



WILKES UNIVERSITY

A GUIDE TO YOUR FINANCIAL AID AWARD

2011–2012

Your application for financial assistance has been carefully reviewed. Based on the information submitted in your application materials and in conjunction with university, state and federal guidelines, you have been offered the types of assistance listed on your Financial Aid Award Letter.

Please carefully read this Guide. It will provide you with a detailed explanation of your Award Letter, including the terms and conditions of your award package. These terms and conditions are also located on <http://mywilkes.wilkes.edu/cp/home/loginf>, Student Services, My Financial Aid section.

After studying the Guide, if you are a new student with questions, call 1-800-945-5378, ext. 4400 to speak with your admissions counselor. Returning students should call ext. 2000. We can clarify:

- the meaning of any section in the Financial Aid Award Letter,
- the types of awards offered,
- alternate sources of assistance, payment plans and options.

We are committed to assisting you in the financial aid process.

Sincerely,



Joe Alaimo
Director, Financial Aid

Prepared by the Chief Financial Aid Officer, Wilkes University, Wilkes-Barre, Pennsylvania 18766. Program rules and regulations are current as of the date of publication and are subject to change by Wilkes University or the federal and state governments.

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IMPORTANT DATES AND DEADLINES

May 1, 2011

- **Pay deposit**
- Priority deadline date for filing financial aid forms for 2011-2012.
- FAFSA filing deadline for PHEAA Grant consideration and Wilkes' financial aid programs.

June 1, 2011

All requested documentation should be provided to the Student Services Center by this date in order to finalize awards.

August 15, 2011

Fall semester invoice due.

January 3, 2012

Spring semester invoice due.

THE AWARD LETTER

The Financial Aid Award Letter lists the aid programs awarded and the amounts by semester. In addition to the awards section, any special messages relevant to your awards will be printed.

The reverse side of the Award Letter lists the terms and conditions for receiving aid at Wilkes University. Terms and conditions are also posted on <http://mywilkes.wilkes.edu/cp/home/login> in the Student Services, My Financial Aid section. It is your responsibility to understand and comply with these terms. They are also listed on pages 4 and 5 of this booklet.

The Award Letter is for your records and should be used as a reference when University invoices are received.

TERMS AND CONDITIONS

2011–2012 Financial Aid Awards

1. This award is based on the costs of full-time attendance at Wilkes University. I agree to notify the Student Services Center if I carry fewer than 12 credits per semester, and I understand that a re-evaluation of my financial need will occur because of my reduced costs.
2. I agree to notify the Student Services Center of any change in my enrollment, financial, residence, housing, or marital status, and I understand that a re-evaluation of my financial need will occur because of this change.
3. I agree to notify the Student Services Center of any aid awarded to me from sources not shown in my current financial aid package, and I understand that such aid will result in a re-evaluation of my financial need and therefore may cause a reduction in other financial aid amounts.
4. If part of my financial aid package includes a University-administered loan for the Nursing Student, Gulf Oil, or Rulison Evans Loan Program, I understand that I am responsible for repayment of these funds according to the repayment information contained on the Promissory Note.
5. If Student Employment (Federal College Work-Study, State Work-Study) is included in my aid package, I understand that it is not a guarantee of funds and represents the maximum amount that I may earn during the year. It is my responsibility to locate a job and work the required number of hours in order to earn those funds, which are paid on an hourly basis. I understand that student employment funds are not deducted from my bill. A list of available work-study positions is available online at www.wilkes.edu. There is no guarantee of job placement.
6. If part of my financial aid package includes a Federal Supplemental Educational Opportunity Grant (SEOG), I understand that it is a federally funded program of assistance for students who demonstrate financial need.
7. If my financial aid package includes a Wilkes University Grant, I understand that if I do not maintain a minimum cumulative grade point average of 2.0 (1.7 after first year) this grant may not be renewed for subsequent years. Further, I understand that this grant may be discontinued in subsequent semesters as a result of disciplinary action taken by the Dean's Council if I become involved in repeated disciplinary situations.

8. If my financial aid package includes a non-need-based Wilkes University Scholarship, I understand that I must meet the requirements stated in the Wilkes University Merit-Based Scholarships section of this booklet. In addition, I understand that this scholarship may be discontinued in subsequent semesters as a result of disciplinary action take by the Dean's Council if I become involved in repeated disciplinary situations.
9. I understand that I must maintain satisfactory academic progress toward my degree objective during 2011–2012. I have read a copy of the Financial Aid Academic Progress Policy found in this publication and understand its terms. I also understand that the terms of this policy apply to all federal programs and to Wilkes University Grants.
10. If my financial aid package includes an Academic Competitiveness Grant (ACG), I understand it is a federally funded program and a review of my high school transcript is required to certify eligibility.

