DUKE UNIVERSITY SCHOOL OF MEDICINE

FINANCIAL AID POLICY & PROCEDURES MANUAL

TABLE OF CONTENTS

I. MANUAL INTRODUCTION

A. Introduction to the Financial Aid Office (FAO)

B. Purpose and Philosophy of the Financial Aid Office

C. Policy and Procedure Development Responsibilities

II. ADMINISTRATIVE ORGANIZATION AND OFFICE MANAGEMENT

A. Institutional and Divisional Structure

B. Financial Aid Office Structure

C. Frequent Contact Information

D. Health Profession Education Programs

E. General Financial Aid Office Administration

F. Records Management and Retention

G. Information Sharing and FERPA Compliance

III. FINANCIAL AID PROGRAMS

A. Institutional Eligibility Requirements

B. Program Eligibility

C. Program Accreditation and Enrollment Monitoring

D. Evaluation and Administration of Programs

E. Institutional Responsibilities

F. Records Management

G. Electronic Processes and Verification

H. Audits, Reviews, and Default Rates

I. Reporting and Reconciliation

J. General Title IV Student Eligibility Requirements

K. Participation in Federal Aid Programs

l. Participation in State Aid Programs

M. Institutional Aid Programs for Medical Students

N. Other Aid Programs

IV. INSTITUTIONAL REQUIREMENTS RELATING TO EDUCATION LOANS

A. Private Loan Lender Disclosures

B. Private Loan Option Arrangements

C. Direct Loan Disclosures

V. STUDENT CONSUMER INFORMATION REQUIREMENTS

A. Federal Student Consumer Information Requirements

B. Title IV Loan Counseling

VI. APPLICATIONS AND FORMS

A. Application Process

1. Medicine Program
2. Allied Health Programs (Doctor of Occupational Therapy and Doctor of Physical Therapy)
3. Certificate Programs

B. Forms

C. Deadlines

D. Document Assignment, Collection, and Tracking

E. Pre-Award Appeal Process

VII. FILE REVIEW

A. Verification

B. Database Matches, Reject Codes, and "C" Code Clearance

C. Agency-Specific Database Match Resolutions

1. Social Security Administration (SSA)

2. Department of Homeland Security (DHS)

3. National Student Loan Data System (NSLDS)

D. Review of Subsequent ISIR Transactions (Post-Screening)

VIII. STUDENT BUDGETS

A. Budgets for Various Student Populations

B. Budget Development and Updates

C. Indirect Costs and Cost of Living

D. Additional Allowable Costs

E. Budget Restrictions

F. Budget Waiver Policy

G. Professional Judgment

IX. AWARDING AND PACKAGING FINANCIAL AID

A. Packaging Philosophy

B. Available Funds and Student Eligibility

C. Determining Award Amounts

D. Package Construction Policies

E. Packaging Other Educational Resources

F. Summer Awards

G. Financial Aid Package Notification

H. Resolving Overawards and Overpayments

X. PROFESSIONAL JUDGMENT (PJ)

A. Authority and Individuals Authorized to Exercise PJ

B. Circumstances That May Warrant a PJ Adjustment

1. Parent Contribution Adjustments

2. COA Adjustments
3. Adjustments to FAFSA Data Elements
4. Satisfactory Academic Progress (SAP) Appeals

C. Documentation Requirements
D. Professional Judgment Funding

XI. DISBURSEMENTS

A. Definitions and Methods of Disbursement
B. Disbursement Dates and Schedules
C. Student Authorizations
1. Title IV Funds – Payment of Non-Tuition Charges (Current Year)
2. Title IV Funds – Payment of Prior-Year Charges
3. Holding Excess Title IV Funds (Credit Balances)
D. Student and Parent Notifications
1. Notification of Expected Aid and Disbursement Timing
2. Loan Acceptance and Modifications
3. Cancellation Rights
4. Undeliverable Title IV Funds
5. Recovery of Title IV Funds – Non-Matriculating Students

XII. SATISFACTORY ACADEMIC PROGRESS (SAP)

A. Process Overview and Responsibilities
B. Institutional Oversight
C. SAP Evaluation Components
1. Qualitative Standard
2. Quantitative Standard (Pace of Progression)
3. Maximum Timeframe
D. SAP Notifications
E. Appeals Process
F. Reinstatement of Aid

XIII. RETURN OF TITLE IV FUNDS (R2T4)

A. Process Overview and Applicability
B. Withdrawal Date
C. Federal Financial Aid and R2T4 Calculation
D. Order of Return of Title IV Funds
E. Institutional Procedures for R2T4
F. Impact of Student Account and Refunds
G. Timeframe for Return of Funds

XIV. TITLE IV FRAUD

A. Overview
B. Student Fraud
C. Institutional and Third-Party Fraud
D. Referrals and Reporting

XVI. Audits

A. Audit Requirements
B. Audit Process and Reporting
C. Audit Submission Schedule

I. MANUAL INTRODUCTION

A. Introduction to the Financial Aid Office (FAO)

The Financial Aid Office (FAO) at the Duke University School of Medicine supports students enrolled in a wide range of professional health programs, including:

Degree Programs

- Doctor of Medicine (MD)
- Doctor of Physical Therapy (DPT)
- Doctor of Occupational Therapy (OTD)
- Master of Management in Clinical Informatics (MMCi)
- Master of Biomedical Sciences (MBS)
- Master of Biostatistics
- Master of Health Sciences in Clinical Leadership
- Master of Health Sciences in Clinical Research
- Master of Health Sciences – Pathologists' Assistant
- Master of Health Sciences – Physician Assistant

Certificate Programs

- Ophthalmic Technician Certificate
- Cardiac Ultrasound Certificate
- Certificate in Population Health Sciences Research
- Certificate in Clinical Informatics (MMCi)
- Certificate in Orthoptics
- Radiation Therapist Certificate Program

The Financial Aid Office is located on the third floor of the Seeley Mudd Building.

Office Hours

- Monday – Thursday: 8:00 AM – 4:30 PM
- Friday: 7:30 AM – 2:00 PM (after 2:00 PM is our office planning time)

Although most of the team works remotely, the office remains fully accessible to students. Consultations are available via:

- Scheduled Zoom meetings
- Drop-in Zoom hours
- Phone consultations
- In-person appointments (upon request)

Contact Information

- Phone: (919) 684-6649
- Email: finaid-som@dm.duke.edu
- Website: School of Medicine Financial Aid and Student Financial Planning

B. Purpose and Philosophy of the Financial Aid Office

The mission of the Financial Aid Office is to make professional health education accessible to all qualified students by offering financial assistance to those with demonstrated financial need. Duke recognizes the shared responsibility between the institution, the student, and the student's family in financing education.

While the University expects students and families to contribute to educational costs—even after undergraduate studies are complete; Duke remains committed to closing financial gaps through grants and loans. Key policies include:

- MD Students: Eligible for need-based grants and loans. Awards are based on demonstrated financial need and are available to eligible U.S. citizens. A limited pool of institutional funding is available for international students.
- Allied Health Students: Financial aid is offered in the form of educational loans only.
- Students must meet federal eligibility criteria and complete the Free Application for Federal Student Aid (FAFSA).

It is the policy of Duke University not to consider race, color, ethnicity, national origin, sex, or any other protected characteristic (as defined by Duke University's Policy on Prohibited Discrimination, Harassment, and Related Misconduct) in determining a student's eligibility for financial aid or in determining a student's financial aid award.

C. Policy and Procedure Development Responsibilities

The Director of Financial Aid is responsible for the development and oversight of institutional financial aid policies. All policies align with federal and state laws, university guidelines, and the mission of Duke University.

Where applicable, policies are reviewed and approved by the Vice Dean of Medical Education.

Resources Used for Policy Development

- Federal Register
- Federal Student Aid Handbook
- Dear Colleague Letters
- Electronic Announcements
- NASFAA Encyclopedia
- NASFAA Newsletters

II. ADMINISTRATIVE ORGANIZATION AND OFFICE MANAGEMENT

A. Institutional and Divisional Structure

- Dr. Mary Klotman – Dean, Duke University School of Medicine
- Dr. Aditee Narayan – Vice Dean for Medical Education
- Jennifer Averitt – Associate Dean of Medical Education
- Lori Crooks – Assistant Dean of Financial Aid and Registrar
- Lisa Wioskowski – Senior Associate Director of Financial Aid
- Perry Studevent – Associate Director- Financial Aid/Debt Management and Counseling
- Mitsi Norton – Financial Aid Counselor
- Cierra Harris – Staff Specialist

B. Financial Aid Office Structure

- Assistant Dean – Lori Crooks
- Senior Associate Director – Lisa Wioskowski
- Associate Director- Financial Aid/Debt Management and Counseling – Perry Studevent
- Financial Aid Counselor – Mitsi Norton
- Staff Specialist – Cierra Harris

An organizational chart is available upon request.

C. Frequent Contact Information

Name	Title	Email
Lori Crooks	Assistant Dean & Registrar	lori.crooks@dm.duke.edu
Lisa Wioskowski	Senior Associate Director of Financial Aid	alfma002@duke.edu
Perry Studevent	Associate Director	perry.studevent@duke.edu
Mitsi Norton	Financial Aid Counselor	mitsi.norton@dm.duke.edu
Cierra Harris	Staff Specialist	cierra.harris@dm.duke.edu

D. Health Profession Education Programs

Students served by the Financial Aid Office are enrolled in the following programs:

Allied Health Graduate Professions

- Doctor of Physical Therapy (DPT)
- Occupational Therapy Doctorate (OTD)
- Master of Biomedical Sciences (MBS)
- Master of Biostatistics
- Master of Health Sciences in Clinical Leadership

- Master of Health Sciences in Clinical Research
- Master of Management in Clinical Informatics (MMCi)
- Master of Health Sciences – Pathologists' Assistant
- Master of Health Sciences – Physician Assistant

Certificate Programs

- Cardiac Ultrasound Certificate
- Clinical Informatics Certificate
- Population Health Sciences Research Certificate
- Ophthalmic Medical Technician Certificate
- Orthoptist Certificate Program

Doctor of Medicine (MD)

Contact information for each program is available via their respective program websites.

