



Circle in the Square Theatre School

Financial Aid Checklist
Step by Step

2024-25

CITSTS Financial Aid Information

Contact the Federal Financial Aid Office at CITSTS:

financialaidadminstrator@circlesquare.org

BEFORE YOU START:

- **Accepted Circle student must maintain a functioning email throughout the Financial Aid process from completing the FAFSA (for both academic years) to graduating your program. It must be the email used on your FAFSA for Federal Aid recipients.**
- **Completing a FAFSA is only the first step.**
- **You must complete all steps of the financial aid process before receiving any federal funding. You must read all the documentation supplied by the Financial Aid Office, reply to all emails, and complete each step in a timely manner, or your aid may be delayed.**
- **The FAO (Financial Aid Office) will inform you when you have completed all steps.**

You've completed your FAFSA and received a Financing Offer – now what?

Step 1. From this point forward, all communications and documents must be shared with the Financial Aid Office using the secure file-sharing service [SendSafely.com](https://send-safely.com). **You must use SendSafely to transmit any and all Financial Aid or personal, financial, or identity documents to the Financial Aid Office. You and/or your parent must not send any documents or receipts of completion through ordinary email in order to safeguard your Personal Identifying Information (PII).**

Step 2. COMPLETE YOUR FINANCING OFFER

First of all, **you are not obliged to accept any of the aid you've been awarded. You may refuse or accept all of it, or you may wish to accept only some of it.**

Your **Financing Offer** lists the types of aid you are eligible to receive, and whether they must be repaid or not. You'll be required to positively confirm and/or positively reject the aid you've been awarded. Your aid may take the form of grants, scholarships, work-study jobs, or loans, or a combination of these kinds of aid. Before completing your Financing Offer, examine the Loan Types chart below.

Loan Type	Interest Rate	Eligibility	Loan Terms	How to Apply
Direct Subsidized Loan	Fixed Interest Rate (rate for the year will be determined in May 2024)	<ul style="list-style-type: none"> • Need-based • Must be enrolled at least half-time • Limited deferment provisions • Limits based on year in school. See chart below. 	<ul style="list-style-type: none"> • Repayment deferred, no interest while enrolled at least half-time • Interest accrues during 6-month grace period before repayment begins • 1.057% origination fee is deducted from the total loan before your receive the first disbursement. 	<ul style="list-style-type: none"> • Automatic consideration for this when you apply for financial aid • Must sign Master Promissory Note and complete Entrance Counseling to receive funds. Go to Studentaid.gov.
Direct UnSubsidized Loan	Fixed Interest Rate (rate for the year will be determined in May 2024)	<ul style="list-style-type: none"> • Non-need based • Must be enrolled at least half-time • Limits based on year in school. See chart below. 	<ul style="list-style-type: none"> • Interest accrues from time loan is disbursed and is capitalized when the loan enters repayment. Interest payments may be made while in school to lower overall payments once loan enters repayment. Repayment of principal deferred while enrolled at least half-time. • Limited deferment provisions • 1.057% origination fee is deducted from the total loan before your receive the first disbursement. 	<ul style="list-style-type: none"> • Automatic consideration for this when you apply for financial aid • Must sign Master Promissory Note and complete Entrance Counseling to receive funds. Go to Studentaid.gov.
Direct PLUS (Parent PLUS)	Fixed Interest Rate (rate for the year will be determined in May 2024)	<ul style="list-style-type: none"> • Non-need based • May borrow up to cost of attendance minus other aid • Student must be enrolled at least half-time • Parent borrows on behalf of student. 	<ul style="list-style-type: none"> • Interest begins to accrue upon loan disbursement. • Repayment of principal and interest begins after the loan is fully disbursed. • Limited deferment provisions • 4.228% origination fee is deducted from the total loan before the first disbursement. 	<ul style="list-style-type: none"> • Parent must complete: Direct PLUS Loan application • PARENT must sign Master Promissory Note to receive funds. Go to Studentaid.gov. • PARENT must pass Department of Education credit check. Those who apply with a credit-worthy endorser or appeal a decision must complete credit counseling with Studentaid.gov.
Private Loans	Varies	<ul style="list-style-type: none"> • Non-need based • Credit Check required. • May need a credit-worthy co-signer 	Varies	<ul style="list-style-type: none"> • Varies by lender • Private loans are applied to the aid package first, followed by any other aid.

