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Section 13: Return of Title IV Funds

13.1 Process Overview and Applicability

The return of Title IV funds (R2T4) requirement is a complex process involving a great deal of interoffice cooperation and coordination. Flowcharts of the processes at your institution could be very helpful visual aids. A flowchart provides an overview of the major steps in the overall process and the offices that have responsibilities for those steps, indicates the order in which those steps need to be taken, helps to identify bottlenecks in the process, and points out where communication is needed between offices. The flowchart can also show if/then decision points and conditional branching.

Your flowchart might, for example, show:

- Which office or offices are designated as contact points for students who wish to withdraw
- How the contact office communicates that information to other affected offices
- Who determines the withdrawal date and reports it to other institutional offices, to the National Student Loan Data System (NSLDS), and/or other agencies
- Who calculates the return of Title IV funds
- Who is responsible for ensuring the proper amounts are returned to the appropriate Title IV programs in a timely manner
- Who will notify the student of his or her obligation to repay funds, who tracks the repayment, whether a repayment agreement will be offered and monitored by the institution, as well as the timing and responsibility for referring overpayments to the U.S. Department of Education (ED)
- Acceptable methods of payment for repaying funds under an agreement with the institution (e.g. cash, personal check, cashier’s check, credit card, debit card, money order)
- Holds that will be placed on the student’s school records or account, and who is authorized to release them once the student’s obligation has been satisfied
- Who will record the student’s obligation to repay a Title IV overpayment in NSLDS
- Who offers the student any earned post-withdrawal disbursement (PWD), when responses are due, and how responses (or lack thereof) are handled
- How long each step in the process may be allowed to take, considering the regulated timeframes

In addition to, or in place of, a flowchart, you may wish to outline the overall process as a series of steps, again showing responsibilities for each and perhaps cross-references to your flowchart, appropriate subsections of your manual, or the policies and procedures of other responsible offices. For example, you might divide the process as follows:

**Step 1:** Determine if the student is considered to have withdrawn from the payment period or period of enrollment

**Step 2:** Determine if the student is eligible for an R2T4 exemption

**Step 3:** Determine the student’s withdrawal date

**Step 4:** Determine the percentage of earned aid

**Step 5:** Determine the amount of earned aid

**Step 6:** Determine the amount of unearned aid

**Step 7:** Determine the school and student shares of unearned aid

**Step 8:** Allocate unearned aid

**Step 9:** Make post-withdrawal disbursements (if any)

If disbursed aid exceeds earned aid:

1. Determine the amount of unearned aid by subtracting earned aid from disbursed aid
2. Distribute the responsibility for returning unearned aid between the school and the student

Resources:

- 668.22(a)(6)
- 668.22(a)(6)(ii)(A)(1)
- 668.22(a)(6)(ii)(A)(2)
- 668.22(a)(6)(iii)
- 668.22(a)(6)(ii)(B)(1)
- 668.22(a)(6)(ii)(B)(2)
- 668.22(b),(c)
- 668.22(e)
- 668.22(e)(2)
- 668.22(e)(3)
- 668.22(e)(4)
- 668.22(g)(1)
- 668.22(h)
- 668.22(i)
- 668.22(j)
- 668.22(l)(9)
- 668.164(i)
3. If unearned funds must be returned, allocate unearned aid to programs from which the student was funded.
4. Return the institution’s share and any funds repaid by the student or refer the overpayment to ED within the required time frame.

If earned aid exceeds disbursed aid:
1. Determine the amount of a PWD by subtracting disbursed aid from earned aid.
2. If a PWD is due, determine the sources from which it will be funded and credit any grant portion toward allowable and/or authorized unpaid charges.
3. Offer and obtain the student’s, or parent’s in the case of a parent PLUS, authorization to credit the loan portion of the PWD towards allowable and/or unpaid charges.
4. Directly disburse to the student any amount of a PWD of grant funds which is not credited toward allowable and/or authorized unpaid charges.
5. Offer the student, or parent PLUS borrower, any portion of the PWD disbursement of loan funds not credited towards unpaid charges and make the PWD if the offer is accepted.

