



—Education, LLC—

**STUDENT  
CONSUMER  
INFORMATION  
BROCHURE**

July 1, 2019



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In accordance with the Student Consumer Information Requirements, established by the United States Department of Education, the following information regarding the School's participation in Federal Student Financial Aid Programs is available in the format of this brochure.

This brochure is designed to be used in conjunction with the U.S. Department of Education's "Do you need money for College.... The Guide to Federal Student Aid", the School catalog and any other publications we distribute to you.

We hope this information helps you to understand the financial aid procedures, federal programs offered, your Rights and Responsibilities, and your eligibility to participate in the Federal Student Financial Aid Programs.

Please feel free to call us with questions that may arise in connection with any of the information in this brochure.

## GENERAL INFORMATION

### A. Rights and Responsibilities of Students Receiving Federal Financial Aid

#### 1. RIGHTS: You have the right to know:

- The names and organizations which accredit and authorize the school to operate.
- About the programs, the faculty and the physical facilities at the school.
- The cost of attending the school.
- The school's policy on refunds for students who drop prior to completion of the program.
- About the financial assistance available from federal, state, local, private and institutional financial aid programs.
- The procedures and deadlines for submitting applications for each available financial aid program.
- The criteria used to select financial aid recipients.
- How your financial need is determined.
- The amount of your financial need that has or will be met.
- The type and amount of assistance in your financial aid package. You have the right to ask that your financial aid package be reconsidered if you believe it to be in error or financial circumstances have changed.
- How and when you will be paid.
- The school's Satisfactory Progress\* Policy and how the policy affects your eligibility for financial aid.
- The special facilities and services available to the handicapped.
- The interest rate on any loan available through the school, the amount you must repay, the length of time you have to repay, when you must begin repayment and any cancellation and deferment provisions that apply. For more information, see "Borrower's Rights", pages 9 through 11.
- Who the school's financial aid personnel are, where they are located and how to contact them for information.

This brochure, in conjunction with the school's catalog and other available publications from the school will provide you with the information you have a right to know. If, upon review of all the information available to you, you have additional questions, you are encouraged to consult the Financial Aid Administrator at the school.

#### 2. RESPONSIBILITIES: If you are applying for Title IV Aid, it is your responsibility to:

- Complete your Free Application for Federal Student Aid accurately and submit it on time. Errors can delay and in some cases prevent you from receiving aid.
- Submit a valid **SAR/ISIR\*** to the school by June 30th or your last day of attendance, whichever comes first. (Know all the deadlines for applying or reapplying for aid and meet them.)

- Provide all supporting documentation, corrections and/or new information upon the request of the financial aid office.
- Notify your school of any information that has changed since you applied.
- Read and understand all forms you are asked to sign. (This includes forms such as the Free Application for Federal Student Aid and the Federal Direct Loan Master Promissory Note.)

### 3. Borrower Responsibilities

When you borrow money under the Federal Direct Loan Programs, you become partners with the Federal Government.

The government has held up its end of the bargain by making money available to you to pay for your education. You're saying, you'll pay it back with interest on time. That's an important responsibility. Your responsibilities include:

- Completing all application forms truthfully and accurately.
- Reading, understanding and keeping copies of all forms.
- Providing additional documentation or information if requested.
- Notifying your lender or school of anything that affects your ability to repay your loan.
- Informing the lender if you change your name, address or social security number.
- Informing the lender if you graduate, drop out of school, transfer to a different school or drop to below a half-time\* enrollment status as defined by your school.
- Knowing who holds your loan. Your lender may hire a servicer to handle your account or sell your loan to another financial institution.
- Attending a required loan exit counseling session.
- Students should notify the school, should they choose to withdraw from the program. It is important to contact the campus in order to ensure that the institution can provide exit counseling, including information regarding repayment options and loan consolidation.

Your first Federal Stafford payment is due six months after you are no longer enrolled at least **half-time\***. A six month "grace period" allows you time to find a job and arrange a repayment schedule. Your first Federal PLUS payment is due within 60 days after the second disbursement (unless a deferment has been approved).