E. General Financial Aid Office Administration

The Financial Aid Office is responsible for:

- Determining student eligibility for loans and scholarships
- Processing and distributing aid for all enrolled students
- Ensuring compliance with federal and institutional regulations

Accommodation for Students with Disabilities

Duke's Disability Management System ensures that all facilities, services, and communications are ADA-compliant.

Appointments and Communication

- Students may attend Zoom Drop-In Hours for quick assistance.
- If unavailable, staff will schedule a formal appointment.
- Appointments with the Director are made only after initial counseling.
- Parental or spousal communication requires written consent from the student in accordance with FERPA.

Processing Forms and Correspondence

- Incoming forms are handled by financial aid office staff and routed accordingly.
- Unidentifiable documents are forwarded to the Director for review.
- FAFSA data is received electronically via PeopleSoft.
- Tax documents are uploaded through DukeHub (returning students) or CSS Profile (incoming students) and stored in Perceptive Content.

- Financial Aid Notifications (FANs) are accessible in DukeHub.
- Verification documents are stored on secure network drives.

Confidentiality

- Student records are accessible only to the student and protected under FERPA.
- Phone inquiries require DukeID or Student ID for verification.

The School of Medicine Financial Aid Office follows the University FERPA standards.

F. Records Management and Retention

Student Records

- MD Students: FAFSA, CSS Profile, and tax documents (student, spouse, and parents, if applicable), and any additional required documents if chosen for verification.
- Allied Health Students: Submit the FAFSA, tax documents (if selected for verification), and any additional required documents if chosen for verification.

Records are securely stored as follows:

- PeopleSoft: Stores FAFSA and CSS Profile data.
- Perceptive Content: Stores scanned documents with student-specific links.

Access to these systems is restricted and requires secure login credentials. Archived records are retained by federal guidelines and manually purged by FAO administrators.

Loan Records

- Institutional loan promissory notes are available at the Student Loan Office, 2127 Campus Drive Annex.

G. Information Sharing and FERPA Compliance

Duke University complies fully with the Family Educational Rights and Privacy Act (FERPA), which ensures:

1. Students may inspect their education records.
2. Personally identifiable information is not disclosed without prior written consent.
3. Students have the right to request corrections to their records.

The full FERPA policy is available via the University Registrar's Office.

III. FINANCIAL AID PROGRAMS

The Duke University School of Medicine Financial Aid Office (FAO) participates in a range of financial aid programs, including:

- Scholarships and Grants – Gift aid that does not require repayment.
- Federal Work-Study – Earnings from employment; funds are earned and not repaid.
- Loans – Borrowed funds that must be repaid, typically with interest.

The type of aid awarded is based on financial need and generally includes a combination of gift aid and self-help (loans) for medical students, and self-help (loans) assistance for graduate health profession students.

A. Institutional Eligibility Requirements

As a private, nonprofit institution, Duke University is authorized by the U.S. Secretary of Education to participate in Title IV federal financial aid programs, under the Higher Education Act of 1965, as amended.

A copy of Duke's Program Participation Agreement (PPA) is maintained by the Assistant Vice Provost and Director of Financial Aid in the Undergraduate Financial Aid Office (UGFA). The Director of Financial Aid in the School of Medicine notifies UGFA of program additions, changes, or location updates.

Note: The School of Medicine's Institutional Methodology policy is available upon request.

B. Program Eligibility

The Duke University School of Medicine is eligible to participate in the following financial aid programs:

- Federal Family Education Loan Program (FFEL)
- William D. Ford Federal Direct Loan Program (FDLP)
- Federal Work-Study Program
- Alternative/Private Loan Programs
- NCFELS Program

Eligible Student Programs

The FAO provides financial aid services to students enrolled in the following academic programs:

- Doctor of Medicine (MD)
- Doctor of Physical Therapy (DPT)
- Doctor of Occupational Therapy (OTD)
- Master of Management in Clinical Informatics (MMCi)
- Master of Biomedical Sciences (MBS)
- Master of Biostatistics
- Master of Health Sciences in Clinical Leadership
- Master of Health Sciences in Clinical Research
- Master of Health Sciences – Pathologists' Assistant

- Master of Health Sciences – Physician Assistant (PA)
- Ophthalmic Technician Certificate
- Cardiac Ultrasound Certificate
- Certificate in Population Health Sciences Research
- Certificate in Clinical Informatics (MMCi)
- Orthoptist Certificate Program
- Radiation Therapist Certificate Program

C. Program Accreditation and Enrollment Monitoring

Enrollment is tracked in collaboration with the School of Medicine Registrar's Office, faculty, and student advisory deans. Each program is measured by credit hours. Below are program details and their respective accrediting agencies:

Doctor of Medicine (MD)

- Measured by credit hours
- Completion: 4 years
- Degree: Doctor of Medicine
- Accreditation: LCME – Liaison Committee on Medical Education

Physician Assistant (PA) – Master of Health Sciences

- Measured by credit hours
- Completion: 2 years
- Degrees: Master of Health Sciences & PA Certificate
- Accreditation: ARC-PA – Accreditation Review Commission on Education for the Physician Assistant www.arc-pa.org

Doctor of Physical Therapy (DPT)

- Measured by credit hours
- Completion: 3 years
- Degree: Doctor of Physical Therapy
- Accreditation: CAPTE – Commission on Accreditation in Physical Therapy Education www.capteonline.org

Pathologists' Assistant – Master of Health Sciences

- Measured by credit hours
- Completion: 2 years
- Degree: Master of Health Sciences & PA Certificate
- Accreditation: NAACLS – National Accrediting Agency for Clinical Laboratory Sciences

Ophthalmic Technician Certificate

- Measured by credit hours
- Completion: 1 year
- Certificate: Ophthalmic Technician
- Accreditation: JCAHPO – Joint Commission on Allied Health Personnel in Ophthalmology

Clinical Leadership – Master of Health Sciences

- Measured by credit hours
- Degree: Master of Health Sciences in Clinical Leadership

Clinical Research – Master of Health Sciences

- Requires 24 credits
- Degree: Master of Health Sciences in Clinical Research

Master of Biostatistics

- Measured by credit hours
- Degree: Master of Biostatistics

Master of Management in Clinical Informatics (MMCi)

- Measured by credit hours
- Degree: Master of Management in Clinical Informatics

MMCi Certificate in Clinical Informatics

- See program website for details

Master of Biomedical Sciences (MBS)

- Measured by credit hours
- Degree: Master of Biomedical Sciences

Doctor of Occupational Therapy (OTD)

- Measured by credit hours
- Degree: Occupational Therapy Doctorate

Cardiac Ultrasound Certificate

- Completion: 1 year, full-time
- Certificate: Cardiac Ultrasound

Certificate in Population Health Sciences

- Completion: 1–2 years
- Certificate: Population Health Sciences Research

Orthoptist Certificate Program

- Completion: 1 year, full-time
- Certificate: Orthoptics

Radiation Therapy Certificate Program

- Completion: 2 years, full-time

D. Evaluation and Administration of Programs

Evaluation of New Programs

The Office of Curriculum, Office of the Registrar, and the Vice Dean for Education evaluate all new programs.

Administrative Capability

- The FAO administers all Title IV programs in compliance with federal regulations.
- Annual audits are conducted by the Student Loan Office.
- Security access for awarding aid is managed by the SISS Office.
- Staff members monitor student enrollment and academic progress and adjust aid as needed.

Provisions

Duke University School of Medicine administers all Title IV federal student aid programs in full compliance with applicable federal statutes, regulations, and U.S. Department of Education guidance. The School of Medicine has not entered any special arrangements, agreements, or limitations related to the administration of Title IV programs.

Administrative Oversight

- The Director of Undergraduate Financial Aid oversees coordination of financial aid across all schools.
- Within the School of Medicine, Title IV funds are managed by:
    - Director of Financial Aid
    - Senior Associate Director of Financial Aid
    - Associate Director of Financial Aid
    - Financial Aid Counselor
    - Staff Specialist

Monthly Coordination

- Regular meetings are held between the UGFA and graduate/professional schools to communicate policy changes and address Title IV eligibility updates.

E. Institutional Responsibilities

Office	Responsibilities
Student Loan Office	Set-up and draw-down of Title IV loan funds
UGFA	Set-up and oversight of other Title IV funds in PeopleSoft
SISS	Disbursement of funds to student accounts
School of Medicine FAO	Awarding Title IV aid to eligible students
Bursar's Office	Issues refund for overpayments

Separation of Duties:

Staff who award Title IV funds do not have access to disburse those funds.

F. Records Management

- Active student records are maintained in the School of Medicine FAO.
- Graduates prior to 2013: Records stored on microfiche in a fireproof cabinet.
- Graduates 2013 onward: Records maintained electronically in Perceptive Content.
- Records are retained for a minimum of 10 years, in accordance with SISS policies.

G. Electronic Processes and Verification

- Title IV Loan Signatures: Stored and managed by the Student Loan Office.
- FAFSA Review: All student applications are reviewed for accuracy.
    - Discrepancies (e.g., tax data, family size, degree-seeking status) are corrected.
    - Students are notified and required to amend their FAFSA when necessary.
    - Title IV awards are adjusted accordingly upon receipt of corrected FAFSA.

H. Audits, Reviews, and Default Rates

- All Department of Education program reviews, ED audits, and findings are maintained by the UGFA.
- Duke University is currently in good standing with all Title IV requirements.
- Cohort Default Rates for FFEL, Direct Loans, and Perkins Loans are below federal thresholds.
    - For more information, contact the Student Loan Office.

