



# GUIDE TO STUDENT CONSUMER INFORMATION

## 2019-2020

The University of Georgia (UGA) was chartered by the Georgia General Assembly in January 1785 to become America's first state university. Today UGA is recognized as one of the nation's leading public universities. We are proud of this distinction and welcome inquiries about our programs and services. In accordance with federal regulations set forth by the Higher Education Act of 1965, as amended, this *Guide* is made available to prospective students and all enrolled students to inform them of specific types of consumer information. This *Guide* contains a brief description of important information about UGA, financial assistance, graduation rates, athletic participation, campus security, student rights and responsibilities, study abroad, voter registration, and the Family Educational Rights and Privacy Act (FERPA). Specific information about programs and services is available from the colleges and University departments. Printed copies of the information may be requested from the specific University department. This *Guide* is available online through the Office of Student Financial Aid at <https://osfa.uga.edu> or by requesting a paper copy from the address on the back page. UGA Consumer Information is also available on the Provost's website at <https://provost.uga.edu/>.

### **FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)**

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their educational records. They include the right to: 1) inspect and review these records; 2) request an amendment to the records; 3) consent to or restrict disclosures of personally identifiable information in the records; and 4) file a complaint with the U.S. Department of Education concerning the University's alleged failure to comply with FERPA. Copies of the complete policies and procedures for reviewing educational records and requesting an amendment of the records may be obtained from the Office of the Registrar, Holmes/Hunter Academic Building, University of Georgia, Athens, GA 30602-6113. The UGA FERPA Policy Statement is available on the Office of Registrar's web site at <https://reg.uga.edu/general-information/ferpa/>.

### **VOTER REGISTRATION**

Applications for voter registration for Georgia residents are available at the Information Desk, 325 Tate Student Center; phone (706) 542-3816. Detailed voter information is also located at the Secretary of State web site <http://sos.ga.gov/index.php/elections>. Nonresident students may find voter information about their specific states through the U.S. Election Assistance Commission at <https://www.eac.gov/>.

### **FINANCIAL AID**

Descriptions of available federal, state, institutional, and private sources of student assistance, application procedures, eligibility criteria, recipient selection criteria and criteria to determine award amounts, methods of disbursement, terms and conditions of Federal Work-Study or loans, Federal Direct Student Loan entrance and exit counseling, sample loan repayment schedule, employment opportunities, student rights and responsibilities, and satisfactory

academic progress standards are available at the Office of Student Financial Aid, 220 Holmes/Hunter Academic Building, University of Georgia, Athens, GA 30602-6114; phone (706) 542-6147; or at <https://osfa.uga.edu/>. A breakdown of the estimated cost of attendance used to determine student eligibility for federal student assistance is available on the Office of Student Financial Aid web site, <https://osfa.uga.edu/costs/>. The Bursar and Treasury Services Division provides program-specific costs of tuition and fees at <https://busfin.uga.edu/>. Specific information about financial aid disbursements to student accounts, payment deadlines, enrollment requirements for regular and study abroad students, and Federal Perkins Loan entrance and exit counseling, student account refund calculators, the university refund policy, and the requirements for the return of Title IV grant or loan assistance by students who withdraw from the University is located at Business and Accounting Services, Business Services Building, Athens, GA 30602-4227; phone (706) 542-2965; or at [http://busfin.uga.edu/bursar/bursar\\_quick\\_links/](http://busfin.uga.edu/bursar/bursar_quick_links/). Information regarding sample loan repayment schedules and the necessity of repaying loans is located within the Entrance Counseling session at <https://studentaid.gov>.

### **FINANCIAL AID DISBURSEMENT POLICIES AND PROCEDURES**

Excess financial aid (loans, grants, including Federal Pell Grant, and scholarships) will be disbursed up to ten days prior to the start of each term and can be used for various educational expenses, including books and supplies. For additional information contact the Office of Student Financial Aid, 220 Holmes/Hunter Academic Building, University of Georgia, Athens, GA 30602-6114; phone (706) 542-6147; or at <https://osfa.uga.edu/>.

