

## Transylvania University Consumer Information

Required Information	Description of Information	Link for Information/Examples of information
Procedures and forms by which students apply for assistance	Admissions application/FAFSA application	<a href="https://www.transy.edu/admission/apply-now/">https://www.transy.edu/admission/apply-now/</a> <a href="https://fafsa.ed.gov/">https://fafsa.ed.gov/</a>
Student eligibility requirements and factors that determine students award levels	Brief information about various types of aid and how you can qualify for them	<a href="https://www.transy.edu/financial-aid/basics-of-financial-aid/">https://www.transy.edu/financial-aid/basics-of-financial-aid/</a> <a href="https://www.transy.edu/financial-aid/scholarships-grants/">https://www.transy.edu/financial-aid/scholarships-grants/</a> <a href="https://www.transy.edu/financial-aid/forms/terms-and-conditions/">https://www.transy.edu/financial-aid/forms/terms-and-conditions/</a>
Criteria for continued student eligibility under each program	Description of institutional scholarship requirements, and Title IV aid requirements	<a href="https://www.transy.edu/financial-aid/scholarships-grants/">https://www.transy.edu/financial-aid/scholarships-grants/</a> <a href="https://www.transy.edu/financial-aid/forms/terms-and-conditions/">https://www.transy.edu/financial-aid/forms/terms-and-conditions/</a> <a href="https://www.transy.edu/sites/default/files/SAP_policy.pdf">https://www.transy.edu/sites/default/files/SAP_policy.pdf</a>
Satisfactory progress standards	Satisfactory Academic Policy	<a href="http://www.transy.edu/sites/default/files/SAP_policy.pdf">http://www.transy.edu/sites/default/files/SAP_policy.pdf</a>
Financial disbursements	“Payments of Awards” section briefly describes financial disbursement	<a href="https://www.transy.edu/financial-aid/forms/terms-and-conditions/">https://www.transy.edu/financial-aid/forms/terms-and-conditions/</a> Information listed under the “Payments of Award” header.
Pell-eligible students to obtain or purchase required books and supplies by the 7 <sup>th</sup> day of a pay period	May contact the accounting office for additional information	<a href="https://www.transy.edu/campus/student-services/student-accounts/">https://www.transy.edu/campus/student-services/student-accounts/</a> Information listed under the “Bookstore Vouchers” header.
Terms of loan received by a student	Various handouts discussing types of loans and verbal information	<a href="https://studentaid.gov/">https://studentaid.gov/</a> Website provided for additional information.

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Repayment and schedule of loans	Accounting Office gives graduating students a packet of information regarding exit counseling and loan repayment and all information regarding their loans.	<a href="https://studentaid.gov/">https://studentaid.gov/</a> Website provided for additional information.
Terms and conditions	Describes terms and conditions of all types of aid	<a href="https://www.transy.edu/financial-aid/forms/terms-and-conditions/">https://www.transy.edu/financial-aid/forms/terms-and-conditions/</a>
Terms and conditions of Direct loans and Perkins loans	A terms and conditions form is enclosed with each student award letter. Emails notify students of the need to complete entrance counseling and MPN for Direct Loan. Perkins MPN is sent to students to review and complete.	<a href="https://studentaid.gov/">https://studentaid.gov/</a> Website provided for additional information.
Cost of Attendance	Describes the updated COA for the upcoming academic year	<a href="https://www.transy.edu/financial-aid/basics-of-financial-aid/cost-of-attendance/">https://www.transy.edu/financial-aid/basics-of-financial-aid/cost-of-attendance/</a>
Academic Programs	Students can find information about all academic programs through the registrar's website. There is also	<a href="http://catalog.transy.edu/">http://catalog.transy.edu/</a> <a href="https://www.transy.edu/parents-families/faculty-staff-directory/">https://www.transy.edu/parents-families/faculty-staff-directory/</a>