Remember, your loan money can only be used for tuition and other related educational expenses.

For those students who are receiving Title IV Funding while attending Ross, please note that PELL disburses in two disbursements for our non-term programs. The first disbursement will disburse as soon as you become an official start and the second disbursement will disburse once midpoint credits/hours have been met in the academic year. Direct Loans are disbursed in two disbursements, once after 30 calendar days from start of program and then second once

midpoint credits/hours have been met in the academic year for our non-term certificate programs and 10 days after midpoint credits earned for our non-term degree programs (Online).

For standard term students, PELL/Loans will disburse in three disbursements - at the beginning of each term within the Academic Year noting that if you are starting Ross the first disbursement of PELL will disburse once you have become an official start and first disbursement of Direct Loans will disburse after 30 calendar days from start of program. The remaining disbursements of PELL/Direct Loans will disburse 10 days after the start of each term.

Students who enter into an agreement regarding Title IV, HEA loans (borrows) while attending Ross, will have their loan submitted to NSLDS and they will be accessible by authorized agencies, lenders, and institutions.

## **B. Financial Aid Office**

The Financial Aid Office at your school is comprised of individuals who are professionals in the financial aid field and are here to answer any questions you may have on the subject of financial aid. You may contact school personnel any time during school hours for an appointment.

Students that wish to utilize Title IV funding or have any questions in regards to their Title IV funding can reach out to their prospective campus Financial Aid Student Services Representative who will be able to assist in answering questions or who can connect student to a processor at the Central FA Office via video chat to get additional information. Students can either walk into the FA Office to speak to an SSR or via telephone.

The phone number for each Ross FA Office is listed below.

Ann Arbor FA Office can be reached at 1-734-434-7320

Battle Creek FA Office can be reached at 1- 269-224-1381

Bowling Green FA Office can be reach at 1-270-796-2052

Brighton FA Office can be reached at 1-810-227-0160

Canton FA Office can be reached at 1-734-459-1723

Charleston FA Office can be reached at 1-304-925-5645

Cincinnati FA Office can be reached at 1-513-851-8500

Davison FA Office can be reached at 1-810-658-1424

Dayton FA Office can be reached at 1-937-235-0510

**\*See Glossary**

Elyria FA Office can be reached at 1-440-328-8878

Erlanger FA Office can be reached at 1-859-342-0740

Evansville FA Office can be reached at 1-812-475-9685

Flint FA Office can be reached at 1-810-733-7488

Fort Wayne FA Office can be reached at 1-260-471-4840

Grand Rapids North FA Office can be reached at 1-616-588-2203

Granger FA Office can be reached at 1-574-273-0304

Huntsville FA Office can be reached at 1-256-430-9740

Johnson City FA Office can be reached at 1-423-232-6270

Kalamazoo FA Office can be reached at 1-269-601-7151

Kentwood FA Office can be reached at 1-616-698-3075

Knoxville FA Office can be reached at 1-865-297-4800

Kokomo FA Office can be reached at 1-765-453-4864

Lafayette FA Office can be reached at 1-765-755-0048

Lansing FA Office can be reached at 1-517-703-9044

Madison Heights FA Office can be reached at 1-248-548-4389

Midland FA Office can be reached at 1-989-633-3068

Morgantown FA Office can be reached at 1-304-598-3689

Muncie FA Office can be reached 1-765-282-1950

New Baltimore FA Office can be reached at 1-586-716-3837

Niles FA Office can be reached at 1-330-505-1436

Ontario FA Office can be reached at 1-419-747-2206

Owensboro FA Office can be reached at 1-270-684-5344

Port Huron FA Office can be reached at 1-810-982-0454

Roosevelt Park FA Office can be reached at 1-231-739-1531

Ross College (Sylvania) FA Office can be reached at 1-419- 882-3202

Ross College Hopkinsville FA Office can be reached at 1-270-886-1302

Ross College North Canton FA Office can be reached at 1-330-494-1214

Ross College Online FA Office can be reached at 1-888-732-2309

Ross College Quad Cities FA Office can be reached at 1-563-344-1500

Saginaw FA Office can be reached at 1-989-791-5192

Taylor FA Office can be reached at 1-734-374-8260

#### **4. Borrower Rights**

When you take out a loan, you sign a **Promissory Note\***. You must be given a copy of the complete note, and the original note must be returned to you when the loan is paid in full.