Cross-reference subsection 13.4—Post-Withdrawal Disbursements.

**Policies**

Before writing a policy and implementing procedures for the R2T4, it is necessary to understand the principles and conditions that dictate when a school must perform an R2T4 funds calculation. For example, typically only students who do not complete the days in the payment period or period of enrollment they are scheduled to complete are subject to the R2T4 formula. However, there are certain circumstances when a student may qualify for an R2T4 exemption, completing only a portion of the payment period or period of enrollment they are scheduled to complete. Additionally, some students who have dropped other classes are treated as having changed enrollment status rather than as having completely withdrawn; others are considered to have completely withdrawn from school under the R2T4 requirements. You may want to review the resources listed in the column to the right, then compose a policy that defines students for whom the withdrawal calculation is required. You might want to include:

- A list of situations that would not require your school to perform an R2T4 calculation, including but not limited to a student who was offered Federal Work-Study (FWS) only; who qualifies for an R2T4 exemption; who dropped classes but did not completely withdraw; who never began attendance in any classes; or for whom the institution cannot document at least one day of class attendance; etc.
- The difference between a withdrawal and a change in enrollment status for return of Title IV funds purposes for courses offered in modules or mini-terms (if your school offers these types of courses).
- The difference between an R2T4 calculation change and a correction, including any applicable requirements and deadlines. For example, an R2T4 calculation change occurs if the school is able to update information for the R2T4 calculation within the R2T4 deadline. A correction occurs when a mistake was made in the R2T4 calculation.
- A list of financial aid programs to which the R2T4 requirements apply.
- The conditions under which a student qualifies for an R2T4 exemption.
- The use of an optional, fixed point in the payment period or period of enrollment to determine the number of days a student enrolled in modules is scheduled to complete that is used in the denominator of the R2T4 calculation.
- When a student would qualify for the R2T4 waiver due to a COVID-19 related withdrawal during a

**Resources:**

600.2, Academic engagement
668.4
668.4(f), (g)
668.22(a)(1)
668.22(a)(2)
668.22(a)(2)(i)(A)
668.22(g)(1)(ii)
Electronic Announcement, 8/21/20
668.22(a)(2)(ii)
Electronic Announcement, 5/15/20
668.22(a)(2)(ii)(B)
668.22(g)(2)
668.22(g)(3)
668.22(a)(3)
668.22(d)(1)
668.22(l)(2)
668.22(l)(9)
GEN-04-12
GEN-04-03
GEN-00-24
2020-21 FSA Handbook, Vol. 5, Ch. 1
668.22(l)(4)
2020-21 FSA Handbook, Vol. 5, Ch. 2
668.22(l)(6)
668.22(l)(8)
668.164(a)
668.164(j)(2)
Federal Register, 9/2/20, pp. 54742 to 54818
covered period under the Coronavirus Aid, Relief, and Economic Security Act (CARES Act), including obtaining a written attestation from the student when applicable.

Other policies relating to the overall process as well as interoffice and intra-office communications will be laid out by your flowchart, but should be formulated as formal written statements with corresponding procedures.

Be sure to define relevant terms and principles for this section, such as:

- Title IV grant or loan recipient
- Period of enrollment and payment period
- Institutional charges
- Title IV disbursement
- Title IV leave of absence (LOA), if applicable, including LOAs related to COVID-19
- The date of the institution’s determination that a student withdrew
- What constitutes academic engagement
- Programs offered in modules and days a student is scheduled to complete
- Re-entry or transfer into a nonterm credit-hour or clock-hour program within and after 180 days
- R2T4 exemptions including:
  a. Completing program graduation requirements
  b. Successful completion of one or more modules equaling 49 percent or more of the countable days in the payment period or period of enrollment the student was expected to complete
  c. Successful completion of coursework equal to what the school considers to be half-time enrollment
  d. Providing written confirmation at the time of withdrawal that the student will resume studies within the timeframe specified in the regulations according to the student’s program type

If any of the above terms have been defined in another subsection, you may want to include a cross-reference there to avoid duplication.

