

WHAT'S NEW FOR 2015-2016



Resource Page Updated on the Learner Portal

Visit the [Learner Portal's Resource Page](#) for everything you need to get started in the 2015-2016 financial aid award year. This page contains forms that may be required of you in order to be eligible for financial aid. Please complete the forms required that your program representative, success coach, or Student Financial Services staff member requests from you. It is not necessary to complete a form unless you are requested to do so.

2015-2016 Verification Required

University College has implemented an electronic process to expedite the completion of the verification

of your Free Application for Federal Student Aid (FAFSA).

If you are chosen for this electronic verification, you will see an outstanding document on the Learner Portal that says **“Verification Required.” Please do not start the verification process until you are asked to do so.** Please watch for emails from verification@SSCwp.org or echosign@echosign.com, and respond as quickly as you can. This email will be sent to the email account you listed on your FAFSA.

Once you have been notified by email, you will also be able to track what is needed and can possibly complete most of this verification process on our verification website. Please watch for emails and check your account often until you are notified that your verification has been finalized. Your prompt

response to all requests will accelerate the review of your request for financial aid in 2015-2016.

If you have any questions about this electronic verification process, please contact Student Financial Services, your program representative, or success coach.

V4 & V5 Verification Required

If you are chosen for one of these specific categories of verification of your Free Application for Federal Student Aid (FAFSA), you will see the following outstanding document required on your missing document letter and on your Learner Portal.

- **[V4 - Verification Required](#)**
- **[V5 - Verification Required](#)**





Additional New Items for 2015-2016

Updated Refund Policy Effective Fall 1 2015

University College recently updated its Refund Policy to improve efficiency and clarity to financial aid processing. The revised policy is applicable to undergraduate and graduate learners, and takes effect for the Fall I 2015 session. *(See sidebar)*

Book Voucher Form Available on the Learner Portal

You may be eligible for a book voucher, in the form of “Cougar Bucks,” to help with the cost of textbooks if you have excess funds available from your financial aid. You may use these Cougar Bucks to purchase textbooks online from the APU Bookstore.

To submit a request, please fill out a [Cougar Bucks Request form](#).

Students do not need to send an email to Student Financial Services for book vouchers. Cougar Bucks will expire the Tuesday after add/drop (Week 2) each session. All bookstore charges should be posted by the Friday after add/drop (Week 2) each session.

Student Financial Services Updates Email Addresses

- Only financial aid documents or requests to reduce loan amounts should be sent to: financialaid@uc.apu.edu
- All other questions regarding financial aid should be sent to: sfs@uc.apu.edu

Refund Policy

- Learners who do not log in during Week 1 (online learners) or do not attend the first night of class (face-to-face learners), are administratively dropped and refunded 100%.
- Learners who log in or attend during Week 1 and also drop during Week 1 are refunded 100%. Drop requests must be received by 8 a.m. (PST) on Monday of Week 2.
- Learners who withdraw during Week 2 receive no refund and a *W* grade is issued. All learners are subject to a proration of federal financial aid per the regulations for all federal aid. Withdrawal requests will be processed on the date received through Sunday of Week 5 for undergraduate programs and Monday of Week 5 for graduate programs.

Any learner dismissed by the university will receive refunds at the administration’s discretion. If a learner feels that individual circumstances warrant exceptions, an academic petition may be submitted to the Office of the Registrar.

Refund Policy Exceptions

Any exception to the stated policy must be requested in writing (using the Academic Petition form) to the Office of the Registrar. Learners receiving federal aid are subject to a proration of federal financial aid per the regulations for all federal aid.