

# UNIVERSITY OF THE PACIFIC

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## OFFICE OF FINANCIAL AID

### **POLICIES and PROCEDURES**

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University of the Pacific awards financial assistance on the basis of academic performance and financial eligibility, calculated according to formulas prescribed by the U.S. Higher Education Act of 1965, as amended. Some awards, such as music grants and athletics grants, are also based on performance ability and participation. All documents, correspondence, and conversations between students and their families and members of the Financial Aid staff are private and confidential. Students are responsible for completing all necessary application procedures and staying informed about regulations and policies that affect their financial aid by reading all information provided to them by the Office of Financial Aid and contacting the Office of Financial Aid for assistance whenever questions arise. Students must inform the Office of Financial Aid any time there is a change in family circumstances, enrollment plans, housing arrangements, or other financial assistance received. Part or all of an aid offer may be withdrawn if it is determined that incorrect or false information was provided on the financial aid application or if there has been an error in determining the amount of the aid. When a student withdraws from the university, charges are prorated according to the refund schedule published in the university catalog and financial aid is adjusted according to federal and state regulations and university policy. Exceptions to Pacific's satisfactory academic progress policy may be granted when it is determined that unusual circumstances have adversely affected a student's academic performance; for detailed information about satisfactory academic progress, please contact the Office of Financial Aid. Financial aid administered by the University of the Pacific is available only to U.S. citizens and eligible non-citizens. Students enrolled in study-abroad programs approved for credit by University of the Pacific may qualify for financial aid. Students in the Bachelor's Degree program in Organizational Leadership are not eligible for university grants and merit scholarships. Cal Grant B stipends can be requested for a refund to pay for books and supplies by submitting a written request via email to the Student Accounts Office at [studentaccounts@pacific.edu](mailto:studentaccounts@pacific.edu). University of the Pacific reserves the right to change fees, modify its services, or change its programs at any time and without prior notice being given.

## Questions & Answers

### How will my financial aid be paid?

University charges-such as tuition-will be billed to your Pacific student account by the semester, and half your scholarship, grant, and loan funds will be deposited in your student account each semester to pay those charges. Different billing and payment schedules apply to the professional pharmacy program and other accelerated programs. Money earned from a work-study job is paid directly to you on the basis of hours worked and your hourly rate of pay. Because work-study is not paid into your student account, you do not include it in your cost/payment calculation (below).

### Will everything be covered?

Compare your aid dollars with your estimated costs. If tuition and other charges billed to your student account are greater than your total scholarship, grant, and loan funds, you will be responsible for paying the difference.

### How is my eligibility determined?

The Office of Financial Aid uses information from your FAFSA and your admission file to determine your eligibility, comparing your qualifications with the requirements for each of the programs we administer. We also attempt to predict whether you will qualify for a state or federal grant. Your financial aid offer includes all the student aid for which you appear to qualify. Federal Direct PLUS Loan (parent loan) information is found here: <https://studentaid.gov/understand-aid/types/loans/plus/parent>.

### How do you know I'll get a Cal Grant?

We do not know for sure-we can only estimate whether or not you will qualify, based on our knowledge of the California Student Aid Commission's selection process. California Undergraduates: If you filed your FAFSA and your GPA Verification by March 2 and the notice you receive from CSAC does not confirm the Cal Grant information shown in your Pacific financial aid package, please inform the Office of Financial Aid. You can check the status of your Cal Grant application or award at <https://mygrantinfo.csac.ca.gov/>. If you completed the application process on or before the March 2 deadline and CSAC has not contacted you by April 30, call toll free 1-888-224-7268 or email [studentsupport@csac.ca.gov](mailto:studentsupport@csac.ca.gov). Cal Grant awards are renewed annually. All Cal Grant recipients are required to meet maximum income and asset ceilings and a minimum financial need requirement. All Cal Grant renewal students must complete a FAFSA and meet these new requirements in order to qualify for the renewal of their Cal Grant.

### Is this my final aid offer?

If there is any change in the information we used to determine your eligibility, your award might have to be revised, even after the start of the school year. If this happens, we will notify you of the change via email.

