

FLORIDA	OFFICIAL
POLYTECHNIC	UNIVERSITY
UNIVERSITY	POLICY

Subject/Title: Financial Aid Appeals
FPU Policy Number: FPU-7.0021P
<input checked="" type="checkbox"/> New Policy <input type="checkbox"/> Major Revision of Policy <input type="checkbox"/> Minor Technical Revision of Policy
Date First Adopted: June 15, 2015
Date Revised:
Responsible Division/Department: Office of Financial Aid
Initiating Authority: Ghazi Darkazalli, Provost

A. APPLICABILITY/ACCOUNTABILITY: This policy governs the methods and requirements for submitting a financial aid appeal. The policy applies to all University students who receive financial aid.

B. POLICY STATEMENT: A student attending the University may appeal decisions related to his/her financial aid award as required by Florida Statutes Section 1009.42. A student who applies for or receives financial aid, including but not limited to aid from the University, University Foundation, State, or federal funds, may appeal certain decisions related to his/her financial aid award as provided below. A student who wishes to appeal such decisions must submit the appropriate Financial Aid Appeal Application along with corresponding documents in support of his/her appeal to the Office of Financial Aid (also referred to as “Office”). A student who withdraws for military reasons is governed by regulation FPU-4.005 and may not be required to submit an appeal for reinstatement of financial aid.

Prior to submitting an Appeal Application, a student is encouraged to request from the Office of Financial Aid clarification or explanation regarding issues, awards, disbursements or decisions related to his/her financial aid award or student account.

A student may appeal the following:

1. **Appeal an Office of Financial Aid Decision or Administrative Error.** A student may appeal a decision or administrative error of the Office of Financial Aid if:
 - (a) the student does not agree with a decision the Office has made with regards to the student’s award or disbursement of his/her award, or
 - (b) the student believes administrative errors have occurred in the awarding or disbursement of his/her financial aid.

The student must submit the “Financial Aid Appeal Application- Appeal of Financial Aid Decision or Administrative Error” form with supporting documentation to the Office of Financial Aid so that it is received by the Office on or before the last day of classes for the semester the financial aid award decision or error is related to or the appeal will be denied.

2. **Appeal for Reinstatement of State/Institutional Aid Due to Extenuating Circumstances.** A student may appeal for reinstatement of a State and/or University, University Foundation,

or institutional scholarship or aid due to extenuating circumstances beyond the student's control when such circumstances prevented the student from meeting the required academic standards.

The student must submit the "Financial Aid Appeal Application- Appeal for Reinstatement of State/Institutional Aid or Repayment of Bright Futures Due to Extenuating Circumstances" form and supporting documentation to the Office of Financial Aid so that it is received by the Office within 30 days of the date of the notice to the student advising the student of his/her ineligibility for the state or institutional award or the appeal will be denied.

- 3. Appeal of Repayment of Bright Futures.** A student may appeal the required repayment of his/her Bright Futures award to the Florida Department of Education because the student withdrew from courses in a semester that Bright Futures was issued to the student.

The student must submit the "Financial Aid Appeal Application- Appeal for Reinstatement of State/Institutional Aid or Repayment of Bright Futures Due to Extenuating Circumstances" form to the Office of Financial Aid so that it is received by the Office within 30 days of the date of the notice to the student that his or her Bright Futures award has been returned to the Florida Department of Education for a withdrawal or the appeal will be denied.