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Required Information	Description of Information	Link for Information/Examples of information
	information about all faculty at Transylvania. Verbal information is also provided.	
Withdrawal procedures, refunds and return of aid	Brief description on withdrawal policies from the institution and a description of what will happen to their financial aid	<p style="text-align: center;"> <a href="https://www.transy.edu/financial-aid/forms/terms-and-conditions/">https://www.transy.edu/financial-aid/forms/terms-and-conditions/</a>  <a href="http://catalog.transy.edu/">http://catalog.transy.edu/</a>                      Information listed under the “Financial Information” Header.                 </p>
Accreditation and licensure	Brief description that discusses accreditation. More information is available upon request	<p style="text-align: center;"> <a href="https://www.transy.edu/about/quick-facts/">https://www.transy.edu/about/quick-facts/</a>                      For more information, contact the Vice President of Academic Affairs and Dean of the College at (859) 233-8121.                 </p>
Disability	Brief description of disability services offered on campus	<p style="text-align: center;"> <a href="https://www.transy.edu/campus/student-services/disability-services/">https://www.transy.edu/campus/student-services/disability-services/</a> </p>
FSA eligibility for study abroad	Brief description of study abroad information offered on campus	<p style="text-align: center;"> <a href="https://www.transy.edu/academics/study-abroad/">https://www.transy.edu/academics/study-abroad/</a> </p>
Transfer of credit policies	Explanation of the application process for transfer students	<p style="text-align: center;"> <a href="https://www.transy.edu/admission/apply-now/transfer-students/">https://www.transy.edu/admission/apply-now/transfer-students/</a>  <a href="https://www.transy.edu/academics/liberal-arts-curriculum/academic-requirements/">https://www.transy.edu/academics/liberal-arts-curriculum/academic-requirements/</a> </p>
Contact information	Financial aid officers contact information	<p style="text-align: center;"> <a href="https://www.transy.edu/financial-aid/basics-of-financial-aid/">https://www.transy.edu/financial-aid/basics-of-financial-aid/</a>                      Contact information located on the right-hand side of the screen under “Get in Touch” header.  <a href="https://www.transy.edu/parents-families/faculty-staff-directory/#">https://www.transy.edu/parents-families/faculty-staff-directory/#</a>                      Contact information can be found by clicking on “Financial Aid” for individuals in the Financial Aid office.                 </p>

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Penalties and institutional policies on copyright infringement	Describes the accepted use of technology and copyright at Transylvania	<a href="https://www.transy.edu/campus/student-services/technology-services/">https://www.transy.edu/campus/student-services/technology-services/</a> Click on the “Acceptable Use Policy” under the heading “Acceptable Use Policy and General Information”.
Disseminating completion, graduation, and transfer-out rates	Gives brief information about completion rates for Transylvania	<a href="https://www.transy.edu/academics/registrars-office/">https://www.transy.edu/academics/registrars-office/</a> Graduation rate information under the “Student Right-To-Know Act” Section. <a href="https://www.transy.edu/about/quick-facts/">https://www.transy.edu/about/quick-facts/</a>
Retention, placement and post-graduate study	Information on retention rates. Also provides information about the Career Development Office and their services in regard to post-graduate study	<a href="http://www.transy.edu/about/quick-facts">http://www.transy.edu/about/quick-facts</a> Information listed under the “Student Outcomes” header. <a href="https://www.transy.edu/career-development/">https://www.transy.edu/career-development/</a> <a href="https://www.transy.edu/1780/category/admissions/alumni-outcomes/">https://www.transy.edu/1780/category/admissions/alumni-outcomes/</a> <a href="https://nces.ed.gov/collegenavigator/">https://nces.ed.gov/collegenavigator/</a> Type “Transylvania University” in the search bar to find specific information about retention and graduation rates.
Security and Fire Safety reports to enrolled students and current employees	Information regarding security and fire safety daily log is located in the DPS office	<a href="https://www.transy.edu/campus/campus-safety/">https://www.transy.edu/campus/campus-safety/</a> Links under “Annual Security and Fire Safety Report” and “Campus Safety Records” provide these reports.
Textbook information	All textbook information is located at the book store or the book stores website.	<a href="https://www.bkstr.com/transylvaniastore/home">https://www.bkstr.com/transylvaniastore/home</a>
Disclosures required for private education loans	Information for those interested in Private Student Loans	<a href="https://www.transy.edu/financial-aid/student-loans/">https://www.transy.edu/financial-aid/student-loans/</a> Communications will be sent to students who are interested in private loans regarding all of their options. They can also click on the “Find more information about private student loans” link under the “Private Loans” header to find more disclosure information.