I. Reporting and Reconciliation

- Title IV reconciliation is the joint responsibility of:
    - UGFA
    - Student Loan Office

Required Reports

Report	Responsible Office
FISAP (Fiscal Operations Report)	Director of UGFA
NSLDS Reporting	University Registrar
Loan Reporting	Student Loan Office
COD Reporting	UGFA
Enrollment Reporting	University Registrar

J. General Title IV Student Eligibility Requirements

Students must meet several eligibility criteria to qualify for federal financial aid. Detailed documentation and eligibility requirements are available at: **FAFSA - studentaid.gov**

K. Participation in Federal Aid Programs

Federal Direct Subsidized Loan

The Federal Subsidized Loan Program provides interest-deferred loans to undergraduate students and those enrolled in undergraduate certificate programs who demonstrate financial need. These funds help cover educational expenses.

Program Purpose:
This program guarantees loan repayment through a Guaranty Agency if a borrower defaults, encouraging lenders to offer loans to students without a credit history.

Eligibility Determination:

- Students must complete the Free Application for Federal Student Aid (FAFSA) and have results sent to Duke University.
- The Financial Aid Office (FAO) receives results electronically from the Central Processing System (CPS).
- Eligibility is determined by the CPS using the Federal Methodology formula.
- The FAO must receive an official Student Aid Index (SAI) before determining fund eligibility.

Award Notification & Disbursement:

- Students are notified of loan eligibility via a Financial Aid Notification (FAN).
- The FAN includes financial aid details and disbursement schedules based on the Cost of Attendance.
- Students must complete Loan Entrance Counseling and electronically sign a Master Promissory Note (MPN) for the loan to be disbursed.

Loan Certification Requirements:

Loan certifications are processed electronically by the Duke University Loan Office and require:

- Completion of verification (if selected).
- Completion of entrance counseling.
- Completion of MPN (if applicable).

Recordkeeping:

All financial aid records are maintained in PeopleSoft and Perceptive Content, documenting the student's eligibility and demonstrated need.

Minimum and Maximum Awards:

There are no federally regulated minimum awards.

For Ophthalmic Technician, students are considered first year undergraduate students. They are eligible for the following:

- Dependent Student:
    - Full-Time Pell Grant, if eligible
    - First year direct loans: $5500, no more than $3500 in subsidized loans
- Independent Student:
    - Full-Time Pell Grant, if eligible
    - First year direct loans: $9500, no more than $3500 in subsidized loans

Loan Processing:

- Students accept, reduce, or decline loans via DukeHub.
- Upon acceptance, checklist/to-do items are triggered in DukeHub (e.g., entrance counseling, MPN signing).
- Loans are certified by the Student Loan Office and submitted to the Department of Education.
- Paper applications are only required if the lender does not support electronic processing.

Duke Student Lending Principles:

Duke University adheres to strict educational lending practices prioritizing students' best interests:

- Students may choose their lenders freely.
- No Duke employee accepts financial payments, goods, or services from lenders.
- Staff involved in lending must comply with a conflict-of-interest policy.
- Administrators may serve (unpaid) on lender advisory boards, with Duke covering related costs.

Fund Disbursement Responsibilities:

- Student Information Services and Systems (SISS) handle electronic disbursement of aid.
- The Bursar's Office processes refunds for credit balances.

Separation of Functions:

- The Financial Aid Office handles aid awarding.
- The Student Loan Office certifies loans.
- SISS disburses funds.
- Funds are placed on hold if documentation is incomplete.

Financial Aid Disbursement Process

Funds are awarded by the Financial Aid Office based on student eligibility. Students may accept, reduce, or decline their financial aid through their DukeHub account. Once accepted, the loan amount is certified by the Student Loan Office and electronically transmitted to the appropriate lender.

Loan funds are electronically received by the Student Loan Office and disbursed into the student's account via Bursar's Office. If the disbursement creates a credit balance on the student's account, the Bursar's Office issues a refund either through direct deposit to the student's designated checking account or by mailing a check to the student's official address listed in DukeHub.

Verification of Enrollment and Eligibility Status

The student's enrollment and eligibility status for financial aid is confirmed by either the Office of the University Registrar or the student's academic program. If a student's status changes—such as withdrawal, a drop to less than half-time enrollment, or any other change affecting eligibility, the Financial Aid Office will cancel pending financial aid disbursements. The Student Loan Office will return any undisbursed federal loan funds to the U.S. Department of Education or lender, in compliance with federal regulations.

If aid has already been disbursed and a balance remains on the student account because of the status change, the student is responsible for resolving the outstanding balance with the Bursar's Office.

Student Endorsement of Co-Payable Financial Aid Checks

For any co-payable checks (such as loan or scholarship checks made payable to both the student and the institution), the following policy applies:

- Only the student may endorse the check.
- No substitutions or exceptions are permitted under any circumstances.
- If the student is unavailable to endorse the check in person, they must request that it be mailed to their permanent address as recorded in DukeHub.
- After the student endorses the check, it must be returned to the Bursar's Office for processing.
- Once received, the funds will be applied to the student's account, and any remaining eligible refund will be processed in accordance with standard disbursement procedures.

Loan Entrance and Exit Counseling:

- Entrance Counseling is mandatory before disbursement.

- Exit Counseling is required before graduation and includes:
    - Repayment terms
    - Deferment and forbearance options
    - Loan consolidation
    - Forgiveness programs

Counseling is tracked via DukeHub. Sessions are conducted in groups or one-on-one for:

- Doctor of Medicine students (during Capstone)
- Allied Health students (via the Personal Finance Office)

Federal Direct Unsubsidized Loan

This program provides interest-deferred payments to both undergraduate and graduate students, regardless of financial need.

Eligibility Determination:

- Students must file a FAFSA and send results to Duke.
- Results are processed by Central Processing Systems (CPS). CPS calculates the Student Aid Index (SAI) formerly known as the Expected Family Contribution (EFC).
- An official Student Aid Index (SAI) is required before awarding.

Award Notification & Disbursement:

- Students receive a Financial Aid Notification (FAN).
- Loan disbursement follows acceptance and MPN completion and entrance counseling (if applicable).

Program Purpose:

Like Subsidized Loans, the Unsubsidized Loan program guarantees repayment to lenders, encouraging borrowing for post-secondary education.

Minimum and Maximum Awards:

- Allied Health students, OTD and PTD: $20,500
- Medical students who have borrowed prior to July 1, 2026 are considered legacy if they have not exceeded the time to credentialing and are enrolled in the same academic program - $47,167. MED 4 students $40,500 (8 month academic year).
    - Medical students who matriculated after June 30, 2026 are considered a new borrower and the limit per year is $50,000.
    - For the maximum aggregates please review: Federal Student Aid
- No federal minimum award.

Federal Direct PLUS Loan (Graduate Students)

Direct PLUS Loans offer interest-deferred payments to graduate/professional students. Credit approval is required; financial need is not.

Direct PLUS Loan Eligibility – Aid Year 2026–2027 and Beyond
To be eligible for the *Direct PLUS (Legacy)* Loan beginning in Fall 2026 and continuing for up to three academic years, a student must have borrowed a *Direct Loan* under their current academic program during the 2025–2026 aid year no later than July 1, 2026.

This borrowing establishes the necessary loan history to maintain eligibility for the Direct PLUS (Legacy) Loan for future academic years tied to the same program of study.

Program Purpose:

Provides up to full Cost of Attendance after other aid is applied. Deferment is available while enrolled half-time or more.

Eligibility and Award Amounts:

- Maximum: Cost of Attendance minus other aid
- No federal minimum

Credit Check:

Required by the Department of Education.

Disbursement & Processing:

- Administered by Duke and the Department of Education.
- Funds are disbursed electronically.

Reporting:

- Enrollment changes (below half-time, withdrawal) are reported to the National Student Clearinghouse.

l. Participation in State Aid Programs

NCSEAA Forgivable Education Loan for Service (FELS) Program

Established in 2012–2013, this program supports NC residents pursuing careers in designated critical fields. Students must be NC residents at the time they apply to be eligible. Students who gain residency at a later time may apply for the program.

Eligibility:

- Legal NC resident for tuition purposes
- Registered with Selective Service (if required)
- In good standing with all federal/state loan programs

- Maintaining Satisfactory Academic Progress (SAP)
- Willingness to work in NC after graduation.

Maximum Awards:

- Certificate/Associate: $3,000 annually (Max: $6,000)
- Master's: $10,000 annually (Max: $20,000)
- Doctoral: (MED, OTD, PTD): $14,000 annually (Max: $56,000)
- MED (Primary Care and Psychiatrists): $50,000 annually (Max: $200,000)

Loan Procedures:

- Recipients must sign a promissory note.
- Forgiveness is earned through approved employment (1 year of full-time work = 1 year of forgiveness).
- Interest accrues at 8% annually from disbursement.

Disbursement & Reporting:

- NCSEAA wires funds to the university.

- Students enrolled half-time are eligible to receive a prorated amount.
- FAO reports enrollment data via NCSEAA's database every semester.
- Enrollment changes must be reported within 60 days.

M. Institutional Aid Programs for Medical Students

Institutional Grant Program

Duke University School of Medicine places a strong emphasis on need-based financial assistance, recognizing the importance of affordability in pursuing a medical education. The school is committed to meeting demonstrated financial need through a combination of institutional grants and low-interest loans.

This approach ensures that qualified students have access to the financial resources necessary to complete their education, regardless of economic background.

Eligibility:

Students must meet federal Title IV eligibility standards.

Financial Aid Package Determination:

The financial aid package at Duke University School of Medicine is determined based on Institutional Need Analysis. The Institutional Need Analysis includes contributions from the student, the student's spouse (if applicable), and the student's parents, based on income and available resources.

A comprehensive financial needs assessment is conducted to determine the student's needs. This assessment considers:

- Student and parent income
- Assets
- Family size
- Number of family members enrolled in college

The student's financial need is calculated by subtracting the institutional need from the Cost of Attendance (COA). This financial need is met through a combination of:

- Duke Institutional Grant Funds
- Federal Direct Unsubsidized Loans
- Federal Direct PLUS Loans for student's who borrowed a direct loan prior to July 1, 2026
- Alternative/Private Student Loans

If needed, the Direct Unsubsidized Loan, Direct PLUS Loan, or an alternative loan may be used to replace the expected student and/or parent contributions in the aid package.

