

Consumer Information

Consumer Information

**THE GOOD,
THE BAD,
THE AAAGGGHHH!**




**SASFAA Annual Conference
February 23-25, 2015**

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Consumer Information Resources

- FSA Assessments
 - Consumer Information
 - <http://www.ifap.ed.gov/qahome/qaassessments/consumerinformation.html>
 - Consumer Information Disclosures At-A-Glance
 - <http://www.ifap.ed.gov/qahome/qaassessments/consumerinformation.html>
- *FSA Handbook*, Volume 2, Chapters 6-8
- Program Participation Agreement

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Consumer Information Resources

- Regulations – 34 CFR § 668, Subpart D
- Dear Colleague Letter GEN-08-12 (pages 95-102)
 - <http://www.ifap.ed.gov/dpcletters/GEN0812FP0810.html>
- FERPA Regulations – 34 CFR § 99
- National Postsecondary Education Cooperative
 - <http://nces.ed.gov/pubs2010/2010831rev.pdf>
- FSA's E-Training website
 - <http://fsatraining.info/>


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General Disclosure Requirements

- With limited exceptions, most information can be disclosed via internet or intranet websites that are accessible to individuals to whom the information must be disclosed
- Information generally must be made available to enrolled and prospective students



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Net Price Calculator

- Implementation guidance published in DCL GEN-13-07 on February 27, 2013
- Schools must update calculator annually when new data becomes available
 - COA and grant aid data should align and be from the same year
 - Department template for 2013-2014 data released January 28, 2014
- **Must be on school's website and must be named "Net Price Calculator"**
 - Should be easy to find

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Net Price Calculator

- What is **net price**?
 - The average yearly price actually charged to first-time, full-time (FTFT) undergraduate students receiving student aid at the institution

Institution's Cost of Attendance (average annual cost of tuition and fees, room and board, books, supplies, and transportation)

}

Total need- and merit-based Federal, State, and institutional grand aid awarded to FTFT students

Number of FTFT students receiving such aid


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Net Price Calculator

- No minimum number of full-time, first-time students to require Net Price Calculator (NPC)
- Loan are not included in net price calculation
- NCEs collects web addresses for school NPCs through IPEDS and makes them available
 - College Navigator
 - College Affordability and Transparency Center
 - College Scorecard
- Ensure links are accurate and lead directly to NPC

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Net Price Calculator

- NPC Resources
 - NPC Information Center
http://nces.ed.gov/ipeds/resource/net_price_calculator.asp
 - FAQs
 - Quick start guides
 - Bulk upload tools
 - EFC tables
 - Template source Code
- Help Desk – npc@inovas.net or (877)-299-3593
- GEN-13-07 <http://ifap.ed.gov/dpccletters/GEN1307.html>

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Annual Disclosure Requirements

- Annual Notice
 - Institutions must distribute a notice each year to all enrolled students
 - The notice must list and briefly describe the information that the school is required to disclose and tell the student how to obtain the information
 - “Notice” means a 1:1 communication
 - If you post the information on an Inter- or Intra-net website, you must include the exact electronic address where the information is posted in the notice
 - State in the notice that you will provide a paper copy of the information upon request


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Annual FERPA Notification

- Postsecondary schools must annually notify students in attendance of their rights under FERPA, including their right to –
 - Inspect and review education records
 - Request amendment of education records
 - Consent to disclosure of personally identifiable information, with certain exceptions
 - File a complaint with ED
- FERPA Resource
 - Family Policy Compliance Office (FPCO)
 - www.ed.gov/fpc
 - ferpa@ed.gov; 202-260-3887

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Student Financial Aid Information

- Schools must make available to students information about:
 - All financial student assistance programs available to students who enroll at the school
 - Terms and conditions of Title IV, HEA loans
 - Criteria for selecting recipients and for determining award amount

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Student Financial Aid Information

- Schools must make available to students information about:
 - Eligibility requirements and procedures for applying for aid
 - Methods and frequency of disbursements of aid
 - Rights and responsibilities of students receiving Title IV assistance
 - Satisfactory academic progress requirements

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Student Financial Aid Information

- Schools must make available to students information about:
 - Loan terms including sample repayment schedule and necessity for repaying loan
 - Statement about enrolling in study abroad and its impact on applying for financial aid
 - Exit counseling information the school provides and collects
 - Student loan information published by ED