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Self-certification form for private education loans and Historical Lender List	Brief information posted on website.	<p style="text-align: center;"><a href="https://www.transy.edu/financial-aid/student-loans/">https://www.transy.edu/financial-aid/student-loans/</a></p> <p>Clicking on the “Find more information about private student loans” link under the “Private Loans” header allows students to view our Historical Lender List and our Self-Certification Form.</p>
FERPA distribution annually	FERPA information on the web is sent to students once a year for reviewal	<p style="text-align: center;"><a href="https://www.transy.edu/academics/registrars-office/ferpa/">https://www.transy.edu/academics/registrars-office/ferpa/</a></p>
Entrance counseling	Email sent to students regarding entrance counseling; where to go, how to complete, and where they can go to find more information regarding their loans	<p><b>Example of Email sent to students</b></p> <p><b>“Entrance and MPN:</b>            Your Transylvania Financial Aid award letter includes Subsidized and/or Unsubsidized Federal Direct Student Loans. These loans are pending financial aid because the steps described below have not yet been completed. <b>If these steps have not been completed by Monday, XX/XX/XX, we will assume you do not wish to borrow and will cancel these loans.</b> If we cancel your loans, the amount you owe Transylvania will increase accordingly.</p> <p>If you wish to borrow these loans, please complete the following steps:</p> <ol style="list-style-type: none"> <li>1. Entrance Counseling: Federal regulations require that you receive information about your rights and responsibilities as a student loan borrower. Go to <a href="http://StudentAid.gov">StudentAid.gov</a>, log in, and choose Complete Aid Process and then Complete Entrance Counseling to begin.</li> <li>2. Master Promissory Note (MPN): The MPN is a legally binding agreement stating that you promise to repay the loan with interest. Also at <a href="http://StudentAid.gov">StudentAid.gov</a>, log in and choose Complete Aid Process and then MPN for Undergraduates.</li> </ol> <p>As you complete these steps, the Financial Aid Office will be notified and we will be able to continue processing your student loans for 2020-2021. If you have any questions, please contact our office at (859) 233-8239 or (800) 872-6798.”</p>

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Exit counseling	Accounting Office sends emails regarding exit counseling and also gives graduating and withdrawing students a packet of information regarding exit counseling and loan repayment and all information regarding their loans. Packets are mailed to students if not picked up.	<p><b>Exit Counseling Example</b>            “Dear Class of 20XX,</p> <p>This is a friendly reminder to complete your exit session for your loans prior to XX/XX. If you have already completed your exit session, please forward your email confirmation of completion as the records currently do not show completion of your session when last updated on XX/XX/XX. Please remember that the school is notified 24 hours after completion of your session.</p> <p>Our records indicate you have borrowed from the Federal Loan program, which requires an exit counseling session. This is done online and is required of all borrowers, regardless if you will be attending graduate school and receiving loans for graduate school. The purpose of this counseling is to provide you with information concerning your rights and responsibilities, as well as help you be better equipped to make good, sound decisions about managing your money and financial obligations.</p> <p>Please complete the following tasks <b><u>prior to XX/XX to avoid a DIPLOMA HOLD on your account:</u></b></p> <ol style="list-style-type: none"> <li>1. Federal Direct Loan counseling: <a href="https://studentaid.gov/app/counselingInstructions.action?counselingType=exit">https://studentaid.gov/app/counselingInstructions.action?counselingType=exit</a> . Sign in, then click Complete Counseling, <b>Exit Counseling</b> to complete your session.</li> <li>2. Elect to receive your 1098T electronically via <a href="#">TNet</a>. Log in and select the 1098T Electronic Consent. You will need your 1098T for your XXXX taxes.</li> </ol> <p>You will need the following items handy when you complete your loan exit counseling session:</p> <ul style="list-style-type: none"> <li>· FSA ID Number and FSA Password (same number you used for your FAFSA)</li> <li>· Driver’s license</li> <li>· Future employer (if applicable)</li> <li>· Three personal references, including address and phone number (These references should be the name of someone who would know how to contact you, lives at a different address, and cannot be your parents.)</li> </ul> <p>Should you have any questions or need assistance please contact me at (859) 233-8150 or <a href="mailto:billing@transy.edu">billing@transy.edu</a>.”</p>