### **NET PRICE CALCULATOR**

The Net Price Calculator provides an estimate of typical expenses and financial aid to attend the University of Georgia. The estimates may be used to help students determine “net cost”—likely out-of-pocket expenses to attend the University of Georgia. For additional information contact the Office of Student Financial Aid, 220 Holmes/Hunter Academic Building, University of Georgia, Athens, GA 30602-6114; phone (706) 542-6147; or at <https://osfa.uga.edu/>.

### **TEXTBOOK INFORMATION**

Students can link to the University of Georgia Bookstore web site from their Athena account <https://athena.uga.edu/> to view required and recommended textbooks and supplemental materials for each course. This feature is available in Athena through the “add or drop classes” function under the Registration Menu. Students may also go directly to the University of Georgia Bookstore web site <https://www.bkstr.com/georgiastore/home/en> to create a required materials list for courses. This list can be used to purchase new and used textbooks for classes. For additional information contact the University Bookstore, 40 Baxter Street, Athens, GA 30602-1504; phone (706) 542-3171.

### **REFUND POLICIES**

*Tuition and Fee Refund Policy:* Students who formally withdraw from the University receive a pro rata refund during the first 60% of the semester. Students who withdraw from the University when the calculated percentage of remaining days is 40% or less are not entitled to a refund of any portion of institutional charges. *Housing and Meal Plan Refund Policies:* Refunds for Housing and Meal Plan charges are determined by the applicable University office and transmitted to the Student Account System for determination of deposit. *Financial Aid and the Refund Policy:* Students who receive financial aid, complete registration, and subsequently reduce his/her enrollment status or withdraw are subject to the federal and state refunds and repayments regulations. Student Account Services determines if students who completely withdraw during a term have earned the money disbursed to them or owe a repayment. A summary of the Financial Aid and Refund Policy is located on the Bursar and Treasury Services web site and details the three refund policies listed here and their effect on student assistance. For additional information contact Student Account Services, Bursar and Treasury Services, University of Georgia, Business Services Building, Athens, GA 30602-4227; phone (706) 542-2965; or at [http://busfin.uga.edu/bursar/bursar\\_quick\\_links/](http://busfin.uga.edu/bursar/bursar_quick_links/).

### **UNIVERSITY WITHDRAWAL POLICY**

The official university policy on withdrawal from courses is contained in the online UGA Bulletin located at [www.bulletin.uga.edu/bulletin/ind/withdrawal1.html](http://www.bulletin.uga.edu/bulletin/ind/withdrawal1.html). Students should contact their academic advisor with questions about the academic impact of their withdrawal. Recipients of veterans' education benefits must contact the Office of the Registrar, University of Georgia, Holmes/Hunter Academic Building, Athens, GA 30602-6113; e-mail [va@uga.edu](mailto:va@uga.edu). Recipients of federal and/or state of Georgia financial aid should contact the Office of Student Financial

Aid, 220 Holmes/Hunter Academic Building, University of Georgia, Athens, GA 30602-6114; phone (706) 542-6147.

### **NOTICE TO VICTIMS OF DATING VIOLENCE, DOMESTIC VIOLENCE, SEXUAL ASSAULT, OR STALKING**

If you believe a student has engaged in, or if you have knowledge of, or if you have been a victim of, sexual misconduct that is prohibited by the Student Sexual Misconduct Policy (<https://eoo.uga.edu/policies/student-sexual-misconduct-policy>), please submit the complaint to the Equal Opportunity Office at (706) 542-7912. More information on the policy, including the Bill of Rights and Acknowledgments for Complainants and Respondents, can be found at <https://eoo.uga.edu/>.

### **INFORMATION ABOUT THE INSTITUTION**

Descriptions of academic programs, degree offerings, instructional facilities and labs and instructional personnel are available from various schools/colleges and from the online UGA Bulletin at [www.bulletin.uga.edu](http://www.bulletin.uga.edu).

The University of Georgia is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award baccalaureate, masters, specialist, and doctorate degrees. Contact the Commission on Colleges, 1866 Southern Lane, Decatur, Georgia 30033-4097 or call (404) 679-4500 for questions about the accreditation of the University of Georgia. All other queries about programs, services, or admissions should be directed to the University at (706) 542-3000. For more information about UGA's accreditation, go to <https://provost.uga.edu/oaie/accreditation/>. Information regarding complaint procedures against the Commission or its accredited institutions may be found at <https://www.sacscoc.org/>.