OUTSIDE GIFT AID

If you will be receiving any scholarship or grant assistance from any source other than what is indicated on your Award Letter, you must notify the Student Services Center. Please submit a statement of the source, amount, and availability of these funds for future years to the Student Services Center. The University will then be able to notify you of any impact to your financial aid package. If you receive awards at a later date, you must notify the Student Services Center at that time.

In recognition of our students' academic achievements in securing grants and scholarships from private organizations, the University has developed a gift aid policy that attempts to treat recipients in an equitable manner. The University will measure outside aid recipients' financial need prior to adjusting any financial aid award package. However, no student shall receive grant/scholarship assistance that includes institutionally administered programs in excess of direct educational costs at the University. For commuter and off-campus students, direct costs include tuition and fees; for resident students, direct costs include tuition, fees, and room and board. When a PHEAA Grant and/or Title IV Aid composes any part of a student's package, state and federal award procedures will be followed.

FINANCIAL NEED

The difference between the total college costs and the expected family contribution is the amount of your financial need and it represents the maximum amount of need-based financial aid that you may receive.

Any changes that significantly affect your family's financial status should be immediately reported to the University's Student Services Center. In some cases, those changes may result in an increase in your financial aid eligibility. Such changes include, but are not limited to, the death, disability, retirement, or discontinued employment of a parent or spouse whose income was used to determine the family contribution as well as the destruction of family assets caused by fire, accident or natural disaster.

THE BILLING PROCESS

In late July, you will receive your fall semester student invoice. The invoice will list your actual tuition and fee charges and if you will live on campus, room and board charges for the fall semester. Financial aid awarded to you will be listed on the invoice and deducted from your total charges.

You will also receive information concerning payments and due dates. When remitting payment to the University, indicate and deduct any aid that is pending, including any federal, state and/or private loans and scholarships that are not yet deducted from your invoice.

CREDITING OF AID

Aid received from the Federal Pell Grant, Federal SEOG, State Grant, Wilkes Grant and Scholarship, Federal Nursing Student Loan, Gulf Oil Loan and Rulison Evans Loan are credited directly to the student's account each semester. Student employment awards (Federal College Work-Study, State Work-Study) are not a guarantee of funds and are therefore not credited directly to the student's account. Stafford and PLUS Loan funds are credited to the student's account directly through electronic funds transfer or when the student/parent signs the loan check.

SCHOLARSHIPS & GRANTS

Wilkes University Merit-Based Scholarships

The following merit-based scholarships are renewable for eight semesters, provided that all terms and conditions are met.

The amount of the scholarship is based on the student's final high school record. Changes in SAT or ACT scores and/or high school class rank may affect the amount of the scholarship, which was awarded prior to receiving the student's final high school record.

Wilkes University Scholarship
Presidential Scholarship
Dean Scholarship
Wilkes Commitment Award
Performance Awards
Transfer Scholarship

Terms and Conditions:

1. Maintain a minimum 2.0 cumulative grade point average.
2. Maintain full-time, uninterrupted attendance.
3. Performance awards are given to students who major in Theatre Arts and Musical Theatre. Auditions are required. Renewal is based on the student's continued participation in the program and the recommendation of the departmental faculty.
4. Transfer scholarships are for students who transfer into Wilkes with at least 12 credits and are based on cumulative grade point average from all other college classes completed.

Wilkes University SAGE Awards

Wilkes University participates in the SAGE Award Program (a college savings plan program), which provides a minimum reduction in tuition based on the student's participation in the SAGE Program. This reduction may be in the form of scholarship, grant, or direct discount and may not be additional to the financial aid award for which the student qualifies.

Wilkes University Need-Based Grants

Renewable, based on continued financial need and academic progress. The actual amount each year will vary based on the student's financial need as calculated from the information provided on the Free Application for Federal Student Aid (FAFSA). Students must reapply each year by completing the FAFSA.

Federal Pell Grant

Renewable, Federal Need-Based Grant. The actual amount is contingent upon the information provided on the FAFSA.