You must be given a list of deferment conditions.

Before your school negotiates your first loan disbursement, your school/lender must also give you the following information about your loan:

- What state grant assistance is available to you from the state in which you reside
- What financial aid programs are available at your school and how you qualify for them? Also, the yearly and total amounts you can borrow and the maximum and minimum repayment periods
- How your financial need was determined and what items were considered in your budget
- A complete list of loan fees, and information on how they are collected (these will also have to be repaid)
- Your school policies concerning enrollment, required attendance and good academic standing
- An explanation of default and the consequences Before your repayment period begins, your school/lender must tell you:
- The amount of your total debt (principal and interest), what your interest rate is, and the total interest charges on your loan
- Where to send your payments and where to write if you have questions
- When your first payment is due and the number, frequency and amount of all payments
- What fees you should expect during the repayment period
- What prepayment, refinancing and consolidation options are available to you

- You must also be given a loan repayment schedule

If you are willing but unable to meet your repayment schedule and are not eligible for a deferment, you may request forbearance. Forbearance means permitting payments to be stopped temporarily, allowing an extension of time for making payments or making smaller payments than were originally scheduled. Your lender does not have to grant you forbearance or a delay in repayment.

With a Subsidized Federal Loan, you have a right to federal interest benefits. This means that the Federal Government will pay the interest on your loan while you are in school. They will also pay the interest during authorized deferment periods. You must arrange with the lender to pay the interest on your Federal Stafford Loan if you don't qualify for federal interest benefits. (Interest accrues on an Unsubsidized Stafford Loan and is capitalized during periods when interest is not paid by the student or the Federal Government. If interest is capitalized, the student will be charged interest on top of interest when the loan enters repayment. It is the borrower's option to pay the interest while they are in school on an Unsubsidized Stafford Loan.)

And remember, if you ever have any questions, don't hesitate to ask because you have the right to an honest and complete answer to any question you may have about your Federal Stafford or Federal PLUS loan. While in attendance at Ross, please contact the campus Financial Aid Representative with any questions you may have. After you are no longer in attendance, you may contact EdFinancial, Ross liaison for federal student loans at 1-855-337-6884. EdFinancial may assist you with questions about borrower rights and responsibilities, terms or conditions of the loan and loan deferment, forbearance or consolidation options.

#### Be Wary of Private Loan Offers

Students are cautioned to be especially careful about unsolicited direct mail or email loan offers from banks. Students should also take care not to borrow excessively. It is especially important to check terms and conditions of loans offered. Many private loans are expensive and could negatively impact eligibility for federal student aid programs



### C. Transfer Students

There are a number of steps you must take when transferring from one school to another. If you received financial aid at the first school, it will not automatically transfer to the second.

- Generally, when a student transfers from one school to another the new school must receive financial aid history information for the student before it disburses or delivers Federal Student Aid Funds. Your school may rely on information obtained through the National Student Loan Data System (NSLDS), a comprehensive database containing select financial aid history information.
- If you have a Federal Pell Grant, you must request a duplicate of your **Student Aid Report (SAR/ISIR)\*** from the central processor. Again, this **SAR/ISIR\*** must be submitted to your school by June 30 or your last day of attendance (the earlier of the two).
- If you have a Federal Stafford or a Federal PLUS Loan, you will need to reapply. Contact your new Financial Aid Representative as well as your lender.
- Check with your school's Financial Aid Administrator to find out what programs are available and what additional steps you must take.

### D. School Costs

The costs of tuition and other fees are included as part of an insert to the school catalog. The cost of room, board, transportation, etc., vary greatly depending upon whether you are living with your parents, whether you live close to school or far from school, etc.

If you desire specific estimates on these costs, it is recommended that you call, write, or visit the Financial Aid Office at your school.