Your **Financing Offer** shows which type(s) of loans you are eligible for:

After deciding which types of aid you wish to accept, enter the amount of each in the right-hand column. It can be less than the amount offered, and if you don't want any of it, please enter 00.00.

Enter the total amount accepted at the bottom. If the total amount adds up to 00.00, you don't have to return the Financing Offer, and you can just let the Financial Aid Office know you don't want any aid.

Note:

FSEOG eligible recipients can initial the box if the amount has not been pre-filled.

FWS Federal Work Study eligible students can apply for an FWS job in September. FWS jobs are not guaranteed and you must apply to be considered.

If FSEOG AND/OR FWS do not appear on your Financing Offer, it means you aren't eligible for this type of aid.

The **STUDENT** (**not the parent**, even if taking a Parent PLUS Loan) must sign and date the financing document, then save, scan, and return to the Financial Aid Office using this SendSafely.com link:

<https://www.sendsafely.com/u/financialaidadministrator@circlesquare.org>

Step 3. LOAN ENTRANCE COUNSELING for STUDENTS

If you are not taking any type of loan, you can skip this step.

CIRCLE **first-year** Direct Loan recipients who have **never borrowed** must complete **Loan Entrance Counseling** which ensures you understand the terms and conditions of your loan(s) and your rights and responsibilities **before loan funds are released**. You'll learn what a loan is, how interest works, your options for repayment, and how to avoid delinquency and default.

<https://studentaid.gov/entrance-counseling/>

CIRCLE **first-year** Direct Loan recipients who **have** borrowed must **repeat Entrance Counseling** to be reminded of their rights and responsibilities as borrowers, if more than two years have **passed** since they previously took Entrance Counseling at a different school.

<https://studentaid.gov/entrance-counseling/>

CIRCLE **2nd year borrowers** do not have to repeat Entrance Counseling, but may if they wish, and are advised to do so: <https://studentaid.gov/entrance-counseling/>

Step 4. MASTER PROMISSORY NOTE (MPN) The Master Promissory Note (MPN) is a legal document you must read and sign, in which you promise to repay your loan(s) and any accrued interest and fees to the U.S. Department of Education. It also explains the terms and conditions of your loan(s) between you and the Department of Education. The Financial Aid Office must have a valid and unexpired MPN on file before your loans are processed.

MPNs are generally valid for 10 years from the date of signing.

CIRCLE **first-year** Direct Loan recipients who have never borrowed before must complete the MPN here: <https://studentaid.gov/mpn/>

If you have borrowed before and already have an unexpired MPN from a previous school you don't need to complete it.

CIRCLE **second-year** students who did not borrow in year one but want to borrow in year 2, and never borrowed before, must complete the MPN: <https://studentaid.gov/mpn/>

CIRCLE **second-year** students who are borrowing for a second year at CIRCLE should not complete the MPN again if they have an unexpired MPN on file.

If your parent is not taking a Parent PLUS Loan and you've also finished Steps 1-4, there are no more steps to follow. You can expect to receive a **Disbursement Schedule Letter** which details the amounts and types of your aid and the approximate dates they will be delivered to CIRCLE and applied to your student account. More on Disbursement Schedules in Topic: HOW DO I RECEIVE MY FEDERAL FINANCIAL AID?

Step 5. PARENT PLUS LOANS (If your parent is **not** taking a Parent PLUS Loan you can this skip.

If your parent decides to borrow a Parent PLUS loan to help you with school, they must follow certain steps.

PLUS LOAN APPLICATION: First and Second-year parent must complete the PARENT PLUS Loan Application **each academic year**. Go to <https://studentaid.gov/plus-app/parent/landing> and scroll down to "I'm a parent...".

The PLUS application is a **credit check**. If a parent is **denied** a PLUS loan, or if the **letter P** appears in the Credit Decision, please contact the Financial Aid Office at financialaidadministrator@circlesquare.org

for further instructions.

Step 6. PLUS MPN [Master Promissory Note]

First-year students:

If this is the parent's **first** time borrowing PLUS, or if their **previous** PLUS MPN has **expired**, they must complete the **PARENT PLUS MPN** (Master Promissory Note) at <https://studentaid.gov/mpn/parentplus/landing>

Second-year students:

If this is **not** the first PLUS loan borrowed by the parent and the PLUS MPN has **not** expired (less than 10 years old, the parent will **not** have to sign a new MPN.