Award Determination:

- Based on the Institutional need considering parent/spouse income, assets, family size, and number in college.
- Financial need = Cost of Attendance – Institutional Need
- Need is typically met with:
    - 60% Duke grant / 40% loans for first-year students (2026/2027)
    - Future allocations reviewed annually

Application Process:

- Complete the FAFSA and all DukeHub checklist items
- Complete the FAFSA for the federal loan programs
    - FAFSA School Code 002920
- Submit for need based grant application:
    - Student and parent federal tax returns (via IDOC) for incoming students
    - Student and parent federal tax returns uploaded in DukeHub for returning students
    - CSS Profile for incoming and returning students
        - CSS School Code: 5152

Graduate Health Professions Students:

- FAFSA and federal tax return required (parent info not needed for independent students)
- Deadlines: May 1st
- Aid is loan based.

Institutional Merit Programs

The Office of M.D. Admissions also awards merit scholarships to academically excellent incoming medical students.

Selection:
Recipients are chosen by the Admissions Committee.

Institutional Emergency Loan Program

Short-term assistance for urgent needs.

Eligibility:

- Must be enrolled in the School of Medicine MD Program

Loan Terms:

- Max loan: $2,000
- Repayment is due within 30 days

Graduate Health Professions Program Financial Aid

The Financial Aid Office offers the Federal Direct Unsubsidized loan program to eligible students enrolled in the Graduate Health Professions Programs at Duke University School of Medicine who have completed the FAFSA.

Eligible Programs Include:

- Physician Assistant (PA) Program
- Pathologist's Assistant Program
- Master in Clinical Informatics
- Master in Biomedical Science
- Master in Biostatistics
- Master in Clinical Leadership
- Master in Clinical Research
- Doctor of Occupational Therapy
- Doctor of Physical Therapy
- Ophthalmic Technician Certificate Program
- Cardiac Ultrasound Certificate Program
- Orthoptist Certificate Program

Application Requirements

To be considered for financial aid, students must complete the Free Application for Federal Student Aid (FAFSA).

- Students selected for federal verification must also submit copies of their federal income tax returns.
- If students are unable to upload documentation via DukeHub, the Financial Aid Office will provide a secure Duke Box link for submission.
- All submitted documents are reviewed and securely stored in the student's electronic record in Perceptive Content.

For students in the Ophthalmic Technician Program who are classified as dependent, parental information is required on the FAFSA.

Aid Eligibility & Notification

- Eligibility is determined based on FAFSA data and applicable documentation.
- Students who submit the FAFSA by May 1 will typically receive a Financial Aid Notification (FAN) during the first week of June**.**

Application & Verification:

- Complete FAFSA
- Submit federal tax returns (if selected)
- Upload via Duke Box if needed

N. Other Aid Programs

Alternative (Private) Loan Program

Alternative loans are private, credit-based loans intended to supplement federal financial aid. These loans are not guaranteed by the federal government, and terms vary by lender.

- Approval is based on the borrower's creditworthiness, and in some cases, a creditworthy co-signer may be required.
- All alternative loans must be certified by the Financial Aid Office to ensure that the loan amount does not exceed the student Cost of Attendance (COA).

Students are strongly encouraged to exhaust all federal aid options before pursuing alternative loans.

Processing:

- Students apply directly with lenders
- Duke certifies and submits loan info
- Loan amounts must not exceed the Cost of Attendance

Disbursement:

- Funds are sent electronically to the Bursar's Office

Withdrawals:

- Student Loan Office notifies the lender if a student withdraws

Veterans Benefits

New Benefit Application:

- Students apply through the Department of Veterans Affairs: www.gibill.va.gov
- Upon approval, submit Certificate of Eligibility (COE) to Duke Veterans Education Office

Impact of VA Benefits on Federal Loan Eligibility

Chapter 33 (Post-9/11 GI Bill®) benefits and Yellow Ribbon Program funds do not count against a student's eligibility for federal student loans. Students may receive these veterans' benefits in combination with federal loans. The Financial Aid Office strongly advises students to borrow only the amount of loan funds necessary to cover their educational and living expenses. Students are encouraged to consider their long-term financial well-being and future repayment obligations when accepting loan funding.

Yellow Ribbon Program:

- Participating since 2009
- Available for both Doctoral and master's programs
- Up to 8 Doctoral and 5 Master's Yellow Ribbon awards annually

VA Benefits & Aid Coordination:

- VA Benefits and Duke aid (including Yellow Ribbon) may be combined
- Benefits processed via EFT and credited by the Bursar's Office

Awards Displayed in Student Records:

- Ch33 Veteran Tuition Benefit
- Yellow Ribbon Program (Doctorate & Masters)
- Yellow Ribbon VA Match

Certification:

Visit the University Registrar's Office for more information.

IV. Institutional Requirements Relating to Education Loans

A. Private Loan Lender Disclosures

The Student Loan Office is responsible for the administration and oversight of private (alternative) education loans. This includes the certification, compliance, and communication processes related to private lending.

B. Private Loan Option Arrangements

Private Loan Options

A list of private loan lenders is maintained and made publicly available on the Student Loan Office website. This list is provided to assist students and families in making informed borrowing decisions. Inclusion on this list is not a requirement for borrowing; students have the right to choose any lender that best meets their needs.

Private Loan Arrangements Disclosures

Each year, Duke University issues a Request for Information (RFI) to a wide range of private education lenders. A committee of financial aid professionals reviews the responses and evaluates lenders based on the following criteria:

- Commitment to promoting responsible borrowing
- Default rates comparable to the national average
- Responsive and accessible customer service
- Equal access to competitive borrower benefits
- Demonstrated financial stability

Note: Duke University does not receive and will not accept inducements (e.g., revenue sharing, gifts, or other benefits) from lenders in exchange for inclusion on the lender list.

Private Loan Arrangement Annual Report

An annual report detailing all private loan arrangements is prepared and submitted by the Student Loan Office, in compliance with applicable federal regulations. For additional information or access to the report, contact the Student Loan Office directly.

Agreements Related to Marketing of Private Education Loans

All contracts and agreements between Duke University and private lenders related to the marketing of private education loans are maintained by the Student Loan Office. These records are available upon request in accordance with university policy.

Private Loan Arrangement Code of Conduct

Duke University adheres to a Code of Conduct governing relationships with private lenders. This Code prohibits any conflict of interest and ensures transparency and integrity in all loan-related activities. The official Code of Conduct is maintained by the Student Loan Office, and copies are available upon request.

C. Direct Loan Disclosures

The Student Loan Office is also responsible for the administration of the Federal Direct Loan Program. All related policies, procedures, and borrower disclosures are available online at:

🔗 https://financialaid.duke.edu/loans

V. Student Consumer Information Requirements

A. Federal Student Consumer Information Requirements

The Financial Aid Office (FAO) at Duke University School of Medicine understands the importance of clear, timely, and accurate information regarding financial aid. To support informed decision-making, the FAO has implemented policies and procedures to ensure proper dissemination of financial aid and consumer-related information.

Notice to Enrolled Students

The FAO regularly monitors and coordinates the content and dissemination of required consumer information to all enrolled students. This includes updates on federal, state, and institutional financial aid policies and student rights and responsibilities.

Financial Aid Information

Information on financial aid programs available to students at the Duke University School of Medicine is distributed through the following publications:

- Duke University School of Medicine Bulletin
- Financial Aid Notifications
- School of Medicine Financial Aid Website

Additional external resources disseminated through the FAO include:

- *The Student Guide* (published by the U.S. Department of Education)
- *Financial Aid Sources for North Carolina Students* (State of North Carolina)

Sources of Financial Aid

Financial Aid is generally categorized into four major sources:

- **Federal**
    - Federal Direct Unsubsidized Stafford Loan
    - Federal Direct PLUS Loan
        - To be eligible for the *Direct PLUS (Legacy)* Loan beginning in Fall 2026 and continuing for up to three academic years, a student must have borrowed a *Direct Loan* under their current academic program during the 2025–2026 aid year no later than July 1, 2026.
        - This borrowing establishes the necessary loan history to maintain eligibility for the Direct PLUS (Legacy) Loan for future academic years tied to the same program of study.

- **State**
    - NC Loan Forgiveness Program
- **Institutional**
    - Emergency Loan Program – MD Program
    - Duke Grant Funding – MD Program
    - Duke School of Medicine Merit Scholarships – MD Program

Note: Due to the vast number of private aid sources, only federal, state, and institutional options are detailed in official documents.

Institutional Information

The School of Medicine Financial Aid Website includes comprehensive sections on:

- Application procedures and deadlines
- Cost of attendance by program
- Title IV Refund policy
- Scholarships and grants
- Loan information
- International student resources
- Gainful employment disclosures

Additional resources and offices linked via the website include:

- DukeHub (student portal)
- Student Loan Office
- Bursar's Office

Content Management & Review

- FAO sections are updated by the Director, Senior Associate Director, and Financial Aid Counselor at least annually.
- Each academic program director is responsible for maintaining accurate program-specific content.
- The Office of the Registrar updates FERPA policies and informs students annually.

FERPA and Student Records

Students may access and update their FERPA preferences via DukeHub or submit electronic forms to the Office of the Registrar. Policy and procedural details are available through the Registrar's Office.

Textbook Information

The Office of the Registrar annually reviews and updates required and recommends textbooks and associated pricing for MED program. Textbook lists are made available through the university bookstore.

Graduation and Completion Rates

The Office of the Registrar annually prepares:

- Completion rates
- Graduation rates
- Transfer-out rates

This information is accessible to current and prospective students through the Registrar's Office.