### E. Disbursement of Aid

You will receive an **Award Letter\*** from the school. On the bottom of the Award Letter is a Payment Schedule. This schedule will inform you of the date for each disbursement of Federal Pell Grant funds if you qualify. If you are participating in the William D. Ford Federal Direct Loan Program you will receive from your lender a statement of disclosure identifying the amounts and dates you will receive funding. Note: It is Ross policy to delay the first disbursement of Direct Subsidized and Unsubsidized loans for 30 days after class start.

## F. Credit Balances

When a Title IV credit balance occurs on a students' ledger Ross Medical will issue a check to the student within 14 days of the credit balance occurring. Checks will be sent to the Campus Financial Aid Student Support Representative in which the student attends. If the student has ceased attendance the check will be mailed to the students' residence as indicated by the student.

Ross may hold Title IV credit balances for a Loan Period with the students' authorization on a signed Tuition Package Worksheet. At the end of the Loan Period the credit balance would be cleared as stated above.

## G. Verification

You may be selected for a process called *verification* by either the Department of Education or by your school. Verification means documenting the information you reported on your application.

If selected, you may be asked to verify the following information:

- Adjusted Gross income
- Federal Income Tax paid
- Your household size
- The number of family members enrolled in postsecondary education at least **half-time\***.
- Certain untaxed income and benefits received
- Child Support paid
- High School Completion
- Proof of Identity

Your Financial Aid Representative may request certain documents in addition to your spouse's and/or your parents' IRS Federal Tax Return Transcript.

You will be required to explain any inconsistent or unusual information prior to receiving Federal Student Aid. You are expected to provide the required documentation at the time of application. Normally this documentation should be submitted as soon as requested; however, the school also recognizes that sometimes it is necessary to obtain this data from outside sources which could present additional delays which are beyond your control.

Therefore, while you must provide evidence of having made all efforts to obtain the necessary documentation, a longer period of time is permitted, as long as you submit the required documents to the school in ample time for the school to receive a valid **SAR/ISIR\***. If you are selected for verification in subsequent award years, the submission of your required documents must meet Federal submission deadline dates for the Federal Pell Grant Program.

If corrections are required, it will be necessary for you and/or your parents or spouse to submit signed correction documentation to the school, which will resubmit that information for corrections. After the verification procedures are complete, you will receive an award letter notification that will confirm that your file meets federal standards of accuracy. In the case of a Federal Direct Stafford Loan, you may consider that you have received notification that verification is complete when you have received the Direct Loan receipt.

The institution is required by federal regulations to make referrals to the Department of Education and Department of Justice if it is suspected that aid was requested under a false pretense.

## **H. STUDENT LOAN DEBT MANAGEMENT**

Debt Management is the borrower's ability and desire to control the level of his or her indebtedness as well as repay the loans that have been assumed.

Taking the time to plan for repayment of your student loan can save hundreds of dollars in interest costs and possible harm to your credit. The following are ways that you can plan for successful debt management and repayment of your student loans:

- Organize all student loan documents in a folder so you will have easy access.
- Estimate your monthly student loan payment using a loan calculator.
- Choose a repayment plan that creates a monthly payment that you can afford, but also repays your loan as quickly as possible, so you can avoid additional interest.
- Develop a realistic monthly budget based on your minimum salary requirement and expenses, including your student loan payment.
- Ask your lender about automatic deduction of your loan payments from your bank account to guarantee on-time payment.
- Limit the amount of other types of debt, particularly credit card debt, while you are repaying your student loan.

One way to prepare yourself to repay your loan is to calculate the amount you will owe when you leave the school. Here's how:

Take the amount you borrowed this year, plus the amount you borrowed in previous years, and the amount you expect to borrow for your future education. Add them together. This will give your total indebtedness when you graduate.

This calculation does not include the interest you will owe because the interest rate may vary and your loan amount will be affected by how long you take to repay.