Information regarding initiatives to improve academic programs at the University of Georgia is available on the Provost's website, <https://provost.uga.edu/about/initiatives/>. Information regarding student concerns and complaint procedures can be found at <https://studentcomplaints.uga.edu/>. Information regarding on-line programs and required state authorization can be found at <https://online.uga.edu/stateauthorization>.

Information regarding requirements for admission to an academic program, the transfer student application process and the criteria the University uses regarding transfer credits earned at another institution is available in the Office of Undergraduate Admissions, Terrell Hall, 210 South Jackson Street, University of Georgia, Athens, GA 30602-1633; or by phone at (706) 542-8776; or at <https://www.admissions.uga.edu/>. Admissions information for programs in the Graduate School is available in Graduate Admissions, Terrell Hall, 210 South Jackson Street, University of Georgia, Athens, GA 30602-1739; phone (706) 542-1739; or at <http://grad.uga.edu/>. Admissions information for the Law School is available in the University of Georgia School of Law, 225 Herty Drive, Athens, GA 30602-6012; phone (706) 542-5191; or at [www.law.uga.edu](http://www.law.uga.edu). Admissions information for all Pharmacy professional programs is available in the College of Pharmacy, University of Georgia, 250 W. Green Street, Athens, GA 30602; phone (706) 542-1911; or at

<http://rx.uga.edu/>. Admissions information for Veterinary Medicine professional programs is available in the College of Veterinary Medicine, Office of Academic Affairs, University of Georgia, 501 D.W. Brooks Drive, Athens, GA 30602-7372; phone (706) 542-4979; or at <https://vet.uga.edu/academic-affairs/>.

#### **SERVICES AND FACILITIES FOR STUDENTS WITH DISABILITIES**

The Disability Resource Center coordinates and provides various academic and support services to students with disabilities as defined by the Rehabilitation Act of 1973 and the Americans with Disabilities Act of 1990. Information is available at the Disability Resource Center, University of Georgia, Clark Howell Hall, 825 South Lumpkin Street, Athens, GA 30602-3338; phone (706) 542-8719; TTY (706) 542-8778; or at <https://drc.uga.edu/>.

#### **STUDY ABROAD**

Students regularly enrolled in a University degree program who enroll in a UGA Study Abroad program or a non-UGA study abroad program (and have completed the University's "Study Abroad Credit Approval Form") may receive financial aid if they are otherwise eligible. Contact the following offices for more information about eligible study abroad programs: Office of International Education, 1324 S. Lumpkin Street, Athens, GA 30602; phone (706) 542-2900; <https://studyaway.uga.edu/>. For financial aid information contact the Office of Student Financial Aid, 220 Holmes/Hunter Academic Building, University of Georgia, Athens, GA 30602-6114; phone (706) 542-6147; or at [www.osfa.uga.edu](http://www.osfa.uga.edu).

#### **RETENTION RATES**

Retention rates of degree-seeking first-time full-time undergraduate students are located in the *UGA Fact Book* published by the Office of Institutional Research, 110 E. Clayton Street, Suite 505, Athens, GA 30602; phone (706) 425-3183; or at [www.oir.uga.edu](http://www.oir.uga.edu).

#### **GRADUATION RATES**

Retention and graduation rates for UGA first-time full-time freshman cohorts are published in the enrollment section of the *UGA Fact Book* and are available from the Office of Institutional Research, 110 E. Clayton Street, Suite 505, Athens, Georgia 30602; phone (706) 425-3183; or at <https://oir.uga.edu/>.

#### **STUDENT BODY DIVERSITY**

Data relative to UGA student body diversity and especially regarding enrollment and receipt of Financial Aid is available on the Office of the Senior Vice-President for Academic Affairs and Provost web-site <https://provost.uga.edu/resources/consumerinfo/> under "Student Body Diversity". Additional data is available on the Office of Institutional Research web-site <https://oir.uga.edu/>.

#### **GRADUATION RATES FOR STUDENT ATHLETES**

This information must be provided to student athletes, their parents, high school coaches, and guidance counselors when an athletically-related student aid offer is made. The NCAA provides this information directly to high schools. For information contact the Athletic Department, Compliance Office, P.O. Box 1472, Butts-Mehre Heritage Hall, 1 Selig Circle, Athens, GA 30603; phone (706) 542-9103.