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Cost of Attendance

- Schools must make available information about the cost of attending the school including:
 - Tuition and fees
 - Books and supplies
 - Room and board
 - Transportation
 - Additional costs



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R2T4 and Refund Disclosures

- Schools must make available information about:
 - Any refund policies applicable to the school
 - Requirements and procedures for officially withdrawing from the school
 - Summary of R2T4 requirements
 - See page 5-116 of 2014-15 *FSA Handbook*


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Academic Disclosures

- Schools must make available information about:
 - Academic programs at the institution
 - Names of accrediting agencies and governmental bodies that approve, accredit or license the school
 - Instructional, laboratory, and other physical plant facilities that relate to the academic program
 - Faculty and other instructional personnel
 - Any plans by the school for improving the academic program (upon determination by the school that such a plan exists)


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Retention Rate


- Schools must report retention rates of certificate or degree-seeking, first-time full-time undergraduates entering the institution
- Retention rate is:
 - A measure of the rate at which students persist in their educational program at an institution, expressed as a percentage

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Placement Rates



- Required disclosures:
 - Placement and types of employment obtained by graduates of the institution's degree or certificate programs
 - Include any placement rates calculated by institution
 - Identify source of information provided, including timeframes and methodology

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Completion and Graduation Rates

- Must be disaggregated by:
 - Gender
 - Major racial/ethnic subgroups
 - Recipients of Federal Pell Grant, FFEL/DL (other than unsubsidized Stafford loan)
 - Recipients of neither Pell Grant nor FFEL/DL (other than unsubsidized Stafford loan)
- Not required if number would not yield statistically reliable information or would reveal personally identifiable information

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Education Loans Code of Conduct

- Title IV Loan Code of Conduct required for all schools participating in Direct Loans
 - Must publish code of conduct prominently on institution's website
 - Must administer and enforce such code
 - Must require that all of the institution's officers, employees, and agents with responsibilities with respect to such loans be annually informed of the provisions of the code of conduct
- See 601.21 for requirements

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Private Education Loans Disclosures

- Must be distinct from information related to Title IV loans
- Disclosures must include
 - Any information required under Truth in Lending Act
 - Notice that students may qualify for loans or other assistance under Title IV
 - Notice that terms/conditions of Title IV loans may be more favorable than private education loans


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Additional Disclosures

- Vaccination policies
- Missing student notification procedures for schools with on-campus student housing facilities
- Special requirements for some schools with athletic programs
 - Co-educational schools with intercollegiate athletic programs
 - Schools that enroll students who receive athletically-related student aid

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Gainful Employment - Disclosures

- The court left in place regulations at 34 CFR 668.6(b) requiring institutions to disclose certain information about each of their GE programs
- Schools **must use the Department's GE Disclosure Template** to provide all GE disclosures
 - Schools must update their GE program disclosures with 13-14 information no later than **January 31, 2015**
 - See GE Electronic Announcement #50 posted to IFAP on September 11, 2014

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Textbook Information for Students

- For each course listed in the school's online course schedule, must disclose
 - International Standard Book Number
 - Retail price for each required or recommended textbook
 - Indication that required information is unavailable if it is yet to be determined with designation "to be determined"
- Include a notice on written course schedule that textbook information is on the internet course schedule, and include web address

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Peer-to-Peer File Sharing and Copyrighted Materials

- PPA now requires that schools have developed and implemented written plans to effectively combat unauthorized distribution of copyrighted materials including peer-to-peer file sharing
 - Applies to all users of institution's network without interfering with educational and research use of network

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Peer-to-Peer File Sharing

- The written plan must include:
 - At least one technology-based deterrent
 - Mechanisms for education of community
 - Institutional policies and sanctions for violations
 - Procedures for handling violations
 - Including disciplinary actions
 - Procedures to periodically review effectiveness of the plan
- No particular technology measures required

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Peer-to-Peer Disclosures

- Schools must disclose to students:
 - Explicit statement that unauthorized distribution of copyrighted material may subject student to civil and criminal liabilities
 - Description of the institution's policies on unauthorized peer-to-peer file sharing, including disciplinary actions
 - Summary of penalties for violation of federal copyright laws
 - See page 2-105 of the 2014-15 *FSA Handbook*