Listed below are sample repayment estimates based upon standard repayment plans:

	4.53%			6.08%			7.08%		
<b>Balance at Repayment</b>	<b>Payment</b>	<b>Months</b>	<b>Interest</b>	<b>Payment</b>	<b>Months</b>	<b>Interest</b>	<b>Payment</b>	<b>Months</b>	<b>Interest</b>
\$ 3,000	\$50	69	\$410	\$50	74	\$590	\$50	76	\$723
\$ 6,000	\$62	120	\$1,462	\$67	120	\$2,030	\$70	120	\$2,397
\$10,000	\$104	120	\$2,437	\$112	120	\$3,383	\$117	120	\$3,995
\$20,000	\$207	120	\$4,873	\$223	120	\$6,766	\$233	120	\$7,990

Your school’s Financial Aid Representative can help you determine what the average student attending your school will borrow through the William D. Ford Federal Direct Loan Program.

Situations may occur that could make loan repayment more difficult than you anticipated; i.e., job loss or career change. Loan consolidation or refinancing may be of help to you.

## 1. Loan Consolidation

Loan consolidation is a process of combining individual loans into one new loan to simplify and possibly lower the monthly payment and/or extend the repayment period.

Loan consolidation is an option for borrowers to manage large educational debts or merge multiple loans with multiple lenders to a single loan and lender. A loan consolidation is a new loan that actually pays off the borrower's qualifying outstanding student loans, leaving the borrower with one loan and one payment. Consolidation also is a way to extend the repayment period, up to 30 years, depending on the amount owed. **Nevertheless, the borrower needs to be aware of the additional interest costs associated with longer repayment periods.**

The following loans can qualify for consolidation:

- a. FFELP loans (Stafford, PLUS, SLS and Consolidation loans)
- b. Direct Loans (Stafford, PLUS and Consolidation loans)
- c. FISL loans
- d. Perkins Loans
- e. Health Professions Student Loans (HPSL), including Loans for Disadvantaged Students (LDS)
- f. Nursing Student Loans (NSL)
- g. Health Education Assistance Loans (HEAL)

Note: This includes loans in the Federal Family Education Loan Program (FFELP) and the William D. Ford Federal Direct Loan (Direct Loan) Program.

A Federal Consolidation Loan enters repayment on the date the loan is disbursed. The lender/servicer must establish a first payment due date that is no more than 60 days after the date the Consolidation loan is fully disbursed.

With the exception of any outstanding balance representing a HEAL loan, the remaining balance of all eligible loans to be consolidated are totaled in the weighted-average interest rate calculation.

**Remember:**

- Consolidation can help you avoid loan default resulting in poor credit.
- Consolidation can help you return a defaulted loan to good standing.
- Monthly student loan payments may be smaller.
- Consolidation may give you a longer repayment period.
- Consult your lender for eligibility.

Consolidation may not always be the best option. As stated, you may be paying additional interest costs. Once your loans are consolidated, you may not have eligibility to receive interest subsidies (where the government pays the interest) from the federal government during a deferment period. This depends on the types of loans that you consolidate.

***Always check with your lender/servicer to explore all criteria and options.***

## **2. Loan Default**

Failure to repay a loan according to the terms agreed to when you signed a **Promissory Note**.\* For the FFEL and Direct Loan programs, default is more specific – it occurs if you fail to make a payment for 270 days if you repay monthly (Or 330 days if your payments are due less frequently). The consequences of default are severe. Your school, the lender or agency that holds your loan, the state and the federal government may all take action to recover the money, including notifying national credit bureaus of your default. This may affect your credit rating for as long as seven years. For example, you might find it difficult to borrow money from a bank to buy a car or a house. In addition, the Internal Revenue Service can withhold your U.S. individual income tax refund and apply it to the amount you owe, or the agency holding your loan might ask your employer to deduct payments from your paycheck. Also, you may be liable for loan collection expenses. If you return to school, you're not entitled to receive additional federal student financial aid. Legal action also might be taken against you. In many cases, default can be avoided by submitting a request for a deferment, forbearance, discharge or cancellation and by providing the required documentation.

Students may access information about their federal student loans, and other sources of federal financial aid, by visiting the Web site of the National Student Loan Data System at [www.nslds.ed.gov](http://www.nslds.ed.gov) or by calling the Federal Student Aid Information Center toll-free at (800) 4-FED-AID or TDD (800) 730-8913.

