



Student Services Update May 2018

Hello Eagle Families. Another academic year has ended. We hope you and your students have a great summer. Here are some topics of interest for May.

Satisfactory Academic Progress/Financial Aid Awarding timeline –: Financial aid awards for the upcoming academic year will be available by July 1 via the student’s portal. The Office of Financial Aid monitors the Satisfactory Academic Progress (SAP) of each aid recipient annually. This occurs in late May once spring grades have been submitted. With the exception of summer aid, SAP review is completed prior to awarding continuing students. Written notification will be sent to those students who are not meeting requirements

For more information on the Satisfactory Academic Progress (SAP) requirements, please visit:

<https://www.american.edu/financialaid/satisfactory-academic-progress.cfm>

Financial Aid update-: Effective **May 1, 2018**, the Financial Aid Office will assume responsibility for counseling all undergraduate and graduate students who will be assigned to financial aid counselors. **Please visit www.american.edu/financialaid/index.cfm for additional information.** Families with questions regarding financial aid matters such as:

- need-based or merit aid;
- course credit level changes and impact on aid;
- changes in financial circumstances; or
- other financial aid matters

should direct their questions to the designated counselor.

AU Central will continue to be responsible for counseling all undergraduate and graduate students in the areas related to student account billing, registrar related transactions, and will be working closely with financial aid counselors to resolve student inquiries. Questions related to Veterans Education Benefits, Tuition Refund Insurance, and first-time non-degree enrollment will continue to be managed by AU Central counselors.

American Payment Plan–: American University offers the **American Payment Plan (APP)** to students in the fall and spring terms as an alternative to paying your bill in full at the start of each term. The plan splits your Fall or Spring semester balance into convenient monthly payments, with no interest charged. By budgeting ahead for the upcoming term's charges, you may be able to reduce the amount of loans needed for the school year. Please note, there is no summer payment plan option. The Fall 2018 payment plan application opens June 1.

<https://www.american.edu/finance/studentaccounts/Payment-Plan-Overview.cfm>

Tuition Refund Insurance–: For many years, AU has arranged a tuition refund plan for students and parents with the company AWG Dewar Inc. American University will be working with a new partner this year, Allianz Global Assistance.

Because we feel that a college education is an investment worth protecting, AU will continue to make tuition refund insurance available to your family. Tuition insurance acts as an extension of the University's refund policy, reimbursing tuition payments, housing and meal fees, and other nonrefundable expenses if students withdraw for a covered reason at any time during the semester. Students must elect to participate in the plan before the first day of classes.

https://gradguard.com/tuition-insurance/partners?refCode=american&tracking_codes=american,school_link

Question of the month: When will diplomas be sent to May 2018 graduates?

Diplomas will be mailed to the address indicated on a student's graduation application approximately eight to ten weeks following commencement.

All Spring 2018 graduates will receive a Certified Electronic Diploma (CeDiploma) in addition to the paper diploma that will be mailed to the student. Prior to graduation, students can visit the CeDiploma site to reserve the document, or can visit the CeDiploma site to download the document once the degree has been conferred.

<https://www.american.edu/provost/registrar/student-services/cediploma-validation.cfm>

If you or your student have any questions, please do not hesitate to contact AU Central at aucentral@american.edu.