If this is the parent's **first** time borrowing PLUS, they must complete the **PARENT PLUS MPN** (Master Promissory Note) at

<https://studentaid.gov/mpn/parentplus/landing>

Certain Parent PLUS borrowers must also complete **Parent Loan Credit Counseling** if they have an adverse credit history, even if the Credi Agency made a mistake. The Financial Aid Office will let you know if you need to do this. <https://studentaid.gov/app/counselingInstruct>

DEADLINE & DIRECT LOAN ORIGATION: **JULY 1**

Once all the above steps have been completed and checked by the FAO, Origination can begin. Origination is when the loan is created after the FAO confirms with the Department of Education that the student **has met all outstanding eligibility requirements**, accepted the grants and/or loans awarded by **signing a Financing Letter**, completed **Loan Entrance Counseling**, and **signed an MPN**, if required. Origination confirms many details about the student's program as well as the amounts and the dates when aid should be disbursed to the school for application to the student's CIRCLE account. Origination takes place after July 1 and before August 30, normally. **The DEADLINE for completing steps for Federal Financial Aid is July 1.**

Step 7. **DISBURSEMENT SCHEDULE LETTER** & receiving your aid

After your PELL grant (if any) and Direct and/or Parent PLUS Loans (if any) have been originated, you will receive a Disbursement Schedule. **Disbursement means the date the funds are released from the Federal government. The day funds are applied to your Circle account can be up to 3 days later, and any refund you may be due can arrive up to 14 days later.** The schedule tells you the **NET** amounts (of Loans), and **GROSS** amounts of scholarships and grants, and the **approximate** dates of disbursements. The NET amount of loans is what is disbursed after the government deducts both an "origination fee" from the loan total, and a "**disbursement fee**" from each loan disbursement, a kind of first payment. PELL

and FSEOG grants, and FWS grants do not have a fee. The school will also receive a copy of schedule so they will be informed of funds scheduled for disbursement to your CIRCLE account.

Step 8. OPTIONAL ANNUAL ACKNOWLEDGEMENT OF STUDENT LOANS

[Also, if you or your parent are not borrowing federal loans you can skip this optional step.] Student borrowers of Direct Subsidized or Direct UnSubsidized federal loans, and parent borrowers of Parent PLUS loans are **advised** to complete this acknowledgement, **but it is not required**. This is a separate step from Loan Entrance Counseling and the Master Promissory Note. **It is intended to help you understand where you are financially with your student loans.** You must have an FSA ID to complete this step. It takes about 10 minutes:

<https://studentaid.gov/asla/>

Step 9. DISBURSEMENT OF FEDERAL FUNDS and Mandatory CLOCK HOUR MEASUREMENT

CITSTS programs are measured in **Clock Hours** (**not credit hours** like many schools). Financial aid loan funds are delivered in two disbursements: **the first during the first 30 days** after starting school, and **the second at the half-way point of each program or 50% of completed Clock Hours.** **You must be enrolled and attending class to receive your first disbursement.**

Sometimes the posting of funds to your CIRCLE account results in a **credit balance**, and in this case, these funds are deposited directly into the student's bank account by EFT [Electronic Funds Transfer], or receive a paper check You'll be contacted by the Administrative Director about receiving any refund **that may be due you.**

NOTE: *"By Federal Regulation, Federal Funds are first applied to the student's account to ensure funds are used for educational purposes. Once received by CITSTS, loan disbursements must be applied to the student's account within 3 days of their availability. Amounts that exceed existing student balances are processed for refund to the student for living expenses within 14 days.*

Step 10: BANKING INFORMATION

Federal Aid recipients will be contacted by CIRCLE'S Administrative Director with instructions for providing their banking information for delivery of any institutional refund that may result after the application of aid to their CIRCLE accounts.

Step 11: LOAN EXIT COUNSELING

Later on, and **shortly before completing your education at CITSTS**, you must also complete **Loan Exit Counseling**. The purpose of Exit Counseling is to **ensure you understand your student loan obligations and are prepared for repayment**. You'll learn what your federal student loan payments will look like after school. A repayment strategy that best suits your future plans and goals, will be recommended. Visit <https://studentaid.gov/exit-counseling/>

Step 12: LOAN REPAYMENT

Most loan repayment begins six months after graduation. To understand future repayment terms and options of any loans you may accept, including the loan repayment estimator, visit:

<https://studentaid.gov/manage-loans/repayment/plans>

STUDENT LOAN OMBUDSMAN

The Student Loan Ombudsman serves as an independent mediator who can help with loan balance and payment discrepancies; explain interest or default charges, loan consolidation and bankruptcy; identify repayment options; and review laws affecting your student loans.