## **What if I'm selected for Verification?**

Verification is a process in which the U.S. Department of Education requires schools to collect documents to verify the information submitted by you and/or your parent(s) on the FAFSA. If selected for verification, the Office of Financial Aid will send you an email with a link to create an account through the "Verify My FAFSA" [secure website](#), where you and/or your parent can upload and electronically sign your Verification Documents. Your financial aid offer is tentative until all verification documents have been received and reviewed. If a Federal Pell Grant is included in your financial aid offer, the grant is estimated pending verification of your FAFSA information and other qualifications. If your aid offer includes an estimated Cal Grant, keep in mind that this is only an estimate and does not guarantee that the California Student Aid Commission will award you a grant.

**Other Resources.** By federal regulation, if you receive a scholarship, tuition benefit, or other financial resource, you must inform the Office of Financial Aid. We must review your financial aid offer and, if necessary, revise your aid offer.

**Housing.** The cost allowance used to determine your financial aid eligibility is based in part on whether you plan to live in campus housing, off campus, or at home with your parents. If your housing plans have changed since you filed your FAFSA, or if you move during the school year, you must inform the Office of Financial Aid.

**Enrollment.** You must enroll at least half time to qualify for aid from most financial aid programs. Exceptions are the Federal Pell Grant, which is available for less-than-half-time study, and the Health Professions Student Loan, which requires full-time enrollment. A minimum of six units per semester is considered half time for Pacific undergraduates, professional pharmacy students, and teaching credential students.; 9-11 units is three-quarter time; and 12 units or more is a full time course load. For students in other graduate degree programs, four units is considered half time and eight units is full time. Regulations specify that units for a repeated course can be included in your course load if you previously failed the course or-for one repetition, only-you have already passed the course but are re-taking it to improve your grade. The Office of Financial Aid must review your aid eligibility whenever there is a change in your enrollment. Aid must also be reviewed if you withdraw or take a leave of absence. If you drop units and your tuition charges are lowered, tuition benefits in your financial aid package-such as a university grant or a Cal Grant-might have to be reduced. When this occurs, funds are returned first to University programs and then, if necessary, to other awarding agencies.

## **Special Instructions for New Students**

**You've decided on Pacific...now what?**

**Accept (or decline) your financial aid.**

Use your PacificNet ID and password to log into insidePacific and access your aid offer ([navigation tips](#)). Check to see if any documents are needed to complete your financial aid file (Financial Aid tab, Eligibility, Student Requirements tab) and note all additional instructions.

**Confirm your admission.**

When you have confirmed your intention to enroll and completed your financial aid file, the Office of Financial Aid will begin processing your aid. Graduate Students: Deposits are required for most graduate programs. Follow the instructions you receive with your admission letter.

**Notify the Office of Financial Aid if you receive aid from any other source.**

Report other awards by emailing us at [financialaid@pacific.edu](mailto:financialaid@pacific.edu) or send us a copy of your notification letter or certificate. Federal and state regulations require that financial assistance from all sources be considered part of your award package. The sooner we know about an outside scholarship, the sooner we'll be able to review your financial aid and inform you of any necessary changes.

## **What about next year?**

The University plans to begin sending financial aid offer notices to continuing Pacific students in June via email to your u.pacific address.

### **FAFSA Renewal**

To establish financial eligibility for aid (except merit/performance awards) you must file a new FAFSA every year. The priority filing period for continuing Pacific students is October 1-March 1. The FAFSA is available here: <https://studentaid.gov/h/apply-for-aid/fafsa>.

### **Annual tuition increase**

Please note that while Pacific strives to keep tuition at affordable levels, you should expect and plan for tuition increases each year. Annual increases over the past five years have averaged 3.7% per year. Ongoing financial aid workshops are held throughout the year to help you with planning. The Career Services Center has information about campus jobs.

### **Academic standing**

You must be in acceptable academic standing with the university to qualify for financial aid and/or scholarship renewal. If you should be placed on academic probation, you may still be eligible to receive financial aid, but if you are academically disqualified or subject to disqualification, you will lose your aid eligibility. Students may petition for academic reinstatement; however, financial aid is not automatically reinstated when an academically disqualified student is readmitted to the university. To appeal for reinstatement of aid, you must submit a separate appeal to the Office of Financial Aid here: [www.pacific.verifymyfafsa.com](http://www.pacific.verifymyfafsa.com).

