

## Frequently Asked Questions about Federal Aid Suspension (SAP)

### **I don't use federal aid. Why am I receiving this letter?**

All students are reviewed by our processes regardless of how they pay for college. This allows us to inform you of eligibility criteria that you would not be meeting if you chose to apply for federal aid in the future.

### **I graduated. Why am I getting this?**

Your degree must not have been conferred at the time we ran our review. If you are an education major, it is common that your state test scores might not have arrived at the point we conduct our review.

### **Where did you get the information used to suspend my account?**

The advisor's transcript is used to determine your academic progress. We look at the information from the end of the Spring 2019 term, or the last term you were enrolled in if you did not attend in Spring 2019 but have attended any time after Spring 2018. The information reviewed is cumulative GPA, total earned hours, and total attempted hours.

### **How do incomplete grades or grades from a consortium agreement impact me?**

If you have courses currently listed on your transcript without grades or which have grades of IN (incomplete) or IP (in progress), these are lowering your GPA and your completion percentage. You need to have all transcripts submitted to our Records Office and finalize any incomplete grades to know how if you are meeting SAP standards. If so, we can remove your suspension.

### **What is the difference between my official transcript and an advisor's transcript?**

Official transcripts include all coursework we have on record. An advisor's transcript only has courses applicable to your degree. If you log in to My MBU Access and select My Transcript, you can view your advisor's transcript to see what information was used to suspend your account. If you have incomplete grades (IN), "in progress" grades (IP), or notice other discrepancies, please let us know as this information could be the cause for your federal aid suspension.

### **How do I get my account cleared of my Federal Aid Suspension if I do not appeal?**

All students who fail to make SAP can have their aid reinstated by continuing their enrollment long enough to reach the required standards. You can do this by continuing your enrollment with MBU or another school until you have met the standards required to regain eligibility for your aid.

### **I am taking courses at another school to improve my standing. What do I do once I complete the courses?**

If you work on your own to raise your academic standing, simply inform Student Financial Services once your transcripts arrive from the other school. If our evaluation of your transcript shows you are meeting standards, we will lift your suspension for the next semester following when you reached standards.

### **Do I have the option to appeal?**

If you have an extenuating circumstance that contributed to your lack of academic progress, you have the option to appeal. If your appeal is approved, you will have access to your federal aid on a probationary status for a maximum of one year while you work to achieve SAP. If you do not have an extenuating circumstance, you cannot appeal.

### **What is an extenuating circumstance?**

An extenuating circumstance is something that is exceptional or unexpected that occurred to you. Failing to understand how difficult college would be is not an extenuating circumstance. Sleeping through classes might be an extenuating circumstance if you were undiagnosed for a sleeping disorder and have since been diagnosed with documentation, but it is not an extenuating circumstance for reasons such as staying up late to socialize. Honest reflection on why you did not make academic progress will help you to determine if you have an extenuating circumstance. You must also be able to furnish documentation for the circumstance.

### **Who do I work with to complete an academic plan to include with my appeal?**

If you have questions about how to appeal, please contact Student Financial Services. If your appeal requires you to submit an academic plan, you might work your faculty advisor. If your advisor is a faculty member, they might not be available during the summer. Alternatively, you should contact the Office of Advisement at 314-392-2287 to arrange an appointment. The Records Office and/or Academic Success Center also act as good resources to students.

### **Does federal aid suspension affect my other financial aid?**

Not directly, but the same academic information is used for different purposes. For example, if you were required to have a certain GPA to maintain a scholarship, you might lose eligibility for that scholarship. A separate notification would inform you if you lose your scholarship. However, some students will be suspended from receiving federal aid but can keep their scholarships. Private loans are also still available to students who qualify. Federal aid suspension only suspends your federal aid and any other aid that requires you to be eligible for federal aid, such as state grants.

For additional questions, please contact Student Financial Services.

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