C. PROCEDURES:

1. The student must submit the appropriate Financial Aid Appeal Application with corresponding documents to the Office of Financial Aid. The Office of Financial Aid must receive the appropriate Financial Aid Appeal Application and supporting documents on or before the applicable deadline provided in the policy above or the appeal will be denied.
2. The Financial Aid Appeals Committee ("Committee") will review each completed Appeal Application and corresponding documents within 15 business days of receipt of the Appeal Application and determine whether the appeal is Approved, Denied, or Inconclusive.
3. If the appeal is Approved, the Committee will provide corrective actions in writing and send them to the Office of Financial Aid. The Office of Financial Aid will implement the corrective actions.
4. If the appeal is Inconclusive, the Office of Financial Aid will inform the student (at the student's University email address) of the need for additional documentation to support the Appeal Application, and the Office will place the appeal in a pending status for 30 days to give the student time to submit the documentation to the Office of Financial Aid. If the Office of Financial Aid does not receive the additional documentation during the 30 day period, the appeal will be Denied. If the additional documentation is timely provided, the Office of the Financial Aid will forward the documentation to the Committee, and the Committee will make a determination.
5. If the appeal is Denied, the Committee will inform the Office of Financial Aid of its decision in writing.
6. The Office of Financial Aid will send a copy of the final decision to the student's University email address.
7. The student's Appeal Application and the related decisions will be uploaded to the student's account.

**Financial Aid Appeal Application
Appeal of Financial Aid Decision or Administrative Error**

Full Name (First and Last): _____ Student ID: _____
Date of Birth: ____ / ____ / ____ Phone: (____) _____ Email: _____

Pursuant to Florida Statutes section 1009.42, the University makes available to its students the right to appeal decisions related to the award and/or administration of financial aid. A student may submit an appeal when the student has sufficient reason or proof to support a grievance with the Office of Financial Aid related to the award and/or administration of financial aid. The student must submit this form along with supporting documentation to the Office of Financial Aid so that it is received by the Office on or before the last day of classes for the semester the financial aid award decision or error is related to or the appeal will be denied. See also University policy FPU-7.0021P Financial Aid Appeals.

APPEAL APPLICATION CHECKLIST

- 1. Complete this form and sign and date it
- 2. Provide a **signed, typewritten, letter** that describes in detail the decision or error being grieved with the Office of Financial Aid (also referred to as "Office"). You must explain in detail the circumstances of the grievance and identify the terms or awards that have been affected in the administration of your financial aid. Some of the reasons that a student may file an appeal include, but are not limited to:
 - The student does not agree with a decision the Office of Financial Aid has made with regards to an award or disbursement of an award.
 - The student believes administrative errors have occurred in the awarding or disbursement of the student's financial aid.
 - The student wishes to receive clarification or explanation regarding decisions made or assessed to their account.
- 3. Attach supporting documentation related to the circumstance provided in your letter. Documentation must support or verify your basis for appeal. Documentation must come from credible sources. Examples of acceptable documentation include but are not limited to:
 - Previous bills or statements from the University
 - Scholarship letters or certificates from donors or scholarship foundations
 - Verification documentation, including tax transcripts or dated verification worksheets, marked as "received" by the Office of Financial Aid
 - Official transcripts from other schools
 - Letters or documents received from State or Federal agencies which support the appeal

Documentation such as personal statements from family members or friends is not approved by the financial aid staff. Statements of interest made by an individual in reference to the event should be from third parties who hold public positions such as police officers, clergy, or counselors.

**ALL DOCUMENTATION WILL REMAIN ON FILE IN THE FINANCIAL AID OFFICE
DO NOT SUBMIT ORIGINAL RECORDS**

- 4. Appeals submitted without supporting documentation will be considered Inconclusive and will placed on pending status for 30 days. If the Office of Financial Aid does not receive the additional documentation during the 30 day period, the appeal will be Denied.

REVIEW TIMELINE: The Financial Aid Appeal Committee will review appeals on a first in-first out basis within 15 business days of the date the Appeal Application is received by the Office of Financial Aid. The Office will notify the student of the appeal decision by sending a copy of the decision to the student's University email address. **Submission of the Appeal Application and the required documentation does not guarantee that the appeal will be approved by the Committee.**

CERTIFICATION: I certify the information on this Financial Aid Appeal Application, my letter, and any supporting documentation is accurate, true, and complete to the best of my knowledge. I will provide other information as requested by the Office of Financial Aid. I understand that if I provide false information, such may be cause for the denial, reduction, and/or repayment of student financial assistance.