Methods of Dissemination

Primary methods of consumer information dissemination include:

- University email
- School of Medicine Bulletin
- School of Medicine Website
- CANVAS

Student Eligibility Requirements

Eligibility information is published in the following resources:

- Bulletin of Duke University School of Medicine
- Duke School of Medicine Financial Aid Website
- Federal Student Guide (U.S. Department of Education)

Federal Aid Eligibility Criteria

To qualify for federal assistance, students must:

- Be enrolled in an eligible program of study
- Be a U.S. citizen, national, or eligible non-citizen
- Maintain satisfactory academic progress
- Not be in default on federal loans or owe repayments on federal/state grants
- Demonstrate financial need (as applicable)

Availability of Forms and Instructions

Forms and detailed instructions are made available in:

- The Bulletin of Duke University School of Medicine
- Duke School of Medicine Financial Aid Website

Rights and Responsibilities of Financial Aid Recipients

These are clearly communicated in the Bulletin and include:

Student Rights:

Students have the right to know:

- Available financial aid programs
- Application processes and deadlines
- Eligibility criteria and how need is determined
- Details of aid packages and notification
- Refund and repayment policies
- Satisfactory academic progress and appeals process
- Terms and conditions of loans, including repayment
- Availability of disability support services

Student Responsibilities:

Students are responsible for:

- Completing all required forms accurately and on time
- Responding promptly to FAO requests
- Notifying FAO of any changes (e.g., address, enrollment status, financial situation)
- Retaining copies of all financial aid documents
- Reporting outside scholarships or resources
- Withdrawing properly if necessary and managing potential repayments
- Maintaining satisfactory academic progress
- Completing exit counseling when required
- Reapplying annually for aid (where applicable)

Cost of Attendance

The cost of attendance is published:

- In the Bulletin of Duke University School of Medicine
- On the School of Medicine Financial Aid Website

Costs are finalized and published following approval by the Board of Trustees (typically in February).

Refund Policy

Refund policies for both MD and Graduate/Professional students are outlined in:

- The Duke School of Medicine Bulletin
- The Duke University Bursar Website

B. Title IV Loan Counseling

Entrance Counseling

Required for all first-time federal loan borrowers, entrance counseling ensures students understand:

- Borrowing responsibilities
- Loan terms and conditions
- Budgeting and repayment strategies

Students are prompted to complete this interactive session upon accepting a federal loan. Details are available on the **Duke Student Loan webpage**.

Exit Counseling

Federal regulations require that all borrowers complete exit counseling when:

- Graduating
- Withdrawing
- Dropping below half-time enrollment

Exit counseling provides:

- Loan summaries
- Repayment options
- Debt management strategies

Duke offers multiple formats:

- Large group sessions
- Small group sessions
- One-on-one counseling
- Online counseling

The Student Loan Office and Personal Finance at Duke track completion and follow up with students who have not fulfilled the requirement.

VI. APPLICATIONS AND FORMS

A. Application Process

The financial aid application process for all incoming students (Medicine, Allied Health, and Certificate programs) begins with the admission interview. During this interview, applicants can review the detailed information regarding financial aid procedures and submission deadlines on the School of Medicine Financial Aid website, under the "Program Specific Information" section, titled Financial Aid Timeline.

1. Medicine Program

- Financial assistance is available in a combination of grants and loans.
- Awards are based on demonstrated financial need and available to eligible U.S. citizens.
- Prior to awarding, the Office of Financial Aid requires the following:
    - CSS Profile (including parent information)
    - Free Application for Federal Student Aid (FAFSA)
    - Federal income tax returns with all schedules and W-2s for both the student (and spouse, if applicable) and parents.

2. Allied Health Programs

- Financial assistance is primarily available through federal loan program.
- Awards are based on demonstrated need and are limited to eligible U.S. citizens.
- Required documentation includes:
    - FAFSA
    - If selected for verification, a copy of the student's federal tax return will be required or other required documentation.

3. Certificate Programs

- Financial aid is available in the form of federal and alternative loans.
- Required documentation includes:
    - FAFSA
    - If selected for verification:
        - Independent students must submit their federal tax return.
        - Dependent students must include parental information on the FAFSA and provide parents' 1040 tax return if selected.

Financial Aid Notification:

An official financial aid notification is sent to the applicant after all required documents are received and processed.

The Assistant Dean/Director of Financial Aid is responsible for all incoming medical student analysis, the Financial Aid Counselor and Senior Associate Director are responsible for all Second, Third- and Fourth-Year

Medical students, Doctor of Occupational Therapy, Doctor of Physical therapy, all Allied Health Programs, and all Certificate Programs.

B. Forms

The Office of Financial Aid utilizes the following forms during the application and awarding process:

- Estimated Income Statement
  Used to support requests for increases to the student budget. Includes projected income and expenses for the academic year. May be accompanied by a Professional Judgment Statement and Review Form, or a written/email request for a Cost of Attendance (COA) increase.
- Emergency Loan Form
  Required for students approved to borrow from the emergency loan fund. This form functions as a promissory note outlining loan terms and regulations.
- Sibling Verification Form
  Required for medical students who are claiming a sibling enrolled in an undergraduate program (e.g., Duke University). The sibling must be under the age of 24 and enrolled in an undergraduate institution. The sibling's Registrar must verify full-time enrollment in a degree-seeking program. Alternatively, students may submit a PDF enrollment verification document from NSLDS.

C. Deadlines

- Incoming First-Year Students (Medicine): April 1
- Allied Health and Upper-Class Students: May 1
- Federal Loan Applications: Must be submitted 60 days prior to the end of the academic year

Deadline Communication:

Deadlines and application requirements are posted on the School of Medicine Financial Aid website, and shared during Second Look Weekend for MD Program. Upper-class students receive updates via the website and Canvas student portal. Students may also track submissions via their DukeHub "To Do List."

D. Document Assignment, Collection, and Tracking

- All financial aid documents are entered into PeopleSoft under Checklist Management for each year of enrollment.
- Documents are then scanned or uploaded to Perceptive Content.
- PeopleSoft identifies students with "missing information" and tracks document submission status.
- Once the file is complete, it is routed to the appropriate Financial Aid Counselor for need analysis.

E. Pre-Award Appeal Process

Independent Status for Medical Students

Medical students are not considered financially independent for the purpose of institutional aid. The decision to attend a private medical school is considered a family financial responsibility, and both parents (including natural, divorced, or separated) must submit financial information for need-based grant determination.

- Requests for independent status must be submitted via Kuali form, outlining the reasons for the request along with third party documentation to support your case.
- Circumstances such as age, loss of a parent, or other exceptional situations may be considered.
- Appeals are reviewed by the Financial Aid Committee, composed of 4–5 members.
- All cases are discussed anonymously and confidentially, and committee decisions are final.

Appeals Process

- Students who believe their circumstances were not fully considered may first meet with a member of the financial aid staff.
- If unresolved, a written petition may be submitted for review by the Financial Aid Committee.
- Appeals based on increased expenses must include detailed receipts and documentation.
- Parental employment changes occurring before the academic year may be reviewed after the fall term, for possible adjustments to spring/summer aid.
- Changes during the academic year are not reviewed until the following year.
- Appeals must be submitted by:
    - May 1 for incoming students
    - December 1 for all other students

Budget Increases

- Requests for Cost of Attendance (COA) budget increases require written documentation and are reviewed under professional judgment by the Financial Aid Committee.
- Students may be asked to submit:
    - A written request letter
    - Supporting documents
    - An Estimated Cost of Living Budget
- Decisions are communicated to students via email.

VII. FILE REVIEW

A. Verification

The U.S. Department of Education requires institutions disbursing federal financial aid funds to verify the accuracy of information submitted by students and their families. The Financial Aid Office (FAO) is responsible for reviewing verification for selected students, focusing on key elements such as household size, number of family members in college, and financial data.

Verification Requirements

- Students must complete the Future Act Direct Data Exchange (FA-DDX) when submitting the FAFSA or submit an official IRS Tax Transcript.
- If verification is completed after initial awarding, aid amounts may change, and repayment of previously disbursed funds may be required.
- Failure to comply with verification requests will result in cancellation of financial aid.
- Student Responsibilities:
    - Notify the FAO of any changes in family circumstances (e.g., household size, college enrollment).
    - Inform the FAO in writing of any external resources received (e.g., scholarships, grants, loans).
- The School of Medicine verifies 100% of students selected by the Department of Education.
- Recalculated aid based on verification may affect both federal and institutional aid.
- Students are notified of changes via email.
- If selected for verification:
    - A checklist is created in DukeHub, and aid is withheld until verification is complete.
    - Documents are uploaded into Perceptive Content.

Medical Student Verification Process

- All medical students applying for federal aid must:
    - Complete the FAFSA
    - Submit federal tax returns, including schedules and W-2s
- If selected for verification:
    - A checklist is created in DukeHub, and aid is withheld until verification is complete.
    - Documents are uploaded into Perceptive Content.

Acceptable Documentation

- Sign federal tax returns or the FA-DDX from FAFSA.
- Federal tax transcripts if requested.
- Documentation must be complete and signed to be accepted and processed.
- First-year students are informed via the website and during the admissions process.
- Upper-class students receive reminders via:
    - Financial Literacy Newsletters
    - The School of Medicine website
    - Email reminders in January and February

Document Management

- All tax documentation is:
    - Tracked using PeopleSoft Checklists
    - Scanned into Perceptive Content
- The CSS Profile is downloaded and managed within PeopleSoft.

Students can monitor document status through the "To Do List" in DukeHub. Incomplete or unsigned documents are not processed, and the student is notified accordingly.

Data Elements Verified

The following are subject to verification:

- Adjusted gross income (AGI)
- U.S. taxes paid
- Household size
- Number in college
- Certain untaxed income and benefits, including:
    - Social Security benefits
    - Child support
    - IRA/Keogh deductions
    - Foreign income exclusion
    - Earned income credit
    - Tax-exempt interest
    - SNAP/food stamps

Exclusions from Verification

Verification may be waived under the following conditions:

- Household size or number in college verified within 90 days of application
- No changes from prior year verified household size
- Receipt of untaxed income from government sources
- Discrepancies that fall within tolerance limits:
    - SAI calculated using professional judgment or expected year income
    - Total dollar errors under $300 and no non-dollar item errors

Corrections & Conflicting Information

- Corrections are based on federal tax returns and entered by PeopleSoft.
- INAS calculations are used to recalculate need based grant aid.
- Conflicting information (e.g., income discrepancies, dependent status, untaxed income) must be resolved before aid disbursement.