Response:

The Financial Aid Office at Riverland is required by Federal regulations to return any federal financial aid funds that are not “earned” by the student due to withdrawing from their courses. All Federal grant and loan awards are recalculated when a student does a total withdrawal from all classes in a semester. Federal Work Study funds earned are not recalculated. Students who partially withdraw from their classes are not subject to this policy as long as the student remains enrolled in other courses that extend to the end of the current payment period. Payment periods are determined by the student’s begin and end dates of courses in the current semester. Programs offered in modules may have courses that the student will be unable to complete if the student has withdrawn or failed the pre-requisite. In these cases, an administrative drop is completed, financial aid is adjusted to reflect the lower enrollment status, and a Return to Title IV calculation will be completed for that student if required. Students that never began attendance in all or some of their courses but have received financial aid will have their aid adjusted to the correct enrollment level before a Return to Title IV calculation is completed. Students are encouraged to speak to an Academic Advisor and/or Financial Aid staff before withdrawing from courses.
Students can withdraw from classes electronically using their e-Services account or in person in the Student Services Office on any campus. The withdrawal is date and time stamped. The withdrawal date is used to determine if there is a need to return funds. This is completed by dividing the number of days the student has completed by the total number of days in the payment period. The resulting percentage is multiplied by the amount of Title IV aid disbursed and could have been disbursed during the payment period to determine the amount of aid earned by the student. The total amount of earned aid is subtracted from the total amount of disbursed aid to determine the amount that needs to be returned. The unearned percentage is also multiplied by the institutional charges on the student account to determine the amount of unearned charges. The amount Riverland is required to return is the lesser of either the unearned charges or the amount to be returned. For more specific information, refer to Section 13.3 Formula Calculation.

Reports in ISRS are ran on a weekly basis to ensure calculations are done in a timely manner. Students enrolled in modular programs are on these reports whether or not they have totally withdrawn so they are monitored to ensure they are still enrolled. Once the calculation has been completed and it has been determined that funds need to be returned, the Financial Aid Office will return the required refund to the designated federal student aid program and notify the student of the amount and type of funds that need to be returned and the total amount of the balance now owed to the college. An unpaid balance hold is put on the student account until the returned funds have been repaid by the student. An unpaid balance hold prevents the student from registering for classes at Riverland Community College and other Minnesota State institutions and from receiving a transcript from Riverland. The student can pay their balance online through their eServices account, by phone or in person on any of our three campuses.

Federal funds will be returned in the following order based on the type of funds that the student received:

- Federal Unsubsidized Direct Loan
- Federal Subsidized Direct Loan
- Perkins Loan
- PLUS
- Pell Grant
- Federal SEOG

In the event earned funds were not disbursed previously, the Financial Aid Office will notify the student of eligibility for a post withdrawal disbursement. Post withdrawal disbursement grant funds are automatically applied to any balance owed on the student’s account. If there are grant funds that exceed the student’s balance, they will be disbursed through the student’s BankMobile account. If the post withdrawal disbursement consists of loans funds, the student will need to sign a statement requesting those funds be applied to their student account. This statement must be returned to the Financial Aid Office within 14 days in order for the loan to be processed. If this deadline is not met, a post withdrawal disbursement will not be made. For more specific information about post withdrawal disbursements, please refer to Section 13.4 Post-Withdrawal Disbursements. In the event loans funds are accepted that exceed the student’s balance, they will also be disbursed through BankMobile.

Students not subject to a Return to Title IV calculation:

- Student did not receive any funds from the Federal Pell Grant, Federal SEOG, and Federal Direct Loan Programs;
• Student dropped classes while remaining enrolled in other classes that continue through the end of their payment period;
• withdraw from only some of their courses during the payment period but complete the rest of the courses they are enrolled in for the payment period;
• students who never began attendance in any classes (any aid that was disbursed will be automatically reversed).