PHEAA Grant

Renewable, Need-Based Grant for eligible Pennsylvania residents. Estimated eligibility for the PHEAA Grant is listed on the Award Letter. Final determination of the grant amount is made by PHEAA, which will notify students of their eligibility beginning in mid-May.

Federal Supplemental Educational Opportunity Grant (SEOG)

Federally Funded, Renewable Need-Based Grant. Awards are made on a funds-available basis to students who demonstrate extreme financial need and who qualify for the Federal Pell Grant.

Federal Direct Stafford Loans

Included in your Financial Aid Award Letter is an estimate of the amount of Stafford Loan for which you are eligible. The Free Application for Federal Student Aid (FAFSA) is the application for the Stafford Loan Program. The FAFSA is an annual form and must be completed each year by students who wish to participate in the Stafford Loan Program or any other federal aid program. If you wish to apply for a Stafford Loan, you must answer “YES” to the question “In addition to grants, are you interested in student loans (which you must pay back)?”

- All students planning to borrow under the Stafford Loan Program for the 2011–2012 academic year are required to complete a Master Promissory Note (MPN) in addition to entrance counseling.
- All borrowers who already have an MPN on file must complete the FAFSA each year.
- Wilkes will certify the eligibility for Stafford Loan funds based on the student’s class level as determined by the number of credits earned by the student at the time the loan is certified.
- All loan proceeds will be credited directly to your student loan account.
- The Stafford Loan can be either interest subsidized (federal government makes in-school and grace-period interest payments) or unsubsidized (student makes interest payments during school and grace period or has interest added on the amount borrowed and repaid with principal after grace period). This is determined by your financial need according to the FAFSA.
- Two disbursements will be made on each approved loan – one disbursement at the beginning of the loan term and one at the mid-point.
- Maximum annual loan amounts are determined by your grade level. Freshmen may borrow up to \$3,500 per year, sophomores up to \$4,500, juniors and seniors up to \$5,500 per grade level and graduate students up to \$8,500 per year if eligible.
- Repayment of principal begins six months after you complete your program of study or cease at least half-time enrollment.

Additional Unsubsidized Federal Direct Stafford Loan

All undergraduate students may borrow an additional annual Unsubsidized Stafford Loan in the amount of \$2,000. Increased loan limits under the program are available to independent undergraduate students and dependent undergraduate students whose parents are unable to obtain a Federal Plus Loan.

The additional annual maximum amounts available through the Unsubsidized Stafford Loan for independent undergraduate students are \$4,000 for freshmen and sophomores, \$5,000 for juniors and seniors, and up to \$12,000 for graduate students. Repayment of principal begins six months after completion of the program of study or cessation of at least half-time enrollment. Interest repayment begins during enrollment unless capitalized by the lender.

Entrance Interview and Master Promissory Note Requirement for Federal Direct Stafford Loan Borrowers

All first-time Federal Stafford Loan borrowers at the University are required by the federal government to complete an entrance interview, which is designed to provide pertinent information to all new borrowers. Until this requirement is fulfilled, Stafford Loan proceeds cannot be disbursed to the borrower’s account.

The entrance interview is to be completed online. Students may access this information by going to the Wilkes University website (www.wilkes.edu), clicking on QuickLinks and selecting Financial Aid. The entrance interview should be completed as early as possible to expedite the disbursement of your loan funds. Students can complete an electronic Master Promissory Note online. This note can be signed using the student’s federal PIN number.

Federal Direct PLUS Loans

PLUS (Parent Loan for Undergraduate Students) Loans are available to credit-worthy parents of dependent undergraduate students. Parents may borrow up to the difference between the student’s cost of attendance less all financial aid received. Repayment of interest and principal usually begins 60 days after disbursement or may be deferred until the student ceases to be enrolled full-time. Parents must specifically apply for this deferral.

PLUS Loan proceeds are delivered in two disbursements for an academic year loan.

Loan proceeds that will be used as payment to the University may be deducted from the bill.

Parents may apply for a PLUS Loan by going to the Wilkes University website (www.wilkes.edu), clicking on QuickLinks and selecting Financial Aid. Once on the Financial Aid page, select “Apply...Parent PLUS Loan” from the links under “Other Resources.” Parents can complete an electronic Master Promissory Note online. This note can also be signed using the parent’s federal

PIN number. To obtain a federal PIN number, go to www.pin.ed.gov/ and follow the online instructions. Those interested in using a PLUS Loan should complete this process during the month of July.