<https://studentaid.gov/feedback-ombudsman/disputes/prepare>

For all Payment, Withdrawal, and Refund Policies related or unrelated to Title IV Federal Financial Aid, refer to the 2024-25 CIRCLE Consumer Information Guide

WITHDRAWAL AND THE RETURN OF TITLE IV FUNDS:

AFTER 60%: If a student withdraws, drops out, or is dismissed *after completing 60%* (or more) of the hours of a payment period, term, or semester, the student is considered to have earned 100% of the aid disbursed, and a return of Title IV Federal Funds calculation will not be required. The student will be responsible for repayment of any loan funds borrowed.

BEFORE 60%: If a student withdraws, drops out, or is dismissed before completing 60% of the hours of a payment period, term, or semester, the Financial Aid Office is required by federal statute to *recalculate* that student's federal financial aid eligibility. *Recalculation* is based on the percentage of aid earned using the "Federal Return of Title IV Funds Formula": ***Percentage of aid earned equals the number of days completed up to the withdrawal date, divided by the total days in the payment period or term.*** (Any break of five days or more is not counted as part of the days in the term.)

Funds are then returned to the appropriate federal program based on the percent of unearned aid using the following formula:

Aid to be returned equals (100% minus the percent earned) multiplied by the amount of aid disbursed toward institutional charges.

In these cases, the institution and the student would be required to return a portion of the funds. Often, when Title IV funds are returned, the student borrower may owe a balance to the institution. Also, if a student earned more aid than was disbursed to them, the institution would owe the student a post-withdrawal disbursement, which must be paid within 30 days of the student's withdrawal.

Title IV funds are returned in the following order:

Unsubsidized Direct Loans
Subsidized Direct Loans
PLUS Loans
PELL Grants
Iraq & Iran Service Grants
FSEOG
Teach Grants

SATISFACTORY ACADEMIC PROGRESS (SAP)

The Satisfactory Academic Progress (SAP) Policy applies to all students enrolled in the CIRCLE IN THE SQUARE SCHOOL, whether receiving Federal Title IV Funds, Private Loans, scholarships, grants, or self-paying.

SAP Process Overview & Responsibilities

Federal regulations require all schools participating in state and federal financial aid Title IV programs to monitor Satisfactory Academic Progress (SAP). **These standards apply to all students attending this institution.**

Students enrolled in programs must meet formal standards that measure their Satisfactory Academic Progress toward graduation. The policy is provided to all students before the start of the school year. Evaluations are maintained in individual student files.

All students must maintain Satisfactory Academic Progress according to the following standards in order to continue enrollment. Satisfactory Academic Progress is measured at the end of each payment period and will be checked prior to disbursement of Federal aid and Scholarships.

Same As or Stricter Than:

The school's SAP policy for Title IV students is the same as the school's standards for students enrolled in the same educational programs who are not receiving Title IV funding. The Financial Aid office reviews the Title IV, SAP policy to ensure it meets all federal requirements.

Evaluation Periods:

SAP evaluation periods are based on actual clock hours at the school. Students who are not making SAP will be notified in writing. Failure to make SAP will impact eligibility for Title IV financial aid. The maximum time frame equals 1.5 the published length of the course or 150%.

Authorized leaves of absences will not be considered in the maximum time frame evaluation. Leave of Absence will extend the student’s contracted period and maximum time frame by the same number of days taken in the Leave of Absence.

Leaves of Absence

For Title IV Federal Aid recipients, the maximum length for a Leave of Absence is 180 days. If a Federal Aid recipient does not return to classes after 180 days, they are considered withdrawn and may enter repayment. For information on loan repayment, deferral, and forbearance, visit:

<https://studentaid.gov/manage-loans/lower-payments/get-temporary-relief> and <https://studentaid.gov/h/manage-loans>

Non-Federal Aid recipients must speak to the school Director for the terms of an official academic Leave of Absence.

Academic Year Definition:

The 2-year Professional workshop program consists of 1924 clock hours.

Quantitative (Pace) Requirement:

Students are expected to complete the program’s number of clock hours in the time frame published. However, they are required to complete their educational program in no longer than 150% of the published length of the program as measured in clock hours, in order to be considered making Satisfactory Academic Progress.

The time frames below are based on a 24 hour per week schedule.