Student Signature: _____ **Date:** _____

Print Name: _____

Office of Financial Aid to Complete (student leave blank)

Date Appeal Application received in Office of Financial Aid: _____

Financial Aid Appeals Committee (student leave blank)

Approved:	Denied:	Inconclusive:
Comments:		

Signature (Appeals Committee Chair)

Date

Office of Financial Aid to Complete (student leave blank)

Date copy of the decision emailed to the student: _____

CERTIFICATION: I certify the information on this Administrative Appeal, my written statement/letter, and any supporting documentation submitted is accurate, true, and complete to the best of my knowledge. I will provide other information as requested by the Office of Financial Aid. I understand that if I submit any false information, such may be cause for the denial, reduction, and/or repayment of student financial assistance. My appeal statement/letter is attached along with all the necessary documentation to support my appeal.

Signature: _____ Date: _____

Office of Financial Aid to Complete (student leave blank)

Applicant's Name: _____

Date Appeal received in Office of Financial Aid: _____

Academic Advising (to be completed by program coordinator or academic advisor)

1.) Remaining credit hours needed to complete degree requirements (including current semester): _____

2.) Overall GPA: _____ 3.) Expected Graduation: _____

4.) Classes in which the student is currently enrolled (please indicate if required for graduation):

Course	Required	Course	Required
_____	Y/N	_____	Y/N
_____	Y/N	_____	Y/N
_____	Y/N	_____	Y/N

5.) Academic Advising Comments: _____

Signature-Academic Advisor/Program Coordinator

Printed Name Date

Title

Phone Number Email

Financial Aid Appeals Committee (student leave blank)

Approved:	Denied:	Inconclusive:
Comments:		

Signature (Appeals Committee Chair)

Date

Financial Aid Office to complete:

Date copy of the decision emailed to the Applicant: _____

Appeal Instructions

Below is a list of steps that you should take to submit an appeal for reinstatement of your scholarship/aid award. The Financial Aid Appeals Committee will review appeals in the order they are received. Appeals Applications with **incomplete** documentation will be deemed Inconclusive and will be placed in pending status for 30 days; if documentation is not received by the Office of Financial Aid within the 30 day period, the appeal will be Denied.

1. To appeal a decision that you are ineligible for a scholarship/aid program, you must submit a **signed, typewritten, letter** or **statement** that summarizes the extenuating circumstances that contributed to the decline in your academic performance. Please indicate which semesters or terms you are appealing and for which year the appeal is for. You must clearly describe:
 - a. The extenuating circumstances that took place,
 - b. A timeline of the circumstances indicating when they started and how long they continued,
 - c. How the extenuating circumstances negatively impacted your academic performance,
 - d. The pertinent details of the event, and
 - e. Measures you have taken to change the circumstances that transpired in order to prevent the problem or issue from interfering with your academic performance in the future.
2. You must also attach **additional documentation** supporting your letter/statement and appeal. Documentation must be submitted with the Appeal Application. Documentation may include, but is not limited to, one or more of the following:
 - f. A signed and dated statement from a medical professional (Doctor / Physician) on letterhead stating the circumstances and timing of an illness or incident that contributed to the decline in your academic performance.
 - g. A signed statement from a mental health professional indicating the impact that an illness or incident had on your academic performance.
 - h. A signed statement from a relative or family member describing events that constituted a family emergency, illness, or medical emergency. In addition, you must also provide at least one other statement signed by a separate non-related third party.
 - i. A signed statement from a medical or academic professional documenting what steps you have taken that will allow you to successfully move forward.
 - j. Official reports issued by either police, insurance companies, or court documents describing an event or occurrence.
3. You must complete and attach an Academic Plan that you created with the program coordinator for your degree program or your academic advisor. The Academic Plan should provide a plan of work that you have been advised to enroll in to meet the areas of academic performance that you have been unable to complete satisfactorily for the scholarship you are appealing. Repayment of Bright Futures appeals do not require an Academic Plan.
4. You must submit a completed Appeal Application along with your statement, supporting documentation, and Academic Plan (if applicable) to the Office of Financial Aid before your appeal will be submitted to the Financial Aid Appeals Committee for review.