attendance SharePoint site.
 - b. The staff member charged with tracking the submission of the attendance certification forms will use the spreadsheet for tracking purposes and will send the file to the school dean no later than the third day after census and the 60% point in the semester used to measure earned financial aid.
4. Instructors complete attendance certifications
- a. Census date attendance certifications
 - (1) Instructors will obtain the class roster that is dated the day following census and a blank [Attendance Certification form, JSRCC Form No. 11-0031](#), from the InsideJSR forms section.
 - (2) Using the class roster, instructors will identify students who have not shown up for class at all from the beginning of the term until the first class meeting following the census date and will list the student's EmplID and name on the form and indicate "Never Attended" in the space provided.
 - (3) Instructors complete and submit the attendance certification no later than two calendar days after the last day to drop or census.

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- b. 60% attendance certifications
 - (1) Instructors will obtain the class roster that is dated one day after the 60% point in the semester used to measure earned financial aid.
 - (2) Instructors inform college administration about students who have unofficially withdrawn. Unofficially-withdrawn students are those who have stopped performing academically-related activities such as attending their classes, completing class assignments, taking exams, or participating in tutorials or computer-assisted instruction. If the instructor does not know of the student completing any academically-related activities for a period of two to three weeks, and, if the instructor does not have any contact with the student indicating they plan to return to class activities, the instructor must report the student as unofficially withdrawn from their class. Instructors will identify these students by EmplID and name on the [Attendance Certification form, JSRCC Form No. 11-0032](#).
 - (3) Instructors complete and submit the Attendance Certification form(s) no later than two days after the 60% point in the semester used to measure earned financial aid.
- c. Instructors certify attendance
 - (1) When instructors complete the form stating that all students listed on their class roster are attending the course, except those listed on the Attendance Certification form as having never attended or stopped attending, they are certifying that everyone else on the class roster is regularly in attendance.
 - (2) If a student already has a W beside their name on the class roster, the teacher does not need to report them again as never attended or not attending.
- d. Student requests to verify attendance beyond 60%
 - (1) Instructors may be contacted by students who receive a financial aid overpayment notice and/or student obligation invoice but believe they were eligible for the full amount of their aid because they attended more than 60% of the semester.
 - (2) In this case, the instructor should consult their attendance and/or grading records and determine if they have sufficient documentation to support a last date of attendance. A student's last date of attendance is the last date documented by the instructor for an academically-related activity such as attendance in class or completion and submission of a class assignment, exam, tutorial, or computer-assisted instruction.

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- (3) The instructor should e-mail the Central Admissions and Records office and school dean describing the evidence for the last date of attendance and request reinstatement for the student. Upon approval from the school dean, the student will be reinstated to the course.
 - a. Assigned academic school staff completes control log
 - (1) Using the control log, the individual assigned by the academic school dean to track the return of the Attendance Certification forms monitors and reports to his or her dean whether instructors have certified enrollment for each of their classes.
 - b. Academic school deans review the control logs and ensure faculty compliance.
 - (1) Academic school deans will review the control log provided by Central Admissions and Records on a weekly basis.
 - (2) School deans or their designee are responsible for contacting faculty who fail to return the attendance certifications by the established deadline. These faculty will be reported to the associate vice president of academic affairs and the executive vice president.
- C. Central Admissions and Records updates PeopleSoft for no-shows and withdrawals
 1. No-shows: Using the census date attendance certifications that are submitted to them, Central Admissions and Records keys a drop action with a last enrollment action reason of NVRA (never attended) for each student reported as never attended by the instructor. The drop action will generate a W or withdrawal on the student's record. No refund will be issued to the student during the term for any courses for which they paid. Financial aid monies will be reduced according to the number of classes the student never attended. For example, if a student registers for 12 credits and never attends 3 credits, his or her full-time award will be reduced to three-quarter time. Keying must be completed within six days after the last day to add/drop or census and should be completed prior to the disbursement of financial aid to reduce the number of student obligations resulting from overawards.
 2. Official withdrawals: Central Admissions and Records keys a drop action for each student's class for which a [Request to Withdraw from Course\(s\), JSRCC Form No. 11-0004](#), is received. The date keyed in the system should be the date listed as the last date of attendance on the form. The drop action generates a drop, withdrawal, or a grade of F depending upon the last date of attendance keyed. Official withdrawals should be keyed on the date received from the student.
 3. Unofficial withdrawals: Using the 60% attendance certifications which are e-mailed to them, Central Admissions and Records keys a drop action for each student reported as stopped attending within six days of the 60% date. The date keyed