**Procedures**

Your procedures will need to describe how withdrawn students are identified, both for official and unofficial withdrawals. Include the treatment of students who receive all failing grades, and identify who is responsible for making these determinations.

Other necessary procedures for this subsection might include how communication among offices is achieved, such as liaison designations for each office. Timing requirements should also be addressed, including all of the actions that must occur within specified timeframes from the point of the institution’s determination that a given student has withdrawn. Monitoring students who do not return as they indicated within their program's regulated timeframe so an R2T4 calculation can be performed.

You will also need procedures for communicating information about the withdrawal process to students such as the office or offices to which a student reports the intent to withdraw and how the student begins the withdrawal process. You may wish to cross-reference the consumer information section of the manual.

**13.2 Withdrawal Date**

Indicate your policies and procedures on the determination of the withdrawal date. If this determination is the purview of another office, you should cross-reference that office’s policies and procedures manual, or reproduce those policies and procedures here along with periodic review and update procedures. If the formulation of these policies and procedures is a joint undertaking in which the financial aid office participates, you should document that process here.

**Policies**

The regulations specify whether your institution is required to take attendance for Title IV purposes. This determination dictates what you must address in your policies. As such, your policies need to include:

- The definition of the institution’s withdrawal date (including official and unofficial withdrawals and for programs offered in modules), the definition of the date of the institution’s determination that a student withdrew (for an institution not required to take attendance), and the use (if any) of documented last dates of academic engagement or attendance in academically-related activities
- Who determines the withdrawal date for a student and the timing of determining the withdrawal date
- What happens if the student fails to earn a passing grade in at least one course
- Whether a student is allowed to rescind his or her withdrawal notification, and what happens if the student subsequently ceases attendance
- The determination of a withdrawal date for those students who, because of extenuating circumstances, are unable to officially withdraw
- Whether your school is required to take attendance for Title IV purposes because some outside entity, such as an accrediting or state agency, requires the school to monitor attendance for segments of your student population
- If the student provided written confirmation of his or her return within the regulated timeframe, and the student changes his or her return date or does not return as scheduled
- Whether your school has a Title IV-approved LOA policy, how that policy affects the determination of whether a student has withdrawn, and the offices that are responsible for various aspects of the LOA process

Definitions relevant to this subsection might include:

**Resources:**

- 668.22(a)(2)(ii)(A)(3)-(5)
- 668.22(a)(2)(ii)(C)
- GEN-04-12
- GEN-04-03
- 2020-21 FSA Handbook, Vol. 5, Ch. 2

- 600.2, Academic engagement
- 668.22(a)(2)(ii)(A)(3)-(5)
- 668.22(a)(2)(ii)(B)
- 668.22(a)(2)(ii)(C)
- 668.22(b)
- 668.22(b)(3)(i)(A)
- 668.22(c)
- 668.22(c)(1)(iv)
- 668.22(c)(2)(i)
- 668.22(d)
- 668.22(c)(5)
- 668.22(l)(9)
- GEN-04-12
- GEN-04-03
- 668.22(l)(7)
- 668.22(l)(3)
- 2020-21 FSA Handbook, Vol. 5, Ch. 1
- 2020-21 FSA Handbook, Vol. 5, Ch. 2
- 668.22(l)(6)
- GEN-11-14
• The date of the institution’s determination that a student withdrew (for an institution not required to take attendance)

• Academic engagement and attendance at academically-related activities (e.g., exams, assignments, etc.)

• The beginning of the institution’s withdrawal process and official notification to the institution

• Programs offered in modules

If any of the above terms have been defined in another subsection, you may want to include a cross-reference there to avoid duplication.

Response:

The withdrawal date for students who officially withdraw from courses is determined by the date stamp on either the electronic record for students who withdraw electronically or the date on the paper Drop/Add/Withdraw form. Riverland Community College is not required to take attendance. There are procedures to monitor students to ensure they begin attendance and complete the payment period. Students who begin attendance, but cease attending at some point during the semester are considered unofficial withdrawals. The withdrawal date used in these situations will be the last date of an academically related activity. Instructors post a grade of FW with a last date of attendance to identify students who unofficially withdraw.