Program Name	Normal Hours	Weeks	Maximum Hours	Weeks
Professional Workshop	1924	60	2886	90

Evaluations are conducted at the end of each payment period to determine if the student has met the minimum requirements. Evaluations are based on the cumulative attendance percentage as of the last day of the evaluation period. The attendance percentage is determined by dividing the total hours accrued by the total number of hours scheduled. An evaluation of the cumulative attendance from the beginning of the course will indicate that,

given the same attendance rate, the student will graduate within the maximum time frame allowed.

Example: If a student completed 450 hours and was scheduled to complete 650 hours, the percentage would be 69 % (minimally acceptable pace to complete the program within the 100% standard time frame is 70%)

Qualitative Measure of SAP:

Grading

Students will be given two evaluations per semester.

Quarter Evaluations are given in the first week of November and the first week in March.
Semester Evaluations are given in the third week of December and the last week of April.

	ATTENDANCE	CLASS PREPARATION & HOMEWORK	COMPREHENSION OF CONCEPTS	APPLICATION OF CONCEPTS	OVERALL ARTISTIC GROWTH & PROGRESS
EXCEPTIONAL	0 - 3 class absences	Score of 5 on a scale of 0-5	Score of 5 on a scale of 0-5	Score of 5 on a scale of 0-5	Score of 5 on a scale of 0-5
OUTSTANDING	4 - 6 class absences	Score of 4 on a scale of 0-5	Score of 4 on a scale of 0-5	Score of 4 on a scale of 0-5	Score of 4 on a scale of 0-5
SATISFACTORY	7 - 9 class absences	Score of 3 on a scale of 0-5	Score of 3 on a scale of 0-5	Score of 3 on a scale of 0-5	Score of 3 on a scale of 0-5
UNSATISFACTORY	10 or more class absences	Score of 1-2 on a scale of 0-5	Score of 1-2 on a scale of 0-5	Score of 1-2 on a scale of 0-5	Score of 1-2 on a scale of 0-5

Minimum grades considered satisfactory:

A cumulative score of "**Satisfactory**" or above in 3 - 5 categories of the Grading Rubric.

Conditions for probation

If a student fails to turn in a homework assignment or to properly prepare for classwork, the student will be given a 7-day grace period in which to complete the work due.

If, after 7 days, the work has not been completed, the student will be put on probation (the student must attend but will not present work i.e., scenes, voice lessons, monologue, and/or songs) until such a time as the work has been completed.

If this period of time exceeds 2 full weeks of school, the student will be dismissed from the program with an opportunity to begin studies again the following fall.

Conditions for Dismissal

If a student falls below a cumulative "**Satisfactory**" evaluation in 3 or more rubric categories during a Quarter Evaluation, they will be given a warning and supplied, within the School's abilities, with added support in the classes in which they are falling behind.

If a student falls below a cumulative "**Satisfactory**" evaluation in 3 or more rubric categories during a Semester Evaluation in their First Year, they will be asked to either repeat all First Year courses beginning the following fall or, alternatively, to leave the program.

If a student falls below a cumulative "**Satisfactory**" evaluation in 3 or more rubric categories during a Semester Evaluation in the first semester of their Second Year, they will be asked to either repeat all Second Year courses beginning the following fall or, alternatively, to leave the program.

If a student falls below a cumulative "**Satisfactory**" evaluation in 3 or more rubric categories during a Semester Evaluation in the second semester of their Second Year, they will be allowed to graduate, but will not be allowed to participate in the School's Industry Showcase Performance.

Financial Aid Warning:

The school evaluates Satisfactory Academic Progress at the end of each payment period and checks for the following:

- Attendance must meet the minimum of 70% rate of attendance.
- The student must meet half the hours of instruction for that program's payment period to be eligible for the next payment.

Failure to complete the required amount of clock hours to keep pace with the requirements for graduation within the 150% time frame will result in the student being placed on **Financial Aid Warning for one payment period**. A student who is put on a Financial Aid Warning can continue to receive Title IV, funding for the next payment period after they receive the warning status. Satisfactory progress and attendance must be made in order to receive Title IV funding for the next.

If the student is not meeting Satisfactory Academic Progress at the end of the **Financial Aid Warning Period**, the student will be placed on **Academic Development Status with a loss of Title IV funding** and will be required to meet specific criteria of an improvement plan to assist them in regaining SAP and Title IV eligibility. During this period, the students will not be eligible to receive Title IV, funds but they may continue on a cash pay basis with an approved payment plan. Arrangements for payment must be approved within 10 school days of notification of development status.