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Peer-to-Peer File Sharing and Copyrighted Materials

- Institutions must, in consultation with chief technology officer, or other designated officer of institution:
 - Review legal alternatives for downloading or otherwise acquiring copyrighted materials
 - Make available results of the review to students
 - To extent practicable, offer legal alternatives for downloading or acquiring copyrighted materials

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Campus Security



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Clery Act Basics

- The Clery Act requires all schools to:
 - Collect, classify, and count crime reports and crime statistics
 - Publish and actively distribute an annual security report that contains all statistical and policy disclosures
 - Submit crime statistics to ED
 - Issue timely warnings and emergency notifications

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Annual Security Report

- Schools must publish and distribute the annual security report (ASR)
 - Must publish the annual security report by October 1 each year
 - Report must be contained within a single document
 - Report must include:
 - Three calendar years of campus crime statistics
 - All required current campus safety and security policies and procedures

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Annual Security Report

- Must distribute the annual security report to all current students and employees
 - Directly by mail, hand delivery, e-mail or by posting on an Internet or intranet site that is reasonably accessible to current students and employees
 - If you post the annual security report online you must distribute a notice by October 1 each year that explains
 - Report's availability
 - Exact URL
 - Description of contents
 - Statement that paper copy is available upon request

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Annual Security Report

- Must actively notify prospective students and employees about the availability of the ASR. The notice must include a description of the report's contents and explain how to obtain a paper copy
 - Must provide a copy of the ASR upon request
 - If posted on an internet site notice must also include exact URL where ASR is posted
- For prospective students and employees, information may not be posted on an intranet site


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Institutional Security & Crime Reporting

- The “Violence Against Women Act” (VAWA) amended the “Clery Act”
 - Negotiations finished in April 2014 – consensus reached
 - NPRM published on June 20
 - Final published October 20, 2014
 - Effective July 1, 2015



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Institutional Security & Crime Reporting

Final Federal Register highlights:

- Maintain statistics about the number of incidents of dating violence, domestic violence, sexual assault, and stalking
- “Clery geography” includes areas within the patrol jurisdiction of the campus police or the campus security department
- Definitions of dating violence, domestic violence, sexual assault and stalking
- Updated crime definitions under the FBI’s Uniform Crime Reporting program

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Institutional Security & Crime Reporting

Final Federal Register highlights:

- Revised categories of bias for the purposes of Clery Act hate crime reporting to add gender identity and to separate ethnicity and national origin into separate categories
- Develop primary educational programs and on-going campaigns to promote the awareness of dating violence, domestic violence, sexual assaults and stalking
- Develop descriptions of safe bystander intervention options, risk reduction information and the definition of consent in reference to sexual activity

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Institutional Security & Crime Reporting

Final Federal Register highlights:

- Process to remove and maintain documentation for "unfounded" crimes
- Clear procedures for handling institutional disciplinary actions in cases of alleged dating violence, domestic violence, sexual assault or stalking which include:
 - proceedings be conducted by officials who receive at least annual training on issues related to dating violence, domestic violence, sexual assault and stalking and on how to conduct investigations and hearings that protect the safety of the victims and promote accountability

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Timely Warning and Emergency Notification

- Include policy statements on both timely warnings and emergency response and notification procedures in the annual security report
- All policy statements must accurately reflect the policies and procedures currently used at the institution
- FERPA does not preclude compliance with the timely warning provision

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Missing Student Notification

- Include a policy statement that addresses missing student notification for students residing in on-campus student housing in the annual security report
- Include the procedures that your institution will follow if any of those students is determined to be missing for 24 hours


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Fire Safety Report

- Required of institutions that maintain on-campus student housing
- Four components:
 - Publish and distribute annual fire safety report
 - Submit fire statistics to ED
 - Maintain log of reported fires
 - Conduct safety drills



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Fire Safety Report

- Schools must publish annual fire safety report by October 1 each year
- Report must include:
 - Fire statistics
 - Current fire safety policies and procedures
- Annual fire safety report and annual security report
 - May be published separately or together
 - If published separately, specify how to access the other report in each one

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Campus Security Information Resources

