

STUDENT CONSUMER INFORMATION

According to federal regulations (Higher Education Opportunity Act of 2008) institutions of postsecondary education are required to disclose specific consumer information regarding the institution, as well as other financial aid information, to enrolled and prospective students.

The following information includes data, PDF documents and other external and internal website addresses for further information.

Health and Safety

- Department of Public Safety (<https://www.slu.edu/about/safety/>)
- Alcohol and Drug Abuse Policy and Treatment (<https://www.slu.edu/life-at-slu/university-counseling/>)
- SLU Student Handbook (<https://www.slu.edu/life-at-slu/community-standards/student-handbook.php>)
- Annual Security Report (Clery Act) (<https://www.slu.edu/about/safety/clery-information.php>)
- Emergency Response and Evacuation Procedures (<https://www.slu.edu/about/safety/emergency-preparedness/>)
- Health Disclosure: Health Insurance Portability and Accountability Act of 1996 (HIPAA) (<https://www.slu.edu/compliance-ethics/hipaa.php>)
- Missing Person Policy (<https://www.slu.edu/about/safety/report-crime.php>)
- Sex Offender Registration and Community Notification (<https://www.mshp.dps.mo.gov/MSHPWeb/PatrolDivisions/CRID/SOR/factsheet.html>)
- Harassment Policy (<https://www.slu.edu/human-resources/pdfs/policies/harassment-policy.pdf>)
- Sexual Misconduct Policy (<https://www.slu.edu/about/safety/pdfs/sexual-misconduct-policy-version7.0.pdf>)
- Vaccination/Immunization Policy (<https://www.slu.edu/life-at-slu/student-health/required-records-forms.php>)

Athletic Program Information

Office of Athletic Compliance
Chaifetz Arena, 2nd Floor
1 S. Compton Avenue
St. Louis, MO 63103
Phone: 314-977-3509

- Athletic Program Participation and Financial Support (<https://ope.ed.gov/athletics/#/institution/search>)
- Equity in Athletics Disclosure Report (<https://ope.ed.gov/athletics/#/institution/search>)
- Graduation Rates for Student Athletes

Campus Contacts

The following offices may be contacted to assist enrolled or prospective students with the following:

Financial Assistance (<https://www.slu.edu/financial-aid/>)
314-977-2350

Institutional Information (<https://www.slu.edu/provost/accreditation-compliance/accreditation.php>)

Office of the Provost
314-977-3718

Retention and Graduation Rates (<https://www.slu.edu/provost/office-of-institutional-research/institutional-data/retention-and-graduation-rates.php>)

Office of Institutional Research
314-977-2223

Office of Institutional Equity and Diversity (<https://www.slu.edu/general-counsel/institutional-equity-diversity/>)
314-977-3838

Security Policies and Crime Statistics (<https://www.slu.edu/about/safety/>)

Department of Public Safety
314-977-3000

Informal Complaints and Academic Concerns (<http://www.slu.edu/provost/accreditation-compliance/student-complaints.php>)

Office of the Provost
314-977-3718

Dean of Students (<https://www.slu.edu/student-development/dean-of-students/>)

314-977-9378
deanofstudents@slu.edu (deanofstudents@slu.edu?subject=)

Office of Student Responsibility and Community Standards (<https://www.slu.edu/life-at-slu/community-standards/>)

314-977-7326
conduct@slu.edu

Cash Management

Refunds

Students who have aid which exceeds their direct billed costs will receive a refund. Aid can be paid no sooner than ten days prior to the start of the semester. After aid has been applied based on the student's choice, refunds will either be mailed via check to an address designated on the student's account; or deposited directly into a checking or savings account as set up by the student. To take advantage of the electronic (EFT) refund process, click on the "refund" tab within the "Payment Suite" of your mySLU account. Saint Louis University is contracted through U.S. Bank (financial institution) to market and offer directly to students enrolled at Saint Louis University the option to open an account with U.S. Bank.

While a student's access device (ID Card) includes the Saint Louis University and the U.S. Bank logo, students are not obligated nor required to open or obtain a financial account with US Bank; nor is a student required to obtain an access device offered by or through US Bank. Federal Regulations [668.164 (d),(e), (f)]. This information is included in Saint Louis University's annual disclosure that is communicated to all students enrolled at Saint Louis University each academic year.