If a student is making SAP at the end of the Financial Aid Warning, they shall be returned to normal SAP status with no loss of Title IV eligibility.

Reinstatement of Title IV Aid

Reinstatement of aid is limited to the period under evaluation. Students making SAP by the conclusion of the warning period will be removed from the warning/probation status and will regain eligibility for Title IV, funding.

Reinstatement before 180 days

Students who withdraw prior to completion of the year and wish to re-enroll within six months (180 days) of the original official withdrawal date will return in the same satisfactory academic progress status as at the time of withdrawal.

Students who have been terminated or withdrew from school may re-enroll (if determined eligible) within 180 days and will not incur additional charges. However, these students will be responsible for paying any remaining balance from the previous enrollment that cannot be covered with reinstated federal funds.

Students who have been terminated or withdrew from school and re-enroll (if determined eligible) after more than 180 days will be charged for contracted hours at the current tuition rate.

Official Withdrawal from School

If circumstances beyond the student's control make it necessary for withdrawal, the student must consult with Administration and complete the Notice of Withdrawal Form using the last date of attendance as the drop date. This process is discussed in more detail in the *Return to Title IV funds policy above on page 14*.

Unofficial Withdrawal from School

In the event a student unofficially withdraws, Administration will determine the last date of attendance. *This process is discussed in more detail in the Return to Title IV funds policy above on page 14.*

Re-entry Students after more than 180 days/interruptions

Students who have been terminated or withdrew from school and re-enroll (if determined eligible) after more than 180 days will be charged for contracted hours at the current tuition rate. All re-enrolling students will be evaluated by the Artistic Director for placement in the curriculum. Re-enrolling students may be required to re-take previously passed courses. Students applying for re-entry will be required, as a condition of enrollment, to bring delinquent prior student loans to a current status.

A determination of SAP will be made and documented at the time of withdrawal. That determination of status will apply to students at the time they return to school. Elapsed time during a LOA does not affect SAP and will extend the contract period by the same number of clock hours as the LOA. Students re-entering after exiting the school will not be evaluated as new students and consideration will be given to the student's progress status at the time of previous withdrawal. ***Re-enrollment is at the discretion of the school administration.***

CODE OF CONDUCT FOR EDUCATION LOANS

CITSTS is a member of NASFAA (National Association of Student Financial Aid

Administrators) and as such conforms to NASFAA's Code of Conduct for Educational Loans guidelines in accordance with the Code of Conduct last updated by NASFAA's Board of Directors in November 2020 and published in January 2021. Subject to enforcement procedures that went into effect July 1, 2015, NASFAA institutional members ensure that:

1. No action will be taken by financial aid staff that is for their personal benefit or could be perceived to be a conflict of interest.
 - a. Employees within the financial aid office will not award aid to themselves or their immediate family members.
 - b. Circle in the Square does not provide a preferred lender list for personal loans. Borrowing is up to the discretion and choice of the borrower.
 - c. A borrower's choice of a lender will not be denied, impeded, or unnecessarily delayed by the institution.
 - d. No amount of cash, gift, or benefit shall be accepted by a financial aid staff member from any financial aid applicant (or his/her family), or from any entity doing business with or seeking to do business with the institution (including service on advisory committees or boards beyond reimbursement for reasonable expenses directly associated with such service).
 - e. reasonable expenses directly associated with such service).
2. Information provided by the financial aid office is accurate, unbiased, and does not reflect preference arising from actual or potential personal gain.

3. Institutional financial aid offers and/or other institutionally provided materials shall include the following:
 - Breakdown of estimated individual Cost of Attendance components, including which are DIRECT COSTS (billed by the institution) vs. INDIRECT COSTS (not billed by the institution)
 - Clear identification and proper grouping of each type of aid offered indicating whether the aid is a grant, scholarship, loan, or work program
 - Estimated net price
 - Standard terminology and definitions, using NASFAA's Glossary of Financial Aid Terms
 - Renewal requirements for each aid type being offered as well as next steps
 - financial aid office contact information
4. All required consumer information is labeled as "Consumer Information" and displayed in a prominent location on the institutional website. A printed version of this information will be provided upon request.
5. Financial aid professionals will disclose to their institution any involvement, interest in, or potential conflict of interest with any entity with which the institution has a business relationship.

TO FILE A COMPLAINT about CITSTS

New York State Office of College and University Evaluation

For information and guidance on how and under what circumstances enrolled and prospective students may file a formal complaint, please visit

[New York State Office of College and University Evaluation.](#)