Academically related activities include but are not limited to:

• physically attending a class where there is an opportunity for direct interaction between the instructor and students;

• submitting an academic assignment;

• taking an exam, completing an interactive tutorial, or participating in computer-assisted instruction;

• attending a study group assigned by the school;

• participating in an online discussion about academic matters; and

• initiating contact with a faculty member to ask a question about the academic subject studied in the course.

Academically related activities do not include activities where a student may be present but not academically engaged, such as:

• living in institutional housing;

• logging into an online class without active participation; or

• participating in academic counseling or advisement.

Students who do not begin attendance in one or more courses but do not drop or withdraw will receive a grade of FN. If aid has already been disbursed, the award package will be adjusted based on the remaining enrollment. If a student receives FN grades in all courses, any financial aid applied to the student’s account and/or disbursed will be reversed and the student will be responsible for repaying any aid that was disbursed. Riverland will return all reversed aid to the appropriate federal student aid program.

In the event the financial aid office is notified of a student’s intent to withdraw and the student cannot document any academically related beyond the date of notification, that date will be used as the withdrawal date.
Procedures

Describe how your school determines a Title IV recipient’s withdrawal date. Include information about who is responsible for this determination and how this information reaches the financial aid office. All required time frames should be delineated as well.

Procedures for this subsection should clearly explain:

- How the school determines and documents withdrawal dates under the various circumstances identified by your policies
- How a student rescinds his or her withdrawal notification
- Actions taken when a student rescinds his or her withdrawal notification, and how the continued attendance of that student is monitored
- Interoffice communications
- Documentation of academic engagement and attendance in academically-related activities, as applicable, and who is permitted to certify it

If information regarding leaves of absence is not included here, you may wish to cross-reference other subsections of your manual that describe the effect of a LOA on a student’s Title IV eligibility, and/or the policies and procedures of other offices that describe the institution’s LOA policy, how that policy is communicated to each student, and how a student granted a LOA is tracked.

13.3 Formula Calculation

Policies

Your policies should describe:

- Who performs the calculation and the method used, such as manual paper worksheets, spreadsheets, or software (If worksheets are used, you may want to cross-reference them in the forms section of the Appendix.)

  Note: ED provides R2T4 funds worksheets on its website. ED has also has a Web-based application that can be used to calculate earned and unearned aid. The application is available via the Common Origination and Disbursement (COD) website.

- What triggers a calculation, including any necessary interoffice communication
- The use of payment period versus period of enrollment, if applicable
- Determination of the scheduled number of days to use for the denominator when a student is only enrolled in modules
- The proration of institutional charges if the student is charged for more than one payment period at a time
- The treatment of disbursements that were pending because of verification and interim disbursements to a student who withdrew prior to completing verification, if applicable (cross-referencing your verification and/or disbursement policies as necessary)

You may want to include the following definitions in this subsection:

- Period of enrollment and payment period
- Institutional charges (provide examples)
- Noninstitutional charges (provide examples)
- Title IV aid that could have been disbursed (provide examples)

If any of the above terms have been defined in another subsection, you may want to include a cross-reference there to avoid duplication.
Response:

Return to Title IV calculations are completed by the Financial Aid Office at Riverland Community College. Riverland uses the web-based ISRS application to calculate earned and unearned aid. This application is similar to the application produced by the Department of Education, but utilizes ISRS to auto enter data. The Financial Aid Processor is responsible for ensuring all information is correct. The web-based application determines the following items:

- withdrawal date,
- payment period,
- institutional charges, and
- aid that has been disbursed or could have been disbursed.

Once these items have been determined, the amount of funds to be returned by the school and/or student is calculated. The application also determines if there are any subsequent changes made to a student’s records that may affect an already completed Return to Title IV.

The student’s payment period is based on their schedule. In most cases, the payment period is the semester. Some students may only register for short term classes or may be in a program that short term courses are offered sequentially throughout the semester.