Federal Direct Graduate PLUS

Student loans available to credit worthy Graduate Students enrolled at least half time in an eligible program. Students must complete a Free Application for Federal Student Aid and meet all general eligibility requirements for receiving Title IV financial aid. Graduate students should apply for this type of loan only after they have applied for and received the annual loan maximum eligibility under the Federal Subsidized and Unsubsidized Stafford Loan Program. Students may borrow up to the difference between cost of attendance less all financial aid received.

Student may apply for a Graduate PLUS loan by going to the Wilkes University website (www.wilkes.edu), clicking on QuickLinks and selecting Financial Aid. Once on the Financial Aid page, select “Apply... Grad PLUS Loan.”

Entrance interview requirements must be fulfilled in order for the loan proceeds to disburse to the borrowers’ account.

The entrance interview is to be completed online. Students may access this information on the Wilkes University website in the same area as the loan application. The entrance interview should be completed as early as possible to expedite the disbursement of the loan funds.

EMPLOYMENT

Federal Work-Study

This program is partially subsidized by federal funds and offers students the opportunity to help cover educational cost through employment.

Eligibility for college work-study is based on need. If an amount is included in your award package, it is an indication of your eligibility to participate. It is not a guarantee of employment. Job placement will depend upon the number of jobs available.

The steps to search for work study opportunities are outlined on the Wilkes portal at <http://www.wilkes.edu/pages/1672.asp>.

CHANGES IN FINANCIAL AID AWARDS

Awards may be revised for a variety of reasons. They may include a change in the family’s financial situation, a change in enrollment or housing status, receipt of outside sources of aid, verification of application information or other reasons. Students can access their financial aid information at <http://mywilkes.wilkes.edu/cp/home/login>, Student Services, My Financial Aid section, Awards for Term.

If selected by the federal government for verification, need-based aid recipients will be required to provide signed copies of student and parent 2010 federal tax returns and W-2s. This information is

used to verify the information provided on the financial aid application. After a review of this information takes place, a change in your award(s) may be required if your eligibility has changed. If your eligibility has changed as a result of verification, you will be informed in a revised award notification.

In determining your award, we are governed by federal, state, and institutional regulations, which may limit the type and amount of assistance you are eligible to receive.

FINANCIAL AID RENEWAL PROCESS

You must apply for all needbased forms of financial aid annually. Renewal of awards will be based on the timely completion of all required documents and continued eligibility.

To be considered for assistance for the 2012–2013 academic year, all recipients must reapply. The application deadline for renewal of aid is May 1. Any student requesting need-based federal, state or Wilkes University funds must file the Free Application for Federal Student Aid (FAFSA).

ALTERNATIVE FINANCING OPTIONS

Installment Payment Plan

In addition to the financial aid programs described in this guide, the University offers an Installment Payment Plan. The plan allows for up to 5 payments per semester. Fall semester payments will begin in August and Spring semester payments will begin in January. For those who join the plan after these start dates, fewer monthly payments will be allowed. No interest is charged.

Additional information will be sent to families in the spring. Payment plans details will also be available on the Wilkes University website.

Alternative Loans

Many programs are available to families ineligible for financial aid or those in need of additional funds for education. These alternative sources may be a line of credit extended to the family for four years or a supplemental loan processed on a yearly basis.

In most cases, eligibility for alternative loans is based on the personal credit history and financial circumstances of the family. Information is available on the Wilkes website to guide you in your lending decision.

YOUR COST TO ATTEND WILKES UNIVERSITY

Using your copy of the Financial Aid Award Letter and this worksheet, you can estimate your cost of attendance by subtracting your financial aid, including loans, from the total direct cost. Federal work-study is NOT deducted from costs. If working, students are paid these funds on a monthly basis.

Remember that all estimates are for the entire year. You will be billed separately for the fall and spring sessions. Your financial aid will be divided equally between the fall and spring semesters.

Also, remember that this worksheet does not account for indirect costs such as books and supplies (budget approximately \$750 per semester) and transportation and personal expenses (budget approximately \$1,500 per semester).

Estimated Cost of Attendance Worksheet

I. Direct Costs:

Tuition	\$	26,834
Fees*	\$	1,375
Room & Board (Resident Students Only)	\$	11,598
Total Direct Cost	(a) \$	_____

II. Financial Aid:

As listed on the Financial Aid Award Letter; add fall and spring term amounts.