- OPE Campus Security webpage
 - <http://www2.ed.gov/admins/lead/safety/campus.html>
- Handbook for Campus Crime Reporting
 - http://rems.ed.gov/docs/ED_CampusSafetyAndSecurityReportingHandbook.pdf
- FSA Assessments: Consumer Information
 - <http://www.ifap.ed.gov/qahome/qaassessments/consumerrinformation.html>

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Campus Security Resources

- OPE Campus Security website
- <http://www2.ed.gov/admins/lead/safety/campus.html>
- The Handbook for Campus Safety and Security Reporting
- Online tutorial for use after reading Handbook
- Variety of other resources
 - Law
 - Regulations
 - Statistics

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Drug Free Schools and Communities Act



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Drug-Free Schools and Communities Act

- Institutions must adopt and implement a drug and alcohol abuse education and prevention program (DAAPP)
 - To prevent the unlawful possession, use or distribution of illicit drugs and alcohol by all students and employees on school premises or as part of any of its activities
 - Accessible to any student, employee or officer
- See 34 C.F.R Subpart 86
- Certification of compliance included in signed Program Participation Agreement

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Drug Prevention Program

- Description of legal sanctions for unlawful possession or distribution of illegal drugs and alcohol
- Description of the health risks associated with the use of illicit drugs and abuse of alcohol
- Description of any drug or alcohol counseling, treatment, rehabilitation or re-entry programs that are available to students and employees
- Clear statement that the school will impose disciplinary sanctions on students and employees (consistent with law) for violation of the standards of conduct

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Review of Plan Effectiveness

- Schools must review drug prevention plans biennially
 - Determine the effectiveness of the plan
 - Determine the number of drug and alcohol violations and fatalities that occur on campus and are reported to campus officials
 - Ensure disciplinary sanctions are consistently enforced, including the number and type of sanctions imposed
- Review report and supporting documents must be maintained by the school and made available to the Department upon request

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Drug Prevention Program

- Written information must be distributed annually to all employees and to each student taking one or more classes for any kind of academic credit
- Institutions must retain records including the annual notification document for three years after the fiscal year in which the record was created
- At enrollment, schools must provide students with a separate notice regarding penalty for state or federal convictions of drug-related offenses while receiving Title IV assistance
- If a student loses eligibility for this reason, school must notify student of loss of eligibility and ways to regain eligibility


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Additional Resources


- Complying With the Drug-Free Schools and Campuses Regulations – A Guide for University and College Administrators
- <http://www.eric.ed.gov/PDFS/ED514322.pdf>
- ED campus safety website
- <http://www2.ed.gov/admins/lead/safety/campus.html>
- Includes links to Campus Safety and Security Reporting Handbook and recorded training

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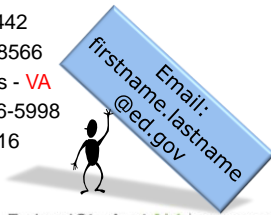
- *Atlanta* School Participation Team
- **MS, AL, FL, GA, NC, SC**
- Main Number: 404-974-9303/9335
- Laura Hall (IIS) – 404-974-9293
- Cassandra Weems (IIS) 404-974-9305
- *Atlanta* Training Officers
- **MS, AL, FL, GA, NC, SC, KY, TN**
- David Bartnicki – 404-974-9312


Email:

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Contacts

- *Kansas* School Participation Team – **KY, TN**
- Main Number: 816-268-0410
- Jim Wyant (IIS) – 816-268-0431
- *Philadelphia* School Participation Team – **VA**
- Main Number: 215-656-6442
- Joe Kern (IIS) – 215-656-8566
- *Philadelphia* Training Officers - **VA**
- Amber Johnson – 215-656-5998
- Craig Rorie – 215-656-5916



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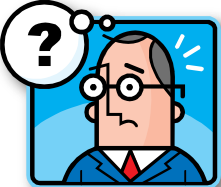
Training Feedback

To ensure quality training we ask all participants to please fill out an online session evaluation

- Go to <http://s.zoomerang.com/s/DavidBartnicki>
- Evaluation form is specific to David Bartnicki
- This feedback tool will provide a means to educate and inform areas for improvement and support an effective process for "listening" to our customers
- Additional feedback about training can be directed to anmarie.weisman@ed.gov

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Questions?



Thank you!!

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