### **Satisfactory Academic Progress requirements**

In addition to meeting university standards, financial aid and scholarship recipients must demonstrate satisfactory academic progress (SAP) toward graduation; see the detailed information about Satisfactory Academic Progress requirements on the following page. Students who fail to maintain Satisfactory Academic Progress lose their financial aid eligibility, even if they have not been academically disqualified by the University.

## **Limits on renewal**

Federal and state regulations and University policies limit the renewal of financial aid and scholarship awards. For example, eligibility for most grants and scholarships ends when you earn a bachelor's degree. These limits take precedence over financial eligibility, academic standing, and satisfactory progress.

**University scholarships and grants** may be renewed for enrollment in an eligible bachelor's degree program, up to the period normally required to earn a degree. University awards may not be renewed once a student enters a professional degree program. Entering first-year students may receive their University awards for up to a total of four years of full-time study. For transfer students, renewal eligibility is based on the student's academic classification at admission.

**Cal Grants** may be renewed for up to a total of four years of full-time study when awarded as a first-year student. If you receive a new Cal Grant beginning with your sophomore, junior, or senior year-or if you transfer to Pacific with a Community College Reserve Grant-the academic level at which you receive your first Cal Grant payment determines how long you will remain eligible for the grant.

For example, a student in a four-year degree program who receives a new Cal Grant as a junior is eligible for up to a total of two years (four full-time semesters) of Cal Grant payments.

Cal Grant eligibility normally ends once you earn a bachelor's degree. However, Cal Grant recipients who graduate and enter a teaching credential program within 15 months of graduation may apply for up to two semesters of Teaching Credential Benefits. Cal Grants cannot be extended for extra semesters in a bachelor's program.

NOTE: Cal Grant awards are renewed annually. All Cal Grant recipients are required to meet maximum income and asset ceilings and a minimum financial need requirement. All Cal Grant renewal students must complete a FAFSA by the deadline and meet these new requirements in order to qualify for the renewal of their Cal Grants.

## **Pre-Professional Students**

Eligibility criteria, award amounts, and types of aid available are different for professional students in the schools of Dentistry, Law, and Pharmacy than for students enrolled in bachelor's degree and pre-professional programs. University grants and scholarships received during the pre-professional years are not renewable for professional study; however, students may be considered for awards available through their professional programs. Doctor of Pharmacy students attain full professional standing after completing six full-time semesters of college study. Students who enter the professional pharmacy program after only four or five semesters may be subject to undergraduate loan limits and might have to provide parent information on the FAFSA. As undergraduates, they may be eligible for Federal Pell Grant. Pharm. D. students who have completed six semesters or more are not required to provide parent information-although parent information is required to be considered for a Health Professions Student Loan (HPSL).

## **Satisfactory Academic Progress**

By regulation, the Office of Financial Aid must make sure that students who receive financial aid are making satisfactory academic progress toward completion of a degree. Except as noted, the satisfactory progress standards outlined here apply to all financial aid recipients, including

graduate students and teaching credential students, whether or not the student received aid in any prior academic year.

### **Pace (units completion)**

To demonstrate satisfactory academic progress in your degree program, both undergraduate and graduate students must complete at least 67% of your cumulative attempted units with a passing grade.

Attempted units by definition are the cumulative numbers of units on record in the Registrar's Office at the end of the add period for Fall, Spring and Summer terms. Repeated courses will qualify as hours attempted. The units for courses that a student drops, withdraws, receives an incomplete or fails after the last day to enroll in a class will be included in the number of attempted units.

Units for any repeated courses included in your financial aid course load count as attempted units. Courses with grades of W, I, or NC count as units attempted but not successfully completed. Transfer units count as units attempted and completed.

Transfer students' GPA will not be included in University of the Pacific GPA calculation.

### **GPA**

Federal law also specifies that, beginning at the end of each academic year, undergraduate students must have a cumulative grade point average of at least 2.0 or academic standing consistent with the requirements for graduation.

For graduate and professional students, institutional policy states graduate and professional students must have a grade point average of at least 2.0 or academic standing consistent with the requirements for graduation.

### **Maximum time frame**

Schools that participate in federal financial aid programs must define the maximum period ordinarily required to obtain a degree. A student who does not complete his/her degree program within this time frame is not eligible to receive further financial aid for work toward that degree.

At Pacific, eligible undergraduates and professional pharmacy students may receive aid until the student's total cumulative units attempted equal 150% of the units required for his/her degree. Units accepted for transfer are included in the number of units attempted.