Federal Pell Grant	\$	_____
PHEAA or Other State Grant	\$	_____
Federal SEOG Grant	\$	_____
Wilkes University Grant/Scholarship	\$	_____
Private Scholarships	\$	_____
Federal Stafford Loan	\$	_____
Other Loans	\$	_____

Total Financial Aid (b) \$ _____

III. Remaining Amount to be Paid by Student & Family: (a-b) \$ _____

(Subtract total financial aid from direct costs.)

(Note: In order to finance this amount, and/or your indirect costs, you may wish to use a Federal PLUS Loan, the Installment Payment Plan and/or a private loan.)

*Does not include course, lab, or parking fees.

A note on Private Financing options

Financing the cost of a college education can be a complex task. There are a number of options available to assist families who are in need of a way to bridge the gap between what their financial resources will allow and the cost of higher education. Since each family's financial situation is different, we are not able to recommend one financing plan that will meet each family's needs. We are however, able to provide you with information about alternative loan options. You can view information on line at www.Wilkes.edu, go to Quick Links, Financial Aid. This list is not intended to be comprehensive just to provide basic information. If you wish to use another lender that is not on this list, you certainly have the right to do so.

We recommend that you educate yourself before you borrow alternative loans. Be sure that you become well informed and have a clear understanding of the characteristics of the specific loan you choose.

We encourage you to obtain answers to the following questions before making your choice. What is the interest rate? What fees will be charged? Will I have to make payments while in school? Are there limits on the amount I can borrow?

ACADEMIC PROGRESS REQUIREMENTS FOR RECEIPT OF FINANCIAL AID

The Higher Education Act of 1965, as amended by Congress, mandates institutions of higher education to establish minimum standards of “satisfactory progress” for students receiving financial aid. These standards apply to all federal aid programs including Pell Grants, Supplemental Educational Opportunity Grants, Perkins Loans, Stafford Loans, PLUS Loans, and College Work-Study. In order to receive Title IV Aid, any student who is otherwise eligible must meet the standards used by the institution to determine if a Title IV recipient is maintaining satisfactory progress in his or her course of study, regardless of whether the student had previously received Title IV Aid.

Enrollment Status

Students enrolled for at least 12 undergraduate credits, 12 professional-level credits or 9 graduate credits per semester are considered to be full-time.

Students enrolled for at least 9 but less than 12 undergraduate or professional-level credits are considered to be three-quarter time.

Students enrolled for at least 6 but less than 9 undergraduate or professional-level credits or at least 6 but less than 9 graduate credits are considered to be half-time.

Students enrolled for less than 6 credits, graduate, professional or undergraduate, are considered less-than-half-time.

Satisfactory Progress

1. For full-time students, academic progress is defined as the successful completion of 24 credits per academic year.
2. For three-quarter time students, academic progress is defined as the successful completion of 18 credits per academic year.
3. For one-half-time students, academic progress is defined as the successful completion of 12 credits per academic year.
4. For less-than-half-time enrollment, academic progress is defined as the successful completion of all credits for which the student registered.

Students who have not met the credit requirement are not eligible for financial aid until the credit deficiency is made up.

In addition, students must meet the following minimum grade point average requirements:

1. At the end of the first year of undergraduate study at least 1.70

2. At the end of subsequent years of undergraduate or professional-level study at least 2.0

3. Graduate study at least 3.0

Maximum Time Frame

Full-time undergraduate students may receive federal financial aid for a maximum of 12 semesters; 3/4 time students may receive financial aid for a maximum of 16 semesters; 1/2 time students may receive financial aid for a maximum of 24 semesters; less-than-half-time students may receive financial aid for a maximum of 40 semesters.

Full-time graduate students may receive financial aid for a maximum of 6 semesters; 1/2 time graduate students may receive financial aid for a maximum of 9 semesters.

Pharmacy students may receive federal financial aid based on the combination of undergraduate and graduate limits. That is, they may receive federal aid for a total of 18 full-time semesters or 33 half-time semesters.

Students pursuing a double major or who change majors may be eligible for an extension of the time on an individual review basis.

PROCEDURE FOR CHECKING SATISFACTORY ACADEMIC PROGRESS

At the end of the spring semester, all students are reviewed to determine if they have met the minimum credit requirement. If they have not, students are notified that they are not eligible for continued financial aid until the credit deficiency is made up.

The same procedure is followed regarding the minimum grade point average requirement.