Institutional charges include tuition, required fees, on campus housing, and required course materials that were charged to financial aid in our bookstore. This amount does not include any non-institutional charges such as late fees or library fines.

Financial aid that has been disbursed includes any Federal grants and Federal Direct loans that have been applied to charges on the student’s account and/or disbursed directly to the student. Aid that could have been disbursed is any undisbursed Federal grants or loans that the student would be eligible for a late disbursement as long as the following conditions are met before the date that the student became ineligible:

- For all programs, the Department processed a Student Aid Report (SAR) or Institutional Student Information Record (ISIR) with an official Expected Family Contribution (EFC) for the student;
- For a FSEOG award, the institution made the award to the student; and
- For a Direct Loan, the institution originated the loan (a promissory note must be signed for a loan to be included as “aid that could have been disbursed”).

A copy of the student’s Return to Title IV calculation worksheet is kept in the Perceptive Content system. The Financial Aid Director reviews each worksheet to ensure the correct amount of returned funds are being processed. Students are notified by mail regarding any adjustments in financial aid due to changes in enrollment or a required Return to Title IV calculation. This notification letter is stored electronically in our Perceptive Content system.

Procedures

Explain how the fact that a student has withdrawn is conveyed to the office responsible for the calculation and how the data used to perform the calculation is derived. For example, explain how:

- The period of time the student was enrolled is determined
- The person doing the calculation knows the amount of Title IV aid disbursed
- Institutional charges are determined; etc.
- Disbursements pending because of verification and interim disbursements made to a student who
withdrawn prior to completing verification are treated, if applicable (cross-referencing your verification and/or disbursement procedures as necessary)

State how each calculation is documented and maintained (e.g., a copy of the worksheet is placed in the student’s file, in the electronic record generated by an automated return of Title IV funds calculation, in ED’s return of Title IV funds software database, etc.).

13.4 Post-Withdrawal Disbursements

Policies

Provide a brief definition of a PWD and describe the circumstances under which a PWD must be made. Indicate who is responsible for notifying the student or parent of the availability of post-withdrawal disbursements, and who will track the notification and authorization to make the disbursement. Include the time frame by which the school must make the offer and receive the response, and the consequences of a student or parent not responding to a PWD notification.

Response:

If some cases, the Return to Title IV calculation determines a student has “earned” more aid than has been disbursed to the student. This happens in cases where the student began attendance but disbursement was delayed because the student had not completed verification or a student completes the loan request process and the loan is originated but the student withdraws before the loan is actually disbursed.

Students will be notified by mail of any post-withdrawal disbursement eligibility within 14 days from the date that the financial aid office is notified of the withdrawal. If the student has grant fund eligibility that could have been disbursed, the post withdrawal disbursement will be made using grant funds first. Any remaining eligibility will be offered in Direct loan funds. For example, if a student is due a post-withdrawal disbursement of $500 and the student has received $400 of $1,000 in Federal Pell Grant funds that could have been disbursed and $1,200 of the $2,000 in Federal Direct Loan funds that could have been disbursed, the available undisbursed funds are $600 in Federal Pell Grant funds and $800 in Direct Loan funds. Any portion of the $500 post-withdrawal disbursement that the school makes must be from the $600 in available Federal Pell Grant funds. If the funds offered are grants, those funds will be automatically applied to the student’s account. If the funds offered are loans, the student will be required to return a signed statement requesting the loan funds be applied to their account. The statement will need to be returned within 14 calendar days from the date of the letter notifying the student of eligibility.

Pell grant funds will be returned to the student within 45 days of the determination that the student withdrew and any direct loan funds requested by the student will be disbursed within 180 days.

All post-withdrawal disbursements are first applied to the student account to pay off existing charges. If the disbursement amount exceeds the charges on the student’s account, any remaining grant funds or requested loans funds will be disbursed through the student’s BankMobile account.