Graduate students and teaching credential candidates may remain eligible for financial aid until total cumulative units attempted equal 200% of the student's program length. Units accepted for transfer count as units attempted.

### **Annual review**

The Office of Financial Aid will evaluate your academic progress every year at the end of the spring term.

If, at that time, you do not meet the satisfactory progress standards described above, you will be placed on financial aid disqualification and will immediately lose eligibility to receive financial aid. According to regulations effective July 1, 2011, there is no warning period.

**Appeal process.** If you are disqualified from financial aid but believe that an extenuating circumstance such as: a serious illness (physiological or psychological) or injury of yourself or family member, death of a loved one, or severe personal or family situation - affected your academic performance, you may submit an appeal with supporting documentation and an academic advisor reviewed academic plan. Your appeal must explain why you were unable to make satisfactory progress and what actions that you will take or changes already made to achieve and maintain satisfactory academic progress.

**Financial aid probation.** If your appeal is approved, aid will be reinstated on a probationary basis for one semester, and your status will be evaluated again at the end of that semester. If, during the semester on probation, you meet all requirements specified in the academic plan developed for you at the time probation is granted, you can continue receiving financial aid; if not, you will again be disqualified.

**Regaining eligibility.** If your appeal is denied, or if you have no grounds for appeal, you may regain financial aid eligibility by attending Pacific without aid until you again meet satisfactory progress requirements. Students who have regained eligibility do not have to file a written appeal.

## What happens if you withdraw?

Federal Return of Title IV Aid provisions and other regulations and policies dictate what happens to financial aid when a student starts classes and then withdraws or goes on leave of absence.

### **Request for Withdrawal/Leave of Absence.**

All Title IV recipients who cease attendance in (including withdrawing, dropping, or taking a leave of absence) all Title IV eligible classes are subject to the Return to Title IV (R2T4). To officially withdraw, students must begin the withdrawal process in the Registrar's Office. For information, please visit [www.pacific.edu/registrar](http://www.pacific.edu/registrar).

### **Federal aid**

If you leave school during a semester, the Office of Financial Aid must perform a calculation to determine how much of your federal Title IV aid you earned before you withdrew.

### **Percent of term completed/percent of aid earned.**

The law provides that, if you withdraw after completing more than 60% of a semester, you have earned 100% of the federal aid you were scheduled to receive that semester. However, up through the 60% point in the term, the amount of federal aid earned is determined on a prorated basis.



For example, if you withdraw after completing 30% of a semester, you have earned 30% of the federal aid awarded for that semester and 70% of your federal aid dollars must be returned. If you have received more federal aid dollars than you earned, the unearned aid must be returned to the federal financial aid program or programs from which it was paid. (If you received less than the amount earned, you might be able to receive those additional funds.)

The funds remaining in your student account after federal financial aid is returned might not cover all the charges on your account. If, while you were enrolled, you took a refund (withdrew funds) from your account, you may owe the university for the unearned aid that is returned to federal programs on your behalf.

### **Withdrawal date.**

By regulation, the date used to determine how much federal Title IV aid you have earned is the date you contact the Registrar's Office and begin the withdrawal process, cease attendance in all of your Title IV eligible courses, or otherwise give acceptable notice of your intent to withdraw. This federal withdrawal date triggers the start of the six or twelve-month grace period after which you have to start repaying your student loans (pages 8-9).

### **Unofficial withdrawal.**

If you drop out-stop attending classes without processing a withdrawal or leave of absence-this is an unofficial withdrawal. The university will try to determine your last date of attendance (LOA). If your LOA cannot be determined, your withdrawal date may be set as the midpoint of the semester and half your federal aid for that semester may be returned, retroactively, to the federal programs. The requirements described above apply to Federal Pell Grants, Federal Direct Stafford and PLUS Loans, and Federal Supplemental Educational Opportunity Grants (FSEOG).

### **Tuition aid**

Some non-federal aid, including Cal Grants and most university awards, can only be used to pay tuition. If you withdraw during the university's refund period and your tuition charges are reduced, the tuition-specific awards in your financial aid package, if any, might have to be reduced or canceled. When tuition aid must be adjusted, university awards are reduced first; then, if necessary, funds are returned to the Cal Grant program and/or other awarding agencies.