Learn More About the Contract Established With US Bank (<https://www.slu.edu/financial-aid/consumer-information/cash-management.php>)

Complaint Resolution

- Consumer Financial Protection Bureau (<http://www.consumerfinance.gov/>)

- Saint Louis University - Student Complaint Procedures (<https://www.slu.edu/provost/accreditation-compliance/student-complaints.php>)

Federal Student Aid - Federal Loan Disputes

U.S. Department of Education
FSA Ombudsman Group
830 First Street, N.E., Mail Stop 5144
Washington, DC 20202-5144
Phone: 1-877-557-2575
Contact (<https://studentaid.ed.gov/sa/repay-loans/disputes/prepare/contact-ombudsman/>)

Missouri

Missouri Attorney General's Office
Supreme Court Building
207 W. High Street
P.O. Box 899
Jefferson City, MO 65102
Consumer Complaints (<https://ago.mo.gov/app/consumercomplaint/>)

Missouri Department of Higher Education
Attn: Complaint Processing
P.O. Box 1469
Jefferson City, MO 65109
Fax number: 573-751-6635
Complaint Resolution (<https://www.slu.edu/financial-aid/pdf/policyoncomplaintresolution.pdf>)

Ohio

Ohio State Board of Career Colleges and Schools
35 East Gay Street
Columbus, OH 43215-3138
Grievance Form (<https://www.slu.edu/financial-aid/pdf/psr63.pdf>)

Ohio Board of Regents
30 East Broad Street, 36th Floor
Columbus, OH 43215-3414

Ohio Attorney General
Consumer Protection Section
30 East Broad Street, 14th Floor
Columbus, OH 43215-3400
Consumer Complaint (<http://www.ohioattorneygeneral.gov/About-AG/Service-Divisions/Consumer-Protection/>)

Texas

Texas Workforce Commission Career Schools and Colleges
101 East 15th Street, Room 226-T
Austin, TX 78778-0001
Complaint Forms (<https://www.slu.edu/financial-aid/pdf/csc-401a-student-complaint-form-twc.pdf>)

Texas Higher Education Coordinating Board
1200 East Anderson Lane
Austin, TX 78752
Office of the Attorney General
Consumer Protection Division
PO Box 12548
Austin, TX 78711-2548
Complaint Form (<https://www.slu.edu/financial-aid/pdf/complaintform.pdf>)

Constitution Day and Citizenship Day Disclosures

Under the Department of Education statutory requirement, any post-secondary institution receiving federal funds must hold an educational program pertaining to the U.S. Constitution on Sept. 17 of each year. Constitution Day and Citizenship Day commemorates the signing of the U.S. Constitution on Sept. 17, 1787, during the U.S. Constitutional Convention. To commemorate this day Saint Louis University holds their annual Constitution Day Quiz through an online survey that is open to all students. A winner is randomly selected among those who completed the quiz, and the winner is awarded a SLU-themed prize.

Copyright Infringement

- Penalties and Institutional Policies on Copyright Infringement (<https://www.slu.edu/disclaimer.php>)

Disabilities Resources

- Disability Services at SLU (<https://www.slu.edu/life-at-slu/student-success-center/disability-services/>)

Family Educational Rights and Privacy Act (FERPA)

- Notification of Rights Under FERPA (<https://www.slu.edu/registrar/third-party-access/ferpa-and-saint-louis-university.php>)

Financial Aid

- Student Financial Services (<https://www.slu.edu/financial-aid/>)
- Types of Aid Available (<https://www.slu.edu/financial-aid/types-of-aid/>)
- How to Apply for Financial Assistance (<https://www.slu.edu/financial-aid/apply-accept/>)
- Terms and Conditions of Financial Aid (<https://www.slu.edu/financial-aid/online-financial-education-center/terms-and-conditions.php>)
- Contact Student Financial Services (<https://www.slu.edu/financial-aid/contact.php>)
- Student Loan Information (<https://www.slu.edu/financial-aid/types-of-aid/student-loan-information/>)
- Loan Entrance and Exit Interviews
- Federal Student Loan Information (<https://studentloans.gov/myDirectLoan/index.action/>)
- Student Rights and Responsibilities (<https://www.slu.edu/life-at-slu/community-standards/student-handbook.php>)
- Withdrawal and Return of Federal Funds (<https://www.slu.edu/financial-aid/paying-your-bill/refunds.php>)
- Satisfactory Academic Progress Policy (<https://www.slu.edu/financial-aid/apply-accept/satisfactory-academic-progress.php>)
- Student Loan Forgiveness Opportunities (<https://studentaid.ed.gov/sa/repay-loans/forgiveness-cancellation/>)