Procedures

Describe:

- How a student or parent is notified of eligibility for a PWD and within what time frame
- How the PWD notification and authorization is tracked
- How the student’s or parent’s response is handled
- The priorities for disbursement (e.g., from grants first, paid to outstanding institutional charges before being paid directly to student, etc.)
- Time lines for making the PWD disbursement

Include any copies of correspondence sent to the student and/or parent in the forms section of the appendix.

13.5 Returning Uneamed Funds
Policies

Describe the determination of the institutional and student shares of unearned aid, and the order of returning those funds to the appropriate Title IV program.

Procedures

When describing your procedures, include information such as:

- How students are notified if they owe a Title IV grant overpayment
- What office is responsible for returning any unearned funds

List the time lines and conditions for:

- Returning the school's portion of unearned funds
- Notifying a student of any Title IV grant overpayment owed
- Reporting any overpayment to NSLDS if the student has neither repaid it nor made satisfactory repayment arrangements to repay it

Include any copies of correspondence sent to the student and/or parents in the forms section of the appendix.

Response:

Riverland will notify students in writing as soon as possible but no later than 30 days from the determination of a student's withdrawal. Reports identifying students who have withdrawn are ran on a weekly basis. The financial aid office is responsible for returning all funds to the appropriate federal student aid program within 45 days.

13.5.1 Overpayment Resolution

Policies

State whether the institution will return funds on behalf of a student who owes an overpayment and consider the returned funds as the student's debt to the institution. If so, indicate the circumstances under which this is done. State whether the institution will enter into a repayment agreement with the student. Describe the consequences of owing an overpayment on the student's eligibility for future Title IV aid, as well as any ramifications concerning institutional services.

Response:

Riverland's policy is to return all funds that are required to be repaid both by the college and the student. The student has the opportunity to repay all funds owed by the end of the payment period in which they withdrew. An unpaid balance hold will be placed on the student's account and the student will not be able to receive a transcript or register for future classes at any Minnesota State College or University until the balance is paid. Approximately twenty days after the semester ends, any remaining unpaid balance will be submitted to the Minnesota Department of Revenue for collections by the Business Office.

Students who completely withdraw during multiple semesters may lose future financial aid eligibility even if they are meeting the minimum cumulative satisfactory progress standards if the financial aid office has reason to believe financial aid fraud or abuse. An example of this would be a history of remaining enrolled just long enough to receive a disbursement of student aid funds.

Procedures

When describing your procedures for resolving overpayments, include information such as:

Response:

Riverland's policy is to return all funds that are required to be repaid both by the college and the student. The student has the opportunity to repay all funds owed by the end of the payment period in which they withdrew. An unpaid balance hold will be placed on the student's account and the student will not be able to receive a transcript or register for future classes at any Minnesota State College or University until the balance is paid. Approximately twenty days after the semester ends, any remaining unpaid balance will be submitted to the Minnesota Department of Revenue for collections by the Business Office.

Students who completely withdraw during multiple semesters may lose future financial aid eligibility even if they are meeting the minimum cumulative satisfactory progress standards if the financial aid office has reason to believe financial aid fraud or abuse. An example of this would be a history of remaining enrolled just long enough to receive a disbursement of student aid funds.
• How repayment agreements (if any) are executed and tracked, including timelines

• Who is responsible for completing an Overpayment Referral form if the school reports overpayments to ED Debt Resolution Services, giving a step-by-step description of this process (cross-referencing the Overpayment Referral form in the forms section of the Appendix)

• A description of an Overpayment Referral form, including information about who uses the form as well as when and why it is used

  Note: ED provides information on the required data and format for reporting overpayments on its website.

• Information about why and when a student will be reported to NSLDS, outlining the procedures for doing so and who is responsible for this process

• How student eligibility for future aid or services from the school is monitored if the student re-enrolls

  Include any copies of correspondence sent to the student and/or parent in the forms section of the Appendix.

13.X - Reserved for Institution Use

This section is reserved for any institution-specific area of policies and procedures not covered in previous sections. It may be necessary to include several sub-sections of institution-specific content within this area. If there is no institutional content, simply leave the area blank, or mark the box Complete as preferred.