### **III. OMBUDSMAN**

The U.S. Department of Education has a Student Loan Ombudsman's Office. This office was established to help resolve disputes between borrowers and their schools, lenders, guarantors, or loan servicers. The Ombudsman's office can be contacted at:

Via e-mail: [fsaombudsmanoffice@ed.gov](mailto:fsaombudsmanoffice@ed.gov)

Via on-line assistance: <http://www.ombudsman.ed.gov/>

## ROSS STUDENT LOAN CODE OF CONDUCT

Ross, like all accredited post-secondary institutions must develop operating policies and procedures to insure close compliance with federal, state and accrediting agency requirements. We are committed to the highest level of integrity and ethical standards. Students should be advised that officers, employees and agents of the institution are issued annually the following Ross Student Loan Code of Conduct.

### INTRODUCTION

Ross Education, LLC (“Ross”) dba Ross College, Ross Medical Education Center and Ross College, values the integrity of its financial aid professionals. The position you hold within Ross demonstrates the trust we have in you, and as a financial aid professional we expect you to maintain exemplary standards of professional conduct in all aspects of performing your responsibilities in the student financial aid area.

This Student Loan Code of Conduct applies to: (1) all officers and employees of Ross at any location who have responsibilities with respect to education loans or who have dealings with education lenders, guarantors or servicers; and (2) all employees of Ross at any location who work in Ross’s financial aid office or department. (Collectively “Covered Employees” or “you”). If you violate provisions of this Code of Conduct, you subject yourself to discipline, up to and including termination of your employment. If you violate provisions of this Code of Conduct, you also subject Ross to possible sanctions or liability. When a provision of this Code of Conduct refers to Ross it also applies to you as a Covered Employee.

If you do not understand any provision of the Code of Conduct or have any related questions that are not answered in the Code of Conduct, you should call someone on the resources listed in the section below titled “Seeking Assistance.” If you suspect or detect any activity you believe to be contrary to the Student Loan Code of Conduct you are required to report it confidentially and promptly to Ross Management. (Please see contact information listed on Page 4.) It is our policy to investigate promptly suspected violations of this Student Loan Code of Conduct. To the maximum extent possible, Ross will protect the confidentiality of persons who report possible breaches of this Code of Conduct on the part of other persons.

### DEFINITIONS

“**Covered Employee**” means those employees of Ross who are subject to this Code of Conduct.

“**Education Lender**” means a lender who makes loans under the Federal Family Education Loan Program or private education loans that are not insured by the federal government or both.

“**FFELP**” means the Federal Family Education Loan Program pursuant to Title IV of the Higher Education Act.

“**Guarantor**” means a guarantee agency under the FFELP.

“**Servicer**” means an entity that services private education loans or loans made under the FFELP.



## **STUDENT LOAN CODE OF CONDUCT PROVISIONS:**

### **I. CONFLICTS OF INTEREST**

A conflict of interest exists when your personal situation interferes with your judgment and makes you unable to act in the best interest of Ross, its students and their parents. One clear example of a conflict of interest would be for a Ross financial aid professional to make decisions on preferred lenders based on any benefits offered to such professional by a lender.

- 1 You must avoid actual and potential conflicts of interest between your duties and responsibilities at Ross and your dealings with Education Lenders, Guarantors and Servicers who play any role in student financial aid at Ross.
- 2 You must not accept any fees, payments or other financial benefits from any Education Lender, Guarantor or Servicer, except as otherwise specifically described in this Code of Conduct.
- 3 You may not serve as a paid or unpaid member of a Board of Directors of an Education Lender or a Guarantor or Servicer without advance written approval from Ross Management. You may not serve as a paid or unpaid consultant or employee for an Education Lender, Guarantor or Servicer.
- 4 You may not serve on an Education Lender's Advisory Board without advance written approval from Ross Management.