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Vaccination Policy	Students can find out more information about our Vaccination Policy on their student health form located on their TNet Account	<p>Per CDC guidelines, Transylvania University also <b>highly recommends</b> that every college student also receive the following vaccines:</p> <ol style="list-style-type: none"> <li>1. Varicella (chicken pox) or proof of immunity</li> <li>2. Hepatitis A &amp; B</li> <li>3. HPV</li> <li>4. Annual Influenza</li> <li>5. Meningitis B Vaccine</li> </ol>
Net-Price Calculator	Those interested in attending Transylvania can enter information to the Net-Price Calculator in order to get an idea of finances	<p style="text-align: center;"><a href="https://tcc.ruffalonl.com/Transylvania%20University/Freshmen%20Students">https://tcc.ruffalonl.com/Transylvania%20University/Freshmen%20Students</a></p>
Code of Conduct	All Transylvania University financial aid officers adhere to this code of conduct	<p>The Higher Education Opportunity Act conditions the eligibility of educational institutions to participate in Title IV programs on the development of and compliance with a code of conduct prohibiting conflicts of interest for its financial aid personnel [HEOA § 487(a)(25)]. Transylvania University officers, employees and agents are required to comply with this code of conduct. The following specific provisions bring Transylvania University into compliance with the federal law [HEOA § 487(e)].</p> <ol style="list-style-type: none"> <li>1. Neither Transylvania as an institution nor any individual officer, employee or agent shall enter into any revenue-sharing arrangements with any lender.</li> <li>2. No officer or employee of Transylvania who is employed in the financial aid office or who otherwise has responsibilities with respect to education loans, or agent who has responsibilities with respect to education loans, or any of their family members, shall solicit or accept any gift from a lender, guarantor, or servicer of education loans. For purposes of this prohibition, the term "gift" means any gratuity, favor, discount, entertainment, hospitality, loan, or other item having a monetary value of more than a de minimus amount.</li> <li>3. An officer or employee of Transylvania who is employed in the financial aid office or who otherwise has responsibilities with respect to education loans, or an agent who has responsibilities with respect to education loans, shall not accept from any lender or affiliate of any lender any fee, payment, or other financial benefit (including the opportunity to purchase stock) as compensation for any type of consulting arrangement or other contract to provide services to a lender or on behalf of a lender</li> </ol>