#### **ATHLETIC PROGRAM PARTICIPATION AND FINANCIAL SUPPORT**

The annual Equity in Athletics Disclosure Act Report that contains participation rates, financial support, and other information on men's and women's intercollegiate athletic programs is available in the Athletic Department, Compliance Office, P.O. Box 1472, Butts-Mehre Heritage Hall, 1 Selig Circle, Athens, GA 30603; phone (706) 542-9103; or at <https://compliance.sports.uga.edu/>.

#### **PLACEMENT INFORMATION**

Information on placement of and types of employment obtained by graduates of the University of Georgia's degree programs is located in the *UGA Fact Book* at <https://oir.uga.edu/factbook/>. This also includes information about the top ten graduate and professional schools the graduating class plans to attend. For information contact the Office of Institutional Research, 110 E. Clayton Street, Suite 505, Athens, GA 30602; phone (706) 425-3183; or <https://oir.uga.edu/>.

#### **COPYRIGHT INFRINGEMENT**

The Office of Information Security oversees the policies and sanctions related to copyright infringement and liabilities students may face for unauthorized distribution of copyrighted materials. The Information Security Officer is the designated agent to receive notifications of alleged copyright infringement at the University of Georgia. To report an information security incident at the University of Georgia contact the Enterprise Information Technology Services (EITS) Help Desk at (706) 542-3106; or email the Abuse Team at [abuse@uga.edu](mailto:abuse@uga.edu). Under the Digital Millennium Copyright Act (DMCA), the University reserves the right to terminate computing services of users who repeatedly infringe upon the rights of copyright owners. To access the policies, a copy of the DMCA, FAQs, and the student guide to downloading music and movies at the University contact the EITS Help Desk at (706) 542-3106. Information about copyright infringement is available through the Office of Information Security, University of Georgia, 101 Cedar Street, Athens, GA 30602-1130; phone (706) 542-3106; or at [https://eits.uga.edu/access\\_and\\_security/infosec/pols\\_regs/dmca/compliance/](https://eits.uga.edu/access_and_security/infosec/pols_regs/dmca/compliance/).

#### **VACCINATIONS**

Immunization requirements for students entering the University are listed on the University Health Center web site at <https://www.uhs.uga.edu/info/immunizations>. A copy of the mandatory Certificate of Immunization and Tuberculosis (TB) Screening Form may be printed from this site. It must be completed, signed by the student's physician or healthcare provider and returned to the Health Center before registering for classes. More information is available at the web site listed above or by contacting the University Health Center, University of Georgia, 55 Carlton Street, Athens, GA 30602; phone (706) 542-1162.

#### **INSTITUTIONAL DRUG AND ALCOHOL POLICY**

The University of Georgia Policy on Alcohol and Other Drugs is published annually in the "Safe and Secure" guide. The University's

student conduct regulations prohibit the unlawful possession, use, or distribution of alcohol and other drugs by students and student organizations. Other alcohol-related misconduct is also prohibited. The University also does not tolerate employee misconduct related to alcohol or other drug abuse. Sanctions are detailed for students and staff who violate this policy. A copy may be found through the “*Safe & Secure*” guide at <http://safeandsecure.uga.edu/> or by contacting the University of Georgia Police Department, 286 Oconee St., Suite 100, Athens, GA 30602; phone (706) 542-5813.

#### **EMERGENCY RESPONSE AND EVACUATION PROCEDURES**

Effective communication is one of the major challenges in emergency management. The University has a comprehensive emergency notification system including outdoor sirens, radio alerts, the “UGAAlert” emergency notification system, telephone trees, crawler messages on TVs subscribed to University Cablevision, loud speakers on UGA police vehicles, and campus-wide email system. Details about these methods of communication are available through the Office of Emergency Preparedness, Hodgson Oil Building, Suite 200 South, 286 Oconee Street, Athens, GA 30602; phone (706) 542-5845; or at <http://www.prepare.uga.edu/>.