- Documentation is stored in Perceptive Content.
- Communication may involve both students and parents, depending on the case.

Notification of Changes

- Any change resulting from verification will trigger a checklist item or to-do item on a student's DukeHub.
- All changes are documented in PeopleSoft with comments on the rationale.

B. Database Matches, Reject Codes, and "C" Code Clearance

Overview

- FAFSA submissions are matched against federal databases. Reject codes (numeric or alpha) and "C" codes indicate issues that may prevent processing.
- Alpha codes: Verifiable (student can correct or confirm)
- Numeric codes: Non-verifiable (must be corrected with new information)
- "C" Code: Requires resolution by the institution
- Note: Students are responsible for resolving rejects and "C" codes, with guidance from FAO.
- Resources
    - A Guide to 2025–2026 SARs and ISIRs
    - FSA Handbook – Student Eligibility section
- Process
    - An automated checklist is triggered in PeopleSoft when a FAFSA with a reject or "C" code is received.
- Students are notified and must submit the required documentation to the FAO.

C. Agency-Specific Database Match Resolutions

1. Social Security Administration (SSA)

- Aid is withheld if the SSN does not match FAFSA data.
- Students must correct their SSN through the FAFSA Central Processing Center (CPC).
- Aid will resume once a corrected ISIR is received.

2. Department of Homeland Security (DHS)

- Students must be U.S. citizens or eligible noncitizens to receive aid.
- Acceptable documents include:
    - U.S. passport
    - Certificate of Naturalization
    - Certificate of Citizenship
    - Permanent Resident Card (Green Card)

If the Student Aid Index (SAI) is not calculated due to citizenship status, the student must correct their

FAFSA and notify the FAO.

3. National Student Loan Data System (NSLDS)

- Students with defaulted loans are ineligible for aid.
- FAO must receive a written clearance letter from the lender to resume aid processing along with confirmation from the Compliance Director at Duke University.
- A corrected ISIR must also be submitted.

D. Review of Subsequent ISIR Transactions (Post-Screening)

- All Institutional Student Information Records (ISIRs) must be reviewed prior to awarding.
- ISIRs are initially loaded by the Undergraduate Financial Aid Office into PeopleSoft.
- New ISIRs received with updated SAI, verification status, or "C" code are flagged.
- These are queried and reviewed by the School of Medicine FAO.

VIII. STUDENT BUDGETS

A. Budgets for Various Student Populations

Each program within the Duke University School of Medicine has a separate Cost of Attendance (COA), based on program type and academic year. These include:

- Doctor of Medicine (MD)
- Doctor of Occupational Therapy (OTD)
- Doctor of Physical Therapy (DPT)
- Allied Health Programs
- Certificate Programs

The medical school COA is calculated individually for each class year, reflecting differences in academic calendar length. All other graduate and certificate programs have a separate COA by program and by year (if longer than one year).

Cost of Attendance Components

The total COA includes, but is not limited to:

- Tuition and mandatory fees
- Books and required equipment
- Housing and food (rent and meals)
- Transportation
- Miscellaneous personal expenses
- Average loan fees or actual loan fees

Tuition and program-specific fees vary by academic program. The cost of books and supplies is determined by each program, based on curriculum requirements. The cost-of-living allowance (food, housing, personal, transportation, loan fees) is standardized across all graduate and professional programs and may vary based on length of the program year.

Budget Assignment Process

- At the time of matriculation, the student is assigned to their program in PeopleSoft.
- A list of matriculated students are submitted to the SISS office to add the student's Budget.

B. Budget Development and Updates

Tuition and fee information is submitted annually by Program Directors to School of Medicine Finance. Final rates are reviewed by the Director of Financial Aid and submitted to the University Board of Trustees:

- Preliminary approval: February
- Final approval: May

Upon final approval, program-specific fees are added, and the full COA is finalized. Budgets are updated annually for each program.

University and Program-Specific Fees

Mandatory University fees may include (but are not limited to):

- Health Fee
- Graduate Student Activity Fee
- Graduate Student Services Fee
- Recreation Fee
- Transcript Fee
- Health Insurance

For full descriptions, refer to the Bursar's Explanation of Fees.

Program-specific fees may include:

- Government dues
- Lab fees
- Drug/alcohol screening
- Transcript fees
- Technology fees

Technology Fee: This fee covers costs associated with:

- Computer equipment
- Curricular and compliance software
- Technical and AV support
- On-site MedEdIT support

Students charged the technology fee will receive a school-issued computer configured with required software. If a student withdraws or takes a leave of absence, the technology fee is not waived unless the student:

- Withdraws prior to the first day of classes, and
- Returns the computer to OIT in good condition within 20 days

Returned laptops may be reassigned to other students.

C. Indirect Costs and Cost of Living

The Assistant Vice Provost and Director of Undergraduate Financial Aid set the standardized indirect costs (e.g., rent, food, transportation, personal) for all graduate and professional schools, with input from:

- Cost of living surveys
- Local community data
- Federal cost of attendance guidelines

Term-Length and Monthly Calculations

The number of months used for indirect costs (room, food, transportation, miscellaneous/personal) is determined by program start and end dates. Calculation guidelines:

- If a term spans X months + more than 1 day, it is rounded up to the next number
    - *Example: Term from 4/15/2024 to 6/28/2024 = 2 months, 13 days → rounded to 3 months*
- Total budgeted months in any academic year will not exceed 12 months

D. Additional Allowable Costs

Additional costs may be included in the COA through a Professional Judgment review (see Section X). Common approved additional expenses may include:

- Childcare
- Increased housing costs (prorated if shared)
- Out-of-pocket medical or dental expenses
- Emergency vehicle repair
- Loan origination fees (if additional loans are borrowed)

Documentation is required, and may include:

- Bills, invoices, estimates
- Signed statements of cost or payment
- A Projected Income Statement, if requested

All budget increase requests are reviewed by the Financial Aid Appeal Committee, and the student is notified via email of the outcome.

E. Budget Restrictions

Students enrolled less than full-time are subject to budget restrictions:

- Tuition is prorated based on Bursar's Office billing
- Students enrolled less than half-time are not eligible for federal or institutional financial aid

A query identifies students with reduced enrollment. Budgets and awards are manually adjusted, and students are notified by email.

F. Budget Waiver Policy

The COA cannot be waived. If a third-party organization pays a student's educational costs:

- The COA remains unchanged
- The outside payment is reflected on the student's award screen as an external resource

G. Professional Judgment

Students may request a COA increase by submitting an email appeal with documentation. Approved appeal reasons may include:

- Out-of-pocket medical or dental expenses
- Auto repair (not vehicle purchase)
- Childcare expenses

Note: Budget increases will not be granted for:

- Car purchases
- Credit Debt
- Prior student loan payments

Process:

- Student submits an email request with supporting documentation (bills, childcare invoices, etc.) or Kuali Form
- FAO adds all documents to the student's file
- The Financial Aid Committee reviews and renders a decision
- The student is notified by email
- Approved professional judgments are awarded in additional student loan eligibility

IX. AWARDING AND PACKAGING FINANCIAL AID

A. Packaging Philosophy

The Duke University School of Medicine provides financial assistance to students who, due to economic circumstances, would otherwise be unable to attend. While the school supports access to medical education, it affirms that both students and families share responsibility for financing this education.
Parental support is considered ongoing beyond undergraduate education, particularly for the purpose of awarding institutional need-based aid. All financial assistance—grants and loans—is awarded based on demonstrated financial need for eligible U.S. citizens and eligible noncitizens.

Packaging policies are reviewed annually in alignment with the School of Medicine's mission and strategic plan. Any changes must be approved by the Director of Financial Aid and relevant institutional leadership.

B. Available Funds and Student Eligibility

All medical students (MD program) who qualify for need-based financial aid are awarded based on the difference between the Cost of Attendance (COA) and the Institutional Need through the completion of the CSS Profile.

- Financial need = COA – Institutional Need

Aid is then awarded using:

- School of Medicine grants (limited, based on institutional aid strategy)
- Federal student loans (primary funding source)

  Note: Federal financial aid is only available to U.S. citizens and eligible noncitizens. A limited pool of institutional funding is available for international students. Grant allocations depend on available funding and adherence to application deadlines.

Determining Institutional Grant Availability

- General funds (fund code 168) are consistently 20% of tuition/fee revenue and are stable.
- Endowment funds (fund code 398) are subject to market conditions and may fluctuate.
- A conservative model is used to determine need-based grant percentages based on prior class needs and funding availability.
- Packaging goals are typically finalized by mid-February prior to the start of the aid year.

C. Determining Award Amounts

Standard Packaging Formula (Medical Students) Current as of 2026-2027 Aid Year:

- 60% of need met with grant funding
- 40% met with federal loans or private loan options
- Approved professional judgments are awarded as additional loan eligibility

This applies to students who complete all renewal documents by May 1st. Grant percentages decrease for later submissions, as outlined below:

Submission Date	Grant %	Loan %
Feb 1 – June 15	60%	40%
June 16 – July 15	50%*	50%*
July 16 – August 15	40%*	60%*
August 16 – September 15	30%*	70%*
September 16 and later	0%*	100%

*Grant funding is based on availability. Percentages are not guaranteed.

Merit Scholarship Students

- On-time (May 1) submissions: 100% of need covered by grant (including merit portion)
- Late submissions follow a reduced schedule:

Submission Date	Grant %
Feb 1 – June 15	100%
June 16 – July 15	90%*
July 16 – August 15	80%*
August 16 – September 15	70%*
September 16 and later	0%*

Loan Options

- Parent contribution (from CSS Profile) is met via:
    - Federal Direct Unsubsidized Loan
    - Federal Direct PLUS Loan – for students who have borrowed a direct loan prior to July 1, 2026 and met the requirements.