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		<p>relating to education loans.</p> <p>4. Transylvania shall not:</p> <ul style="list-style-type: none"> <li>a) for any first-time borrower, assign, through award packaging or other methods, the borrower's loan to a particular lender; or</li> <li>b) refuse to certify, or delay certification of, any loan based on the borrower's selection of a particular lender or guaranty agency.</li> </ul> <p>5. Transylvania shall not request or accept from any lender any offer of funds to be used for private education loans, including funds for an opportunity pool loan, to students in exchange for the institution providing concessions or promises regarding providing the lender with:</p> <ul style="list-style-type: none"> <li>a) a specified number of loans made, insured, or guaranteed under Title IV;</li> <li>b) a specified loan volume of such loans; or</li> <li>c) a preferred lender arrangement for such loans.</li> </ul> <p>6. Transylvania shall not request or accept from any lender any assistance with call center staffing or financial aid office staffing.</p> <p>7. Any employee who is employed in the financial aid office, or who otherwise has responsibilities with respect to education loans or other student financial aid, and who serves on an advisory board, commission, or group established by a lender, guarantor, or group of lenders or guarantors, shall be prohibited from receiving anything of value from the lender, guarantor, or group of lenders or guarantors, except that the employee may be reimbursed for reasonable expenses incurred in serving on such advisory board, commission, or group.</p>
Student Activities Offered	Describes clubs and organizations offered at Transylvania	<a href="https://www.transy.edu/campus/engagement/campus-engagement/">https://www.transy.edu/campus/engagement/campus-engagement/</a>
Voter Registration	This link is provided to students to allow them learn more about the voter registration process	<a href="https://elect.ky.gov/Pages/default.aspx">https://elect.ky.gov/Pages/default.aspx</a>
Financial Aid Penalties for Drug Law Violations and programming	Students can find information in the student handbook. Employees are sent an	<a href="https://www.transy.edu/campus-policies/">https://www.transy.edu/campus-policies/</a> Click on "Download Transylvania's Alcohol Policy" <a href="http://alcohol.transy.edu/">http://alcohol.transy.edu/</a>



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	annual email that describes the drug and alcohol policy.	
Student Body Diversity	A breakdown of the student population including; gender race, Pell recipients etc.	<p style="text-align: center;"><a href="http://nces.ed.gov/collegenavigator">http://nces.ed.gov/collegenavigator</a></p> <p>Type “Transylvania University” in the search bar. The financial aid, enrollment and admissions tabs provide more information about the diversity of the student body.</p>
State Grant Information	Emails sent to students regularly about the importance of filing the FAFSA early. Information also on website	<p style="text-align: center;"><a href="https://www.transy.edu/financial-aid/scholarships-grants/state-and-federal-aid/">https://www.transy.edu/financial-aid/scholarships-grants/state-and-federal-aid/</a></p>
NSLDS (National Student Loan Data System)	Make it known that any student or parent that acquires a federal loan, can find their loan information at this website. Loan information is required to be submitted to NSLDS, and will be accessible by guaranty agencies, lenders and schools determined to be authorized users of this data system.	<p style="text-align: center;"><a href="https://studentaid.gov/">https://studentaid.gov/</a></p>
Student Loan Default rate	Information about the school’s student loan default rate.	<p style="text-align: center;"><a href="http://nces.ed.gov/collegenavigator">http://nces.ed.gov/collegenavigator</a></p> <p>Type “Transylvania University” in the search bar. Cohort default rates will show the percentage of students who are in default on their student loans.</p>

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Constitution Day	Information about our Annual Constitution day.	<a href="https://www.transy.edu/campus/engagement/community-engagement/">https://www.transy.edu/campus/engagement/community-engagement/</a>
Equity in Athletics Disclosure	The EADA Report is updated annually and can be obtained upon request.	<a href="https://www.transy.edu/campus-policies/">https://www.transy.edu/campus-policies/</a> More information can be found under the “Equity in Athletics Disclosure Report” heading
Written Arrangements Disclosures	Information about agreements between Transylvania and the University of Kentucky for Pre-Engineering.	<a href="http://catalog.transy.edu/">http://catalog.transy.edu/</a> <a href="http://catalog.transy.edu/preview_program.php?catoid=3&amp;poid=336&amp;returnto=96">. http://catalog.transy.edu/preview_program.php?catoid=3&amp;poid=336&amp;returnto=96</a>
Accountability for Programs that Prepare Teachers	National and State reports are updated annually and can be found online or upon request.	<a href="https://title2.ed.gov/Public/Home.aspx">https://title2.ed.gov/Public/Home.aspx</a> More information can be found by selecting the state (Kentucky) and clicking on the “Data Files” header. Downloadable reports provide more information.
Student Complaint Processes	Information about how to file a consumer or discrimination complaint	<a href="http://cpe.ky.gov/campuses/consumer_complaint.html">http://cpe.ky.gov/campuses/consumer_complaint.html</a> <a href="https://www.transy.edu/accessibility/">https://www.transy.edu/accessibility/</a>