#### **CAMPUS SAFETY AND CRIME**

The primary concern of the University Police Department is the safety and security of all members of the campus community. In compliance with Federal law, the Police Department makes available campus safety and crime statistics, a daily log and a fire log on its web site, <https://www.police.uga.edu/>. Policies regarding the handling of any residential student who is believed to be missing can be found at [http://safeandsecure.uga.edu/missing\\_persons.html](http://safeandsecure.uga.edu/missing_persons.html). Other important information is available for current campus policies regarding procedures for students and others to report criminal actions or other emergencies occurring on campus, policies concerning security of and access to campus facilities, programs offered to inform students and employees about crime prevention, the reporting of crimes, sexual assault, and other matters. The “*Safe & Secure*” guide <http://safeandsecure.uga.edu/> is produced by the University of Georgia Police Department, Office of Legal Affairs, Division of Student Affairs, Human Resources Office, and the Marketing and Communications Office. It includes policies and statistics required by law. Their web site contains complete on-campus crime statistics as well as crimes reported by the Athens-Clarke County Police at off-campus locations occupied or used primarily by students, and provides the number of reports of alcohol, drug and weapons violations referred to the UGA Office of Student Conduct during the three calendars covered in the annual report. For more information or to request a printed copy of the “*Safe & Secure*” guide, visit <https://www.police.uga.edu/> or contact the University Police Department, 286 Oconee St., Suite 100, Athens, GA 30602; phone (706) 542-5813. For UGA’s Safe and Secure Annual Report, which includes the Fire Safety Report, go to <http://safeandsecure.uga.edu/>.

#### **SCHOLARSHIP/STUDENT LOAN DEBT RELIEF SCAMS**

The Federal Trade Commission (FTC) web site contains important information for students and parents about scholarship scams at

<https://www.consumer.ftc.gov/articles/0082-scholarship-and-financial-aid-scams>. The FTC cautions the use of scholarship service agencies that say:

- “The scholarship is guaranteed or your money back.”
- “You can’t get this information anywhere else.”
- “I just need your credit card or bank account number to hold this scholarship.”
- “We’ll do all the work. You just pay a processing fee.”
- “The scholarship will cost some money.”
- “You’ve been selected by a ‘national foundation’ to receive a scholarship” or “You’re a finalist” in a contest you never entered.

If you believe you have been the victim of scholarship fraud, wish to file a complaint, or want more information, call 1(877) 382-4357 or see <https://www.consumer.ftc.gov/articles/0082-scholarship-and-financial-aid-scams>. Also, the Consumer Financial Protection Bureau (CFPB) web site contains important information for students and parents about student loan debt relief scams. The CFPB warns students at <https://www.consumerfinance.gov/blog/consumer-advisory-student-loan-debt-relief-companies-may-cost-you-thousands-of-dollars-and-drive-you-further-into-debt/> to avoid paying third-party or private companies that provide debt relief based on the following warning signs:

- Pressure to pay high up-front fees
- Promises of fast loan forgiveness or debt cancellation
- Demands that you sign a “third party authorization”
- Requests for your Federal Student Aid PIN

If you believe you have been the victim of student loan debt relief fraud, wish to file a complaint, or want more information, call 1(855) 411-2372 or see <https://www.consumerfinance.gov/complaint/>.

#### **ELECTRONIC COMMUNICATION**

In accordance with University of Georgia policy ([https://ugamail.uga.edu/student\\_email/](https://ugamail.uga.edu/student_email/)), every student is required to have an e-mail address to which official University communications can be sent. Students may contact the Office of Student Financial Aid (OSFA) using the contact information below if they want to receive paper communication from OSFA.

---

The University of Georgia *GUIDE TO STUDENT CONSUMER INFORMATION* is produced by the **Office of Student Financial Aid**.

220 Holmes/Hunter Academic Building, UGA, Athens, GA 30602-6114  
Phone: (706) 542-6147; Fax: (706) 542-8217  
Contact Persons: Nancy Ferguson, Senior Associate Director  
Justin Walker, Associate Director of Compliance

Availability: Monday – Friday from 8:00 AM to 5:00 PM  
Email: [osfa@uga.edu](mailto:osfa@uga.edu)  
Website: [www.osfa.uga.edu](http://www.osfa.uga.edu)