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should be the midpoint of the semester date. Central Admissions and Records will use the following enrollment action reason codes when keying drop actions:

- Never Attended: NVRA
 - Official Withdrawal: W
 - Unofficial Withdrawal: STPA
4. Store documentation electronically: Central Admissions and Records archives submissions electronically by semester.
 5. Notify Central Financial Aid when complete: Central Admissions and Records notifies Central Financial Aid when the enrollment status changes for the students are completely keyed.
- D. Central Financial Aid department processes for no-show students
1. Never-attended report
 - a. The never-attended report identifies federal financial aid recipients, with anticipated aid for a term, who have been withdrawn with an enrollment action reason of NVRA. Information Technology Services should run the report within eight days of the census date and submit it to Central Financial Aid. Central Financial Aid will adjust or cancel aid as appropriate.
- E. Central Financial Aid department processes for return of Title IV (R2T4)
1. Financial Aid deadlines for R2T4 are as follows:
 - a. Information Technology Services will identify unofficially-withdrawn students using the return of Title IV funds report within eight days of the 60% date and submit it to Central Financial Aid. Central Financial Aid will calculate the amounts to be returned to Title IV and forward the information to Financial Operations within fourteen days of the 60% date. Information Technology Services will additionally run the return of Title IV funds report weekly to identify official withdrawals.
 - b. Under emergency procedures and prior to the full implementation of the attendance certification process, Central Financial Aid will use the withdrawn student query to identify any students who have not had their R2T4 amounts calculated for the semester and process the remaining students within fourteen days of the close of the semester.
 - c. Central Financial Aid must mail the students their financial aid overpayment notice within 45 days of the 60% date.
 2. Identification of never-attended and withdrawn students

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- a. Central Financial Aid uses the never-attended report and the return of Title IV funds report to identify students who have never attended, stopped attending, or withdrawn from all their classes. These reports are run after Central Admissions and Records keying for the census and 60% attendance changes are complete.
 - b. Under emergency procedures until the attendance certification process is in place, Central Financial Aid uses the withdrawn-student query at the end of each semester to identify those students with all Ws, Fs, or U's.
3. Return of Title IV funds worksheet
- a. Central Financial Aid uses the PeopleSoft Return of Title IV Funds Worksheet to calculate the amounts to be returned by the college and the student to the USDE and the student's lenders for financial aid students who stopped attending classes between the census date and the 60% point in the semester used to measure earned financial aid.
 - b. The college has prescribed the withdrawal date for official withdrawals to be the date an Access Center or Central Admissions and Records receives a [Student Withdrawal from a Course\(s\), JSRCC Form No. 11-0004](#), for calculating the pro-rata portion of earned financial aid.
 - c. The college has prescribed the withdrawal date for unofficial withdrawals to be the midpoint of the semester for calculating the pro-rata portion of earned financial aid.
4. Disburse R2T4 award adjustments
- a. The Central Financial Aid office will disburse the R2T4 award adjustments in the PeopleSoft Financial Aid Module, ensure the R2T4 transactions are in a separate batch for each award program, establish a processing schedule to avoid other normal award disbursements from being co-mingled in the batches for R2T4, and identify the award adjustment reason as R2T4 in the system so that the reason code will transfer when posted to student financials.
 - b. The award adjustment amounts in PeopleSoft reflect the portion owed by the college. When posted to the Student Financials Module, the amounts will show as a balance due from the student to the college.
 - c. The financial aid director notifies the federal accounting staff and accounting manager about the R2T4 batches available for processing through student financials.
5. Financial aid overpayment notice
- a. Central Financial Aid creates and mails the financial aid overpayment notice to students. The notice will clearly identify student funds owed to the federal

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government and inform the student that the federal portion of the debt is being forwarded to the federal government for collection. The notice will also explain that the student will need to reimburse the college for amounts paid out by the college to the U.S. Department of Education or the lender.