### **Long-term consequences**

All types of financial aid (which includes scholarships, grants, and loans) have lifetime limits. Receiving any type of financial aid and not satisfactorily completing the courses for which you enrolled may cause you to run out of eligibility before completing your degree.

A student who withdraws might be entitled to keep part or all of their financial aid-but you should be aware that any loan amount or Pell Grant that is not returned counts against your aggregate limits and loans will eventually have to be repaid, even though you did not earn any units in the semester for which the funds were borrowed. Similarly, a Cal Grant payment received for a semester from which you withdraw counts against your remaining semesters of Cal Grant eligibility. If academic difficulties or other circumstances result in repeated withdrawals, you could eventually fall below the satisfactory academic progress pace requirement (units completion) and lose eligibility for financial aid.

### Example: treatment of financial aid when a student withdraws

Geoff, a sophomore, qualifies for financial aid from federal, state, and university programs. He begins the fall semester as a full-time student and his fall aid is deposited in his Pacific student account. On September 19-calendar day 23 of the 104-day semester-Geoff withdrew from the university for personal reasons. The Office of Financial Aid reviews his financial aid offer and determines that changes are necessary.

Federal Aid. Geoff was enrolled for 22.1% of the semester; therefore, he has earned 22.1% of his federal Title IV aid dollars. Geoff's unearned federal aid (77.9%) is returned to the federal student aid programs in a sequence prescribed by regulation, as follows:

\$990 Federal Direct unsubsidized Loan (after deduction of loan fee) ...	\$ 990 returned
\$2,721 Federal Direct Subsidized Loan .....	\$2,721 returned
\$2,235 Federal Pell Grant .....	\$ 469 returned
\$200 Supplemental Educational Opportunity Grant (FSEOG).....	\$ 0 returned

**Tuition Aid.** In addition to federal aid, Geoff's financial aid package includes three tuition awards-a UOP Grant, a Regents' Scholarship, and a Cal Grant A. Because he withdrew early in the semester, during the 60% refund period, Pacific reduced his fall tuition charges by 60%, and his fall tuition aid now exceeds the lower charges. To correct this situation, the Office of Financial Aid cancels his fall Regents' Scholarship and UOP Grant and returns part of his fall Cal Grant payment to the Cal Grant A program

\$4,000 UOP Grant.....	\$ 0 canceled
\$12,500 Regents' Scholarship.....	\$2,460 canceled
\$4,610 Cal Grant A .....	\$ 0 returned

Geoff's total tuition aid now equals the amount of his reduced tuition charges.

Note: If only a portion of Geoff's Cal Grant funds were returned when he withdrew, the California Student Aid Commission still counts the fall payment as a full-time semester of Cal Grant received and subtracts a semester from Geoff's remaining eligibility.

## Scholarships

To receive a University of the Pacific academic scholarship or performance-based scholarship, you must enroll at Pacific as a full-time student. Half your scholarship funds will be deposited in your student account toward payment of fall tuition and half will be deposited in your account for spring.

## **Renewal Requirements**

### **Duration of eligibility**

Academic scholarships received in the freshman year may be renewed for full-time enrollment in a bachelor's degree program, for up to a total of four years (eight semesters) of scholarship support. For transfer students, renewal eligibility is prorated on the basis of the student's academic classification at admission.

Scholarship recipients who are pursuing the Doctor of Pharmacy or Dental degree may use their scholarships for two years (four semesters) or three years (six semesters) of pre-pharmacy or pre-dentistry work. Pacific academic scholarships are not renewable for professional study in pharmacy, dentistry, or law.

### **Other terms and conditions**

If you have applied for local scholarships or need-based financial aid, please note that total assistance, including scholarships, cannot exceed your costs of attendance. If you receive need-based funds, the total of your scholarship dollars plus need-based financial aid will be limited to your calculated financial need.

In addition, the combined value of a Pacific scholarship and any other tuition award (such as a Cal Grant or a need-based UOP Grant) cannot exceed your actual tuition and fee charges. Total tuition assistance may also be limited by policies associated with other programs or benefits, such as employee Tuition Remission or a Tuition Exchange scholarship. If you are selected for more than one Pacific scholarship and eligible for a benefit program, you will receive the most advantageous award. The Office of Financial Aid will coordinate your aid offer and notify you of any necessary adjustments.