Academic progress for spring admit students is checked at the end of the spring semester. If the student completed at least 12 credits for full-time study, 9 credits for 3/4 time, 6 credits for 1/2 time or all credits for less-than-half-time and meets the minimum grade point average requirement, they are considered to have made progress and will then be checked on the fall-spring basis indicated above. Aid would be continued for those students who have met both requirements; and they would then be checked on a fall-spring basis as indicated above. Students not making progress would be notified of their ineligibility to receive continued financial aid and informed of what they must do to become eligible again.

Transfer Students

All transfer students will be treated as new students for the purpose of this policy except those students who transfer after at least two semesters at another institution. They will be required to maintain the 2.0 cumulative grade point average needed after the first year of study at Wilkes. Also, transfer credits accepted toward degree

requirements at Wilkes count toward maximum time frame. Fifteen credits equals one semester for this purpose.

Grade of Incomplete

Credits for a course in which a student has received a grade of incomplete are considered as not successfully completed. When the incomplete grade becomes a letter grade, a re-evaluation of the number of credits earned is conducted to test for successful completion of the required number of credits. It is the student's responsibility to inform the Student Service Center of such a change of grade.

Course Withdrawal

Aid is granted to students according to the enrollment status at the beginning of each term. Credits for a course from which a student has withdrawn subsequent to receiving aid are not considered as completed. If, because of course withdrawal, a student has not earned the minimum required credits, the student is considered as not having made satisfactory progress.

Non-Credit Remedial Courses

No aid is granted for non-credit remedial courses and therefore are not included in the determination of satisfactory academic progress.

Remedial Courses with Credit

Aid is granted for a maximum of 6 credits of remedial work and credits earned are counted toward academic progress.

Repeated Courses

Aid is granted for repeated course work and the credits earned are counted toward academic progress.

Challenge Credits

No aid is granted for credits that are earned by a student through a challenge exam. However, credits earned in this manner will be included for the purpose of checking academic progress.

Consortium Agreement

Credits earned at another institution under a Consortium Agreement will be used to determine enrollment status for the awarding of federal financial aid. Such courses will be treated in the determination of academic progress as if they were taken on campus.

Re-establishing Eligibility for Financial Aid

Students may make up credit deficiency by attending summer sessions or other sessions without aid or may take credits at another accredited institution as long as they will be accepted toward the student's degree objective.

Once a student has made up the credit deficiency, it is the

student's responsibility to notify the Student Services Center and request that aid be reinstated.

Students may make up a grade point average deficiency by attending summer sessions or other sessions without aid at Wilkes University. Once a student has made up the credit deficiency, it is the student's responsibility to notify the Student Services Center and request that aid be reinstated.

In both situations, the Student Services Center will verify that the deficiency has been made up and award aid, if appropriate. If the Student Services Center's findings are inconsistent with the student's, the student will be contacted and the results will be explained.

SPECIAL NOTE TO UNDERGRADUATE STUDENTS

It normally takes at least 124 credits to obtain a bachelor's degree. To graduate in four years, a student must enroll for a minimum of 15-16 credits per semester. Enrolling for 12 credits (minimum for full-time students) would extend graduation one to three semesters. There are some program limits that would make the last semester(s) financially difficult. For example, some aid programs have a limit of eight semesters (part-time is proportionately more).

Appeals

Any student who has been ruled ineligible for financial aid has the right to appeal such action. An appointment should first be made with the Director, Financial Aid for an initial review of the situation. If the student feels a satisfactory decision has not been reached after this review and wishes to continue the appeal, a letter must be written to the Vice President, Enrollment Management. The letter must contain the student's reason(s) for the appeal and why the student feels an exception to the general academic policy should be made. Appeals must be received within 30 days of the start of the semester in question.

ADDITIONAL INFORMATION

You may obtain further information about financial aid, program features, and eligibility requirements by viewing the "Consumer's Guide to Financial Aid at Wilkes University" online at www.wilkes.edu (go to the QuickLinks and choose Financial Aid).

TELEPHONE DIRECTORY

If you have questions concerning your bill, Financial Aid or Admissions status, you may contact a representative of the appropriate office using the telephone numbers listed below from 8:30 a.m. to 4:30 p.m. eastern time.

Wilkes University

Student Services Center

- Financial Aid
- Bill

(570) 408-2000

Admissions Office

(570) 408-4400

Federal and State

Federal Student Aid Information Center

1-800-4-FEDAID (333 243)

PHEAA State Grant Program

1-800-692-7392



Student Service Center
Wilkes-Barre, PA 18766
1-800-WILKES-U
www.wilkes.edu