- b. A copy of each financial aid overpayment notice is provided to the business office manager for the student obligation records.
6. Report a summary of return to Title IV transactions to Financial Operations
- a. Central Financial Aid e-mails the return of Title IV information to Financial Operations in an Excel spreadsheet format within 14 days of the 60% date.
 - b. The director of financial aid sends the Excel file summarizing the R2T4 transactions to the business office manager and accounting manager and copies the director of financial operations. The Excel file should list the EmplID, social security number, student portion due the U.S Department of Education and lenders, college portion due the U.S. Department of Education and student lenders, and the amount the student is to reimburse the college.
7. Report student portion
- a. Central Financial Aid reports the student portion of the return of Title IV funds to the U.S. Department of Education and the student's lenders for collection within 45 days of the 60% date.
- F. Financial Operations procedures for return of Title IV transactions
1. Prepare college tuition refund for federal funds and return funds to USDE and lenders
- a. Using the E-mailed summary of the return to Title IV transactions, the business office manager, or designated staff, prepares a tuition refund payable to J. Sargeant Reynolds Community College federal funds for the liability owed by the college within 20 days of the 60% date.
 - b. The tuition refund documentation is forwarded to the accounting manager, federal accountant, and the grants funds technician for record keeping/reconciliation purposes and to ensure funds are properly returned to the applicable federal programs by the federal accounting staff.
 - c. The federal accountant returns funds to the U.S. Department of Education and lenders within 45 days of the 60% date.
2. Post R2T4 award adjustments to PeopleSoft
- a. The federal accounting staff and accounting manager receive an E-mail from Central Financial Aid when there are R2T4 batches to process.

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- b. Federal accounting staff posts the R2T4 batches in the Student Financials Module in each student's account panel.
 - c. Federal accounting staff ensures that the balance due amounts appearing on the student's accounts agree to the amounts the student is to reimburse the college, as specified in the Excel worksheet received from Central Financial Aid summarizing the return to Title IV transactions.
3. Maintain R2T4 student obligation records
- a. The business office manager forwards the R2T4 summary Excel spreadsheet received from Central Financial Aid to the student obligation staff at the Downtown Campus Business Office via E-mail. The accounts are added to the Student Obligation Ledger, maintained in Excel, and an indicator for R2T4 transactions is used in the A/R ledger.
 - b. The business office manager forwards the overpayment notice received from Central Financial Aid to the student obligation staff at the Downtown Campus Business Office via interoffice mail for filing with the student obligation invoices.
 - c. Student obligation invoices are created and mailed to the students within 45 days of the 60% date.
 - d. Cashiers receiving payment of R2T4 obligations post the payments in PeopleSoft Cashiering to tuition. Cashiers also notify the student obligation staff via E-mail about the receipt to ensure the student obligation ledger is updated. Cash receipts are deposited to the state bank account.
 - e. Student obligation staff updates the student obligation ledger for receipts.
4. Accounts Receivable Collection Procedures
- a. Student obligation staff provides the updated student obligation ledger to the business office manager on a monthly basis for review of collection activity and aging of accounts receivable.
 - b. The business office manager provides summarized information to the director of financial operations on collection activity of student obligations, providing a specific breakdown for R2T4 transactions.
 - c. The business office manager provides the updated student obligation ledger to the collections accountant for follow-up in accordance with the State Accounts Receivable Policies and Procedures per CAPP Topic 20505.

TITLE: TREATMENT OF FEDERAL FINANCIAL AID WHEN A STUDENT WITHDRAWS

POLICY NO: 1-36

EFFECTIVE DATE: 11/29/04

VCCS POLICY NO: N/A

REVISED DATE: 02/06/07

V. Other Information:

College Attendance, [JSRCC Policy 1-3](#)

VCCS Attendance, [VCCS Policy 5.7.9](#)

VCCS Refund, [VCCS Policy 4.3.2](#)

Exceptions to Tuition Refund, [JSRCC Policy 1-2](#)

Student Withdrawal from a Course(s), [JSRCC Policy 1-10](#)

Students Eligible for Disbursement of Financial Aid, [JSRCC Policy 1-8](#)

Satisfactory Academic Progress for Financial Aid Students, [JSRCC Policy 1-6](#)

Attendance Certification, [JSRCC Form No. 11-0031](#) and [JSRCC Form No. 11-0032](#)