## **Loans**

If you accept a student loan through insidePacific, you will need to complete an entrance counseling session and a promissory note at <https://studentaid.gov> under the "Complete Aid Process" tab.

### **Federal Direct Stafford Loans**

Stafford loans may be subsidized (eligibility is based on financial need) or unsubsidized. No interest is charged on a subsidized Stafford loan while you are enrolled at least half time. Interest on an unsubsidized loan begins on the date of disbursement.

### **Interest Rate**

The interest rates and loan fees for the federal loan program are subject to change each academic year, but the assigned rate is fixed for the life of the loan. To view current and past interest rates and fees, please review here: <https://studentaid.gov/understand-aid/types/loans/interest-rates>.

### **Repayment**

The repayment period begins six months after you graduate, withdraw, or drop below half-time enrollment and may be extended over a period of up to ten years (standard repayment plan).

Extended, graduated, and income-driven repayment plans are also offered. See further details about the repayment options here: <https://studentaid.gov/manage-loans/repayment>.

### **Annual Limits**

Maximum annual borrowing limits are set by federal regulations, as follows:

First-year - \$5,500

Sophomores \$6,500

Juniors, Seniors, 5th-year Seniors, and Teaching Credential Students \$7,500

\*Graduate Students \$20,500

\*Professional Pharmacy Students \$33,775

\*Graduate and professional students may be eligible for a Federal Direct Graduate PLUS Loan.

Independent undergraduate and teaching credential students and dependent students whose parents are unable to obtain a PLUS Loan may qualify for additional unsubsidized loans, up to these annual limits:

Freshmen and Sophomores \$4,000

Juniors, Seniors, 5th-year Seniors, and Teaching Credential Students \$5,000

### **Cumulative Limits**

Regulations also specify the total Federal Direct Loan amount you may borrow while working toward a degree. Dependent undergraduates may qualify for up to a total of \$31,000 through the Federal Direct Loan program while pursuing a bachelor's degree. Independent undergraduates may borrow up to \$57,500.

The higher cumulative limits that apply to graduate students (\$138,500) and professional pharmacy students (\$224,000) include any Federal Direct Loans borrowed for undergraduate study.

### **Federal Direct PLUS Loans (Parents, Graduate Students, & Professional Pharmacy Students)**

PLUS loans are unsubsidized; interest charges begin on the date funds are disbursed. All applications are subject to approval by the Federal Direct Loan Origination Center, based on a credit bureau check.

To view current and past interest rates and fees for the PLUS loan, please review here: <https://studentaid.gov/understand-aid/types/loans/interest-rates>.

Repayment. PLUS repayment begins 60 days after the final disbursement unless the parent elects for a deferment on their original application (no payment required while the student is enrolled at least half-time and for the six-month period after the student graduates or drops below half-time enrollment).. Payment may be extended over a period of up to 10 years (standard plan). Extended and graduated repayment plans are also offered.

Graduate/Professional PLUS borrowers are eligible for in-school deferment while they are enrolled half time or more. Grad PLUS repayment is also deferred for the six-month period that begins when the student borrower leaves school or drops below half-time enrollment. This six-month deferment corresponds to the grace period on Stafford loans.

**Annual Limit.** Parent and student borrowers may qualify for up to the full costs of attendance for the school year, minus other student aid and resources. There are no specific annual or cumulative borrowing limits on PLUS loans.

### **Health Professions Student Loan (HPSL)**

The HPSL is a subsidized loan. No interest is charged while you are in school full-time or during the twelve-month grace period (Repayment, below). Financial eligibility for this loan must be determined on the basis of student and parent information. Interest Rate/Fee. The interest rate is fixed at 5%. There is no loan fee.

Repayment. Begins 12 months after you graduate, withdraw, or drop to less than full-time enrollment. The maximum repayment period is 25 years.

**Annual Limit.** HPSL funds are limited and must be reserved for high-need students. The maximum annual award is established each year by the Office of Financial Aid on the basis of funds available. Cumulative borrowing limits are set by regulation.

### **Private (Alternative) Loans**

Information about a variety of long-term college financing plans is available on the Internet. Usually, the borrower (or a co-signer) must be a U.S. citizen or permanent resident, and most undergraduate students will need a creditworthy cosigner to qualify. Online tools are available to help students and parents compare loan programs.