### **II. GIFTS AND BUSINESS COURTESIES**

1. You may not accept or solicit gifts from any Education Lender, Guarantor or Servicer. Gift is broadly defined to include anything of more than a nominal value (more than \$10). This would include, without limitation, meals, entertainment, trips, payment for conference registration fees, tickets to athletic or other events, or any gift for a birthday or holiday. If you are offered a gift by an Education Lender, Guarantor or Servicer, you must decline the offer of a gift. Your family members and close friends should not accept gifts from an Education Lender, Guarantor or Servicer if you have any reason to believe or suspect that the gift was offered to a family member or close friend of yours because of your position with Ross.
2. You may, however, accept food, refreshment, training or informational material provided as part of training by an Education Lender, Guarantor or Servicer provided the training or informational material is designed to improve the service of the Education Lender, Guarantor or Servicer, and provided the training contributes to your professional development.
3. If you are invited by a Lender, Guarantor or Servicer to a meal, entertainment event or for drinks, you must pay for your own expenses. If appropriate under Ross's expense

reimbursement policy, you may request reimbursement from Ross for reasonable expenses that you personally incur.

4. A “gift” does not include standard materials, activities or programs on issues related to a loan product, default aversion, debt management or financial literacy, such as a brochure, a workshop or training, provided that students are informed of the name of any Education Lender, Guarantor or Servicer that assisted in preparing or providing such materials, activities or programs. Printed materials must contain the name of the Education Lender, Guarantor or Servicer that provided such materials, and should not contain any Ross logos or trademarks or the logos or trademarks of Ross.
5. Ross may also use online or video entrance and exit counseling tools provided for free by Education Lenders, Guarantors or Servicers of education loans, as long as:
  - A. Ross is in control of such counseling session; and
  - B. The counseling does not promote the specific products or services of any specific Education Lender.

### **III. OFFERS OF PRIVATE LOAN FUNDS OR OTHER FINANCIAL PRODUCTS**

1. Ross will not accept from any Education Lender any offers of funds for private education loans, or offers of access to or preferential rates on private education loans or other financial products, in exchange for putting the Education Lender on a preferred lender list for FFELP loans, or in exchange for referring or promising the Education Lender FFELP loan volume or loan applications.
2. An Education Lender, Guarantor or Servicer may provide non-lending services to Ross, however Ross must pay for these services at market rates, and you may not promise or give the Education Lender, Guarantor or Servicer any advantage with respect to education loans in exchange for the non-lending services. Any such purchase of non-lending services from an Education Lender, Guarantor or Servicer must be pre-approved in writing by Ross Management.
3. Nothing in paragraph 1, above, prohibits Ross from accepting scholarships or philanthropic contributions from an Education Lender or a Guarantor or Servicer that are unrelated to education loans. If an Education Lender or a Guarantor or Servicer tells you of any offer of scholarships or philanthropic contribution to Ross you should notify Ross Management and obtain approval before committing Ross to accept such offer.
4. Nothing in paragraph 1, above, prohibits Ross from accepting state education grants, scholarships or financial aid funds administered by or on behalf of a State.

### **IV. REVENUE SHARING PROHIBITED**

Ross may not accept any fees or payments of any kind, including, without limitation, marketing fees or referral fees, from an Education Lender, in return for placing the Education Lender on a preferred lender list, or referring private education or FFELP loan volume or loan applications to the Education Lender.

## **V.STAFFING ASSISTANCE PROHIBITIONS**

Ross may not request or accept from any Education Lender any staffing assistance or call center assistance for the financial aid office, regardless of whether such Education Lender proposes to charge Ross for such services.

### **SEEKING ASSISTANCE:**

Students who have a question regarding any policy contained in the Code of Conduct or who are aware of any actual or potential breach should contact the Concern Resolution Department of Ross Education, LLC as follows:

-Option#1. The student may consult with the Executive Vice President of Operations in an effort to resolve the complaint. The Executive Vice President of Operations can be reached at (810) 637-6100

-Option#2. The student may consult with Ross' Chief Administrative Officer in an effort to resolve the complaint. The Chief Administrative Officer can be reached at (810) 637-6100 ext. 20010 or via email at [RossAdaCompliance@rosseducation.edu](mailto:RossAdaCompliance@rosseducation.edu).

