

# UNIVERSIDAD CENTRAL DE BAYAMON



## DEPARTMENT OF DEFENSE TUITION ASSISTANCE FOR SERVICE MEMBERS MANUAL

Rev. 05/2020

### [Abstract](#)

Department of Defense Memorandum of Understanding Manual include all policies, procedures, point of contact, benefits, etc. for all service members recipients of Tuition Assistance from the Department of Defense.

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## I. INTRODUCTION: DEPARTMENT OF DEFENSE MEMORANDUM OF UNDERSTANDING

Universidad Central de Bayamon (UCB) is pleased to hold a Memorandum of Understanding (MOU) with the Department of Defense (DOD), which allows our institution the opportunity to further our commitment to excellence in educating military students.

By following the guidance of the DOD MOU, we are able to ensure that all military members have access to what they need to make informed decisions about where to attend school and about how their Tuition Assistance (TA) benefits will interact with their chosen educational programs.

Below, you will find more information about how UCB upholds the agreement represented by the DOD MOU; please contact the offices associated with each area for more information.

Students who are interested in using Tuition Assistance (TA) need to proceed to the appropriate website below to begin:

- A. Army - <https://www.goarmyed.com/>
- B. Navy - <https://www.navycollege.navy.mil/>
- C. Marine Corps - <https://www.military.com/education/money-for-school/marine-corps-tuition-assistance.html>
- D. Air Force - <https://www.airforce.com/education>
- E. Coast Guard - <https://www.forcecom.uscg.mil/Our-Organization/FORCECOM-UNITS/Voluntary-Education/>

## II. RECRUITMENT AND ENROLLMENT

### A. Purpose

Universidad Central de Bayamón (UCB) adopts this policy to ensure compliance with federal laws and regulations (34 C.F.R 668.71-668.75 and 668.14). All UCB deans, offices, colleges, officials, faculty, and administrative staff are subject to and must comply with this policy and with the standards that makes the institution, an university of high integrity and is committed to ensuring that recruitment and enrollment activities conducted at the university promote such an environment.

Federal law, regulations, and the Department of Defense (DoD) Voluntary Education Partnership Memorandum of Understanding (MOU) prohibit UCB from providing incentive compensation to employees and third parties based, in any part, on their success in securing student enrollments or awarding Title IV, HEA program funds.

### B. Definitions

1. **Commission, bonus, or other incentive