Student Outcomes

- Graduation Rates (<https://www.slu.edu/provost/office-of-institutional-research/institutional-data/retention-and-graduation-rates.php>)
- National Center for Education Statistics Graduation Rates (<https://nces.ed.gov/collegenavigator/?q=Saint+Louis+University&s=all&id=179159#retgrad>)
- Job Placement (https://www.slu.edu/life-at-slu/career-services/graduation_survey.php)

- Retention Rates (<https://www.slu.edu/provost/office-of-institutional-research/institutional-data/retention-and-graduation-rates.php>)
- Transfer Out Rates (<https://nces.ed.gov/collegenavigator/?q=Saint+Louis+University&s=all&id=179159>)

Institutional Information

- Academic Programs (<https://www.slu.edu/academics/>)
- Accreditation (<https://www.slu.edu/provost/accreditation-compliance/accreditation.php>) As an institution, Saint Louis University is fully accredited by the Higher Learning Commission (HLC) of the North Central Association of Colleges and Schools. SLU has been continuously accredited since 1916.
- Admission Information (<https://www.slu.edu/admission/>)
- Cost (<https://www.slu.edu/financial-aid/>)
- Facilities
Campus-based courses are taught in classrooms and laboratories in St. Louis, Missouri, and Madrid, Spain. Individual buildings for the St. Louis and Madrid campuses can be found on the campus map (<https://www.slu.edu/campusmap/>).
- Textbook Information (<http://slu.bncollege.com/>)

Placement Information

- Undergraduate Statistics (https://www.slu.edu/life-at-slu/career-services/graduation_survey.php)

Refund Policies

- Financial Aid Withdrawal and Refund Policy (<https://www.slu.edu/financial-aid/paying-your-bill/refunds.php>)
- Housing and Meal Plan Refund Policies (<https://www.slu.edu/housing/sign-up/exemption-and-contract-release.php>)

Student Financial Responsibility

- Student Financial Responsibility

Student Rights and Responsibilities

- Student Handbook (<https://www.slu.edu/life-at-slu/community-standards/student-handbook.php>)

Study Abroad

- Study Abroad Program (<https://www.slu.edu/study-abroad/>)
- Financial Aid and Study Abroad (<https://www.slu.edu/study-abroad/program-costs-and-financial-aid.php>)

Taxability of University Housing Scholarship

Saint Louis University may offer university housing scholarships to enrolled or prospective students, depending upon funding and administrative discretion in a given academic year. To that extent, students who receive this scholarship may encounter federal tax liabilities.

Furthermore, while most scholarships are considered tax-free, a scholarship or fellowship grant, by definition of the Internal Revenue Service (IRS), is considered tax-free only to the extent that:

- It does not exceed your qualified educational expenses; and
- It is not designated or earmarked for other purposes (such as room and board); and
- It does not require (by its terms) that it cannot be used for qualified educational expenses.

U.S. Department of Treasury. Internal Revenue Service. Publication 970: Tax Benefits for Education. Washington, DC. Government Printing Office. 2015. (Cat. No. 25221V).

Because Saint Louis University housing scholarships are designated for room and board, they are considered taxable. Please note that as financial aid administrators we are not tax advisers. We encourage students and their families to seek tax advice from a trained tax professional regarding the treatment of this type of scholarship.

Learn More About Policies Regarding Taxable Grants and Scholarships (<https://www.irs.gov/publications/p970/ch01.html>)

University Withdrawal Policy

- School for Professional Studies' Policy (<https://www.slu.edu/online-current-students/academic-policies.php>)
- Student Financial Services Withdrawal and Enrollment Changes (<https://www.slu.edu/financial-aid/paying-your-bill/refunds.php>)
- Registrar's Policies and Procedures (<https://www.slu.edu/registrar/>)

Voter Registration Day

- National Voter Registration Day (<https://www.slu.edu/news/announcements/2019/september/national-voter-registration-day.php>)
- Voting and Civic Engagement (<https://www.slu.edu/life-at-slu/center-for-service/voter-info.php>)