-Option#3. The student may file a formal complaint with Ross' Chief Administrative Officer. To do so, the student should provide a written summary of his or her concerns and mail it to the Chief Administrative Officer at the following address: 22800 Hall Road, Suite 800, Clinton Township, MI 48036. The Chief Administrative Officer is responsible for formally investigating the facts and circumstances behind the complaint and, if warranted, ensuring that steps are taken to prevent recurrence of the event and to correct any improper conduct as appropriate.

We are absolutely dedicated to providing top quality allied health training for our students. We are also totally committed to the highest level of integrity and ethical standards. All applicable rules, regulations, policies and procedures must be followed. Should a conflict of interest, improper practice or irregularity occur, we are committed to correcting the problem and taking the appropriate steps to ensure it cannot happen again.

## GLOSSARY

**Award Letter** -An award letter from a school states the type and amount of financial aid the school is willing to provide if you accept admission and register to take classes at that school. To continue to receive these awards, recipients will need to meet the eligibility requirements of the aid programs.

**Expected Family Contribution (EFC)** -This figure is determined by mathematical formulas and indicates how much of your family's financial resources should be available to help pay for your school expenses. The information you fill in on your aid application, such as taxable and non-taxable income, savings, or the net worth of a business is considered in determining your family's financial strength. The EFC is used to determine your eligibility for aid from the Federal Pell Grant and Federal Stafford Loan Programs.

**Half-Time** -During classroom training at Ross, all students are classified as full-time. During externship, students are also classified as full-time. A student may fall below half-time status during externship; if for two consecutive weeks the student attends fewer than half the number of externship hours which would be required in order to complete externship during the prescribed time period.

**Institutional Student Information Record (ISIR)** -The federal electronic output document printed and received by the institution you designated on your original application. The ISIR contains the family's financial and other information as reported by the student on the financial aid application. The student's eligibility for aid is indicated by the EFC printed on the front of the ISIR.

**Promissory Note** - A promissory note is a document you must sign before you receive a student loan. The promissory note is a legally binding agreement to repay the loan. It lists the terms and conditions under which you agreed to repay the loan and explain your rights and responsibilities as a borrower. It will include information on how interest is calculated and what deferment and cancellation provisions are available to the borrower. It's very important to read and save this document because you'll need to refer to it later when you begin repaying your loan or at other times when you need information about provisions of the loan, such as deferments and forbearances.

SAR - See "Student Aid Report"

**Satisfactory Progress** -You must be maintaining satisfactory progress to be eligible to receive Federal Student Aid and moving towards a degree or certificate. Each individual school develops a policy for students to follow and usually takes into consideration standards for grades and attendance. Consult your school's Financial Aid Representative to find out what standards you must meet to remain eligible for Federal Student Aid.

**Student Aid Report (SAR)** - After you apply for federal student financial aid, you'll get your FAFSA results in an e-mail report within a few days after your FAFSA has been processed or by mail in a few weeks. This report is called a Student Aid Report or SAR. Your SAR details all the information you provided on your FAFSA. If there are no corrections or additional information you must provide, the SAR will contain your **Expected Family Contribution\* (EFC)**, which is the number that's used to determine your eligibility for federal student aid. Whether you applied online or by paper, the U.S. Department of Education will automatically send your data electronically to the schools you listed on your FAFSA.

## 2019—2020 BUDGETS

Your cost of education will include such expenses as tuition, fees, books, supplies, room and board, transportation and personal expenses.

Your tuition cost is a standard, predetermined amount that has been discussed with one of the Ross Admission Financial Aid Representatives. Your total program cost includes tuition, fees, books and supplies.

The following national standardized budgets reflect the estimated indirect costs associated with the courses offered at Ross. You may find your expenses differ, but these standard budgets should assist you with planning.

Figures are shown at a cost per month.

<b>EFFECTIVE 2019-2020</b>	<b>Room and Board</b>	<b>Transportation</b>	<b>Personal*</b>	<b>Monthly Indirect Costs</b>
Living at Home	\$3,598	\$1,470	\$1,708	\$ 968
Living Away From Home	\$8,043	\$1,470	\$2,751	\$1,752

\*Includes clothing, laundry, personal care, recreation, gifts, etc.







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