Aid is never awarded beyond the **COA**. PeopleSoft award limits are enforced to prevent overspending, and funds are monitored monthly.

D. Package Construction Policies

Medical Students

1. Parental and student financial data are used to assess eligibility for Duke institutional grants.
2. Need = COA – Institutional Need
   For 2026-2027, need is met with approx. 60% Duke Grant, 40% Federal Loans.
3. Parent Contribution Adjustments: Reduced if a sibling is enrolled full-time in their first undergraduate degree (not including community colleges, service academies, or graduate schools). Verification required. If not

confirmed, aid is reduced accordingly.

4. Outside Scholarships: Replace need-based loans first. If necessary, institutional grants may be reduced to remain within the COA.
5. Household Size: Includes only dependents listed on the parent's most recent federal tax return.
6. Appeals: Only accepted for catastrophic, non-elective events, including:
    - Death of immediate family
    - Parental unemployment
    - Natural disaster
    - Emergency medical/dental expenses (not covered by insurance)

7. Parent Employment Changes - Employment changes affecting parents before the academic year will only be reviewed after the fall term, for potential impact on spring and/or summer financial aid. Parents must provide separation documentation when appealing for funding adjustments. **Employment changes that occur during the academic year will not be considered until the following academic year.**
   Students planning to file appeals should present their petitions in writing to a Financial Aid Officer no later than May 1st (incoming students) or December 1st (all students). The Financial Aid Officer will present the petition to the Financial Aid Committee, and the Committee will then render a decision on the appeal. Names will not be used when cases are discussed, and the Committee's action will remain both confidential and final. Students must submit a written appeal with documentation before the term payment due date. Appeals are reviewed promptly.

Graduate Health Professions Students (Non-MD)

1. Only student data is used (no parental contribution considered).
2. Financial need is met via:
    - Federal Direct Unsubsidized Loan
    - Federal Direct PLUS Loan
        - To be eligible for the *Direct PLUS (Legacy)* Loan beginning in Fall 2026 and continuing for up to three academic years, a student must have borrowed a *Direct Loan* under their current academic program during the 2025–2026 aid year no later than July 1, 2026.
3. Students may not receive more aid than COA.
4. Outside or program scholarships will reduce the highest-interest loan first.

E. Packaging Other Educational Resources

Students must report any external scholarships or resources to the Financial Aid Office (FAO).

- A term query identifies students receiving outside funding.
- External funds will:
    - Replace need-based loans for medical students.
    - Reduce highest-interest loans for graduate health professions students.

F. Summer Awards

The Duke School of Medicine operates on a 12-month academic calendar for most programs.

- Summer term is included in the academic year aid package, dependent upon the program.
- Only students graduating in the spring are excluded from summer aid.

G. Financial Aid Package Notification

Timeline for MD Student:

- First-year students: Award letters sent in April–May, upon completion of all DukeHub "To Do" items.
- Returning students: Notifications sent in June, pending completion of required tasks.

Award Letter Includes:

- Student name, EMPLID, address
- Award date
- Instructions for reporting external funding
- COA breakdown (direct/indirect costs)
- Financial aid description and amount

Packaging Appeals

- Must relate to catastrophic, non-elective events
- Student must submit written statement + documentation
- Must be submitted prior to the relevant term's invoice due date (usually first Monday in August) Revision Award
- Students receive revised award notifications via DukeHub and email
- Any loan decreases are updated in PeopleSoft and reflected on the student's Bursar account

H. Resolving Overawards and Overpayments

- Over-awards are corrected in PeopleSoft by reducing the applicable aid item type.
- This automatically updates the student's Bursar account.
- If external funding replaces institutional aid, it is added to the student's award record.

Preventing Overawards

- Loan fees are calculated using **actual amounts** assessed, not estimated for the MD Program.
- The loan fees for the medical programs are added based on the borrowing as of December 1st each year.
- A revised award letter is generated and shared with the student.
  Corrections are visible in DukeHub after overnight processing. Students are notified via automated email.

X. PROFESSIONAL JUDGMENT (PJ)

A. Authority and Individuals Authorized to Exercise PJ

Under the Higher Education Act of 1992, financial aid administrators are granted the authority to exercise Professional Judgment (PJ) in cases involving special or unusual family or student circumstances. These circumstances must be:

- Considered on a case-by-case basis
- Documented clearly in the student's file
- Related to specific data elements in the calculation of financial need

Using professional judgment, a financial aid administrator may make adjustments that either increase or decrease a student:

- Cost of Attendance (COA)

The adjustment must directly relate to the student's unique circumstances and should not result from a blanket policy. Adjustments may be made to individual data elements on the FAFSA or to the student's budget (COA). Approved professional judgments will result in increased loan eligibility for the student, not grant funding.

Authorized individuals who may exercise PJ include:

- Director of Financial Aid
- Senior Associate Director of Financial Aid
- Associate Director of Financial Aid
- Financial Aid Counselor
- Staff Specialist/Registrar Assistant

If PJ results in a change to the student's FAFSA (ISIR), the correction must be submitted to the Central Processing System (CPS) for reprocessing.

B. Circumstances That May Warrant a PJ Adjustment

Circumstances that may justify the use of PJ include, but are not limited to:

1. Parent Contribution Adjustments for MD program students

- Abusive Family Situations:
  Cancellation of parental contribution when there is a documented abusive relationship.
  Acceptable documentation: A signed letter on business letterhead from a priest, rabbi, therapist, or other non-family adult familiar with the situation.
- Parental Abandonment:
  Cancellation of parental contribution due to abandonment.
  Acceptable documentation: A notarized letter from an adult (e.g., grandparent, teacher, or family

friend) who is aware of the abandonment and can attest to the circumstances.

2. COA Adjustments

Adjustments to the Cost of Attendance for additional expenses, including but not limited to:

- Childcare
- Additional rent or mortgage (pro-rate if shared)
- Excess medical or dental expenses
- Emergency vehicle repairs

(See **Section VIII – Student Budgets** for specific policy details.)

3. Adjustments to FAFSA Data Elements

The following data points may be adjusted as part of SAI review:

- Sibling enrollment in a qualifying undergraduate program
- Excessive medical or dental expenses

4. Satisfactory Academic Progress (SAP) Appeals

PJ may be applied in SAP appeal decisions when a student's inability to meet SAP is due to:

- Death of an immediate family member
- Severe personal illness or injury
- Other documented special circumstances

If the issue reasonably caused a decline in academic performance, the Director of Financial Aid may waive SAP requirements. In cases where the student is one semester from graduation, the Director and or the Associate Director may waive SAP if they believe the student will graduate at the end of the term.

C. Documentation Requirements

All professional judgment decisions must be fully documented in the student's file.

- Documentation must support the specific adjustment requested.
- Because PJ cases are unique, no universal documentation list exists.
- It is at the discretion of the financial aid administrator to determine what is considered appropriate documentation.
- Appeals will not be processed without required documentation. The FAO may contact the student if documentation is missing, but no further follow-up will be done.
- Students may submit documentation at any time; there is no strict deadline, acknowledging that some types of documentation may take time to gather.

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XI. DISBURSEMENTS

A. Definitions and Methods of Disbursement

There is a clear separation of responsibilities between awarding and disbursing financial aid:

- The Financial Aid Office is responsible for determining aid eligibility and awarding financial aid.
- The Student Loan Office processes the disbursement of loan funds, which are transmitted electronically to the Bursar's Office, where the funds are then posted to the student's account.
  Disbursements of institutional and federal aid (loans, grants, scholarships) are managed through PeopleSoft, which includes built-in disbursement rules to prevent funds from being released if they do not meet federal eligibility criteria.

    - The Student Information Systems & Services (SISS) Office monitors and runs the overnight disbursement process.

      After aid is disbursed and all applicable institutional charges are satisfied, the Bursar's Office determines if a credit balance (refund) is due to the student. If applicable, refunds are issued according to the university's refund policy.

  Note: Overpayment procedures and disbursement deadlines are maintained by the Bursar's Office and are available on their website.

B. Disbursement Dates and Schedules

Disbursement schedules and policies are maintained and published by the Bursar's Office. Generally:

- Federal funds are received via Electronic Funds Transfer (EFT) no more than 10 days prior to the start of each term.
- A nightly authorization and disbursement process runs to ensure timely posting of eligible aid to student accounts.
- Program-specific disbursement dates (by class and year) are posted on the School of Medicine Financial Aid Website: Disbursement & Paying Your Bill – Duke SOM Financial Aid

C. Student Authorizations

1. Title IV Funds – Payment of Non-Tuition Charges (Current Year)

- Students may use Federal or Private loans to cover unbilled but eligible expenses (e.g., rent, transportation) included in the Cost of Attendance (see Section VIII).
- These funds are disbursed electronically to the student's bursar account.
- The Bursar's Office monitors large refunds using the DNR (Do Not Refund) service indicator.

2. Title IV Funds – Payment of Prior-Year Charges

- Without prior written authorization from the student, Duke may not use excess Title IV funds to pay:
    - Non-qualifying current charges (e.g., parking, FLEX charges, late fees)
- Any charges from a prior award year
- To allow Title IV funds to pay these expenses, students must complete a waiver in DukeHub: Waiver Information – Bursar's Office This waiver process is managed and audited by the Office of the Bursar.

3. Holding Excess Title IV Funds (Credit Balances)

- Duke University does not hold excess Title IV funds on a student's account.
- All credit balances are refunded to the student per the Bursar's refund policy.

D. Student and Parent Notifications

1. Notification of Expected Aid and Disbursement Timing

- Duke is required to notify students of the amounts and disbursement schedules for each Title IV aid program.
- Students can access this information via their DukeHub account, where they can view:
    - Aid types
    - Net disbursement amounts

2. Loan Acceptance and Modifications

- Loans are initially offered in an "offer" status.
- Students must accept, reduce, or decline loans through DukeHub.
- Any changes after initial acceptance must be requested by contacting the Financial Aid Office.

3. Cancellation Rights

- Institutional funds follow Title IV disbursement rules.
- Students are notified of monthly billing statements and award changes through the DukeHub Message Center.

E. Undeliverable Title IV Funds

- The Student Loan Office is responsible for processing EFT disbursements.
- If funds are undeliverable, they are managed in accordance with policies outlined in the Student Loan Office Policy Manual.

F. Recovery of Title IV Funds – Non-Matriculating Students

- PeopleSoft is configured to prevent disbursement of students who are not enrolled.
- A student must be active and enrolled in coursework to receive disbursements.
- The Bursar's Office performs audits to identify and recover disbursed funds for non-enrolled students.

XII. SATISFACTORY ACADEMIC PROGRESS (SAP)

A. Process Overview and Responsibilities

To remain eligible for federal, state, and institutional financial aid, students must maintain Satisfactory Academic Progress (SAP) as defined by federal regulations and institutional policy. SAP standards are established to ensure students are progressing toward the successful completion of their degree or certificate program within an acceptable time frame.

Satisfactory Academic Progress (SAP) is evaluated at the end of each semester for one-year programs, and at the end of the academic year for programs longer than one year. SAP applies to all periods of enrollment, regardless of whether the student received financial aid during those times.

B. Institutional Oversight

Each academic program within the Duke University School of Medicine is responsible for determining and publishing its minimum academic standards and maximum timeframes for program completion. These standards may vary depending on the program and degree type (e.g., MD, DPT, OTD, Allied Health programs).

The Financial Aid Office works collaboratively with the Office of the Registrar and academic departments to monitor SAP status for financial aid purposes.

C. SAP Evaluation Components

SAP is assessed based on the following three criteria, which are also outlined on the School of Medicine website:

1. **Qualitative Standard**
   Depending on the program, students must maintain a minimum cumulative grade point average (GPA) as defined by their academic requirements or achieve a specific passing grade within a designated timeframe to remediate a failing grade.
2. **Quantitative Standard (Pace of Progression)**
   For most programs, students must successfully complete at least 70% of all coursework attempted. Attempted hours include:
   - Completed courses
   - Withdrawals
   - Incompletes
   - Repeated coursework
   - Transfer credits (if accepted toward the degree)

3. **Maximum Timeframe**
   Students must complete their program within 150% of the published program length, measured in credit hours or terms, as appropriate to the program. For example, a 4-year MD program must be completed within 6 years.

D. SAP Notifications

- Students who fail to meet SAP requirements will be notified via email and informed of their status:
    - Warning
    - Financial Aid Suspension
    - Probation (if appeal is approved)

Students who are not meeting SAP will be ineligible for financial aid unless they successfully appeal and are placed on Financial Aid Probation.

E. Appeals Process

Students who fail to meet SAP standards and lose financial aid eligibility may submit a written appeal to the Financial Aid Office. The appeal must include:

- A statement explaining the circumstances that contributed to the failure (e.g., illness, death in family, unexpected hardship)
- Supporting documentation (e.g., medical records, death certificates, advisor statements)
- A plan for academic improvement, possibly developed with the student's academic advisor or Advisory Dean

Appeals are reviewed by the Director of Financial Aid and/or the Associate Director of Financial Aid and if need a consultation with the student's academic program.

If the appeal is approved, the student will be placed on Financial Aid Warning and remain eligible for aid during the probationary term. Progress will be re-evaluated at the end of next term.

F. Reinstatement of Aid

Students who regain SAP eligibility by meeting all standards at the end of a term will have financial aid reinstated for future terms.

Alternatively, students who successfully follow an academic plan as part of an approved appeal may also continue to receive financial aid while making progress toward compliance with SAP standards.

XIII. RETURN OF TITLE IV FUNDS (R2T4)

A. Process Overview and Applicability

In accordance with federal regulations, students who receive Title IV federal financial aid and subsequently withdraw, drop out, are dismissed, or take a leave of absence from Duke University School of Medicine may be subject to a Return of Title IV Funds (R2T4) calculation.

Financial aid is awarded under the assumption that the student will attend for the entire period of enrollment. If a student ceases attendance prior to completing the term, they may no longer be eligible for the full amount of aid originally awarded.

The Financial Aid Office is responsible for determining the earned and unearned portions of Title IV aid based on the withdrawal date and initiating the return of funds when required.

B. Withdrawal Date

The withdrawal date used for R2T4 purposes is based on the official date of withdrawal as determined by a formal notice from the Dean or Director of the academic program. This date reflects the last date of academic activity and is used to calculate the percentage of the term completed.

Upon withdrawal, the Registrar's Office issues an attrition notice to relevant offices, including:

- Financial Aid
- Student Loan Office
- Bursar
- Compliance Director

This notice contains the student's official withdrawal date and triggers the R2T4 review process.

C. Federal Financial Aid and R2T4 Calculation

Under the Return of Title IV Funds (R2T4) regulation:

- A student "earns" financial aid proportionally as they attend classes during the semester.
- If a student withdraws before completing 60% of the term, they are entitled to only the portion of aid earned.
- Any unearned Title IV funds must be returned to the Department of Education.
- If a student withdraws after the 60% point, they are considered to have earned 100% of their Title IV aid for that term.

Calculation Formula

The percentage of aid earned is calculated as:

(Number of days attended ÷ Total number of days in the term)
Note: Scheduled breaks of 5 days or more are excluded from the total number of days.

Example:

If a student attends 30 out of 100 days, they have earned 30% of their Title IV aid. The remaining 70% must be returned.

D. Order of Return of Title IV Funds

When a return is required, funds are returned in the following order:

1. Unsubsidized Direct Stafford Loans
2. Direct PLUS Loans

E. Institutional Procedures for R2T4

1. The R2T4 calculation is completed electronically in PeopleSoft (DukeHub).
2. A summary and documentation are submitted to the Compliance Director for review and confirmation of the required return.
3. Once confirmed, the Financial Aid Office:
    - Confirmation of amount of return (if applicable) to the Director of Compliance
    - Adjust the students' financial aid package in DukeHub
    - Notifies the Duke Student Loan Office of the return and requests confirmation
4. Documentation is stored securely in the School of Medicine network drive (P drive) for compliance and audit purposes.

If a return of funds creates a balance owed to the University, the student is notified via email with:

- The amount owed
- Payment instructions

F. Impact on Student Account and Refunds

Students should be aware that:

- The return of unearned aid may result in a balance owed to Duke University or the Department of Education.
- Even if the student is eligible for a tuition refund, the R2T4 calculation is separate and may result in a larger amount due.
- A tuition refund may not cover the full return of federal aid, and the student remains responsible for any outstanding balance.

For information on Duke's tuition and fee refund policy, please visit:
Tuition Withdrawal Adjustments | Bursar's Office

G. Timeframe for Return of Funds

The Financial Aid Office is required to:

- Complete the R2T4 calculation within 30 days of the withdrawal date.
- Return unearned funds to the Department of Education within 45 days of the withdrawal.

XIV. TITLE IV FRAUD

A. Overview

In compliance with federal regulations, Duke University must report suspected fraud involving Title IV funds to the Office of Inspector General (OIG) of the U.S. Department of Education.

Fraud may include misrepresentation or falsification of information for the purpose of securing financial aid for which the student is not eligible.

B. Student Fraud

If there is a data discrepancy on the FAFSA (e.g., Social Security Number, date of birth, or citizenship status), the Financial Aid Office must resolve the discrepancy before awarding aid.

Investigation Process:

1. The Director of Financial Aid reviews the student's file with the aid administrator.
2. A request is sent to the student to schedule a meeting.
3. If the student does not respond, the Director may:
    - Delay processing the aid application
    - Deny or cancel existing aid
    - Refuse future aid processing

C. Institutional and Third-Party Fraud

All financial aid staff are required to sign a confidentiality agreement at the start of employment. Supervisors are responsible for reviewing rights and responsibilities related to data security and fraud detection.

If any staff member observes potential fraud, they must report it to the Director of Financial Aid, who is responsible for:

- Investigating fraud within the Financial Aid Office
- Referring external fraud cases to Duke University Internal Audit

D. Referrals and Reporting

If a financial aid administrator suspects a student, employee, or other individual has intentionally misreported or altered information, they must refer the case to the Department of Education's Office of Inspector General (OIG).

How to Report Suspected Fraud:

📌 Website: OIG Hotline

📧 Online Form or Email

📞 Toll-Free Hotline

📍 Regional OIG Office (Atlanta, GA): (404) 974-9430

XVI. AUDITS

A. Audit Requirements

In accordance with 34 CFR 668.23, the Financial Aid Office is subject to audits at least once every two years. These audits verify compliance with federal, state, and institutional financial aid policies.

Duke University conducts the following audits annually:

1. Internal Audit by Duke's Internal Audit Department
2. External Audit by KPMG, a certified public accounting firm

The Director of Compliance (located in the Undergraduate Financial Aid Office) coordinates documentation and communications for both audits.

B. Audit Process and Reporting

- Auditors review random samples of student financial aid files.
- A preliminary memorandum of findings is issued if discrepancies are found.
- The Director of Financial Aid (School of Medicine) responds with documentation and process corrections.
- Resolved issues are removed from the final audit report.
- Final reports are submitted to the President of the University, who then reports to the U.S. Department of Education.

Additionally, NASFAA and the Department of Education may conduct periodic program reviews or audits. Results are delivered directly to the Director of Financial Aid (School of Medicine).

C. Audit Submission Schedule

Audits are performed on a fiscal year basis and include all Title IV transactions from the last audit. Files are selected randomly across programs and student cohorts.

Requested documentation is gathered promptly by Financial Aid staff.

For detailed requirements, refer to the Audit Guide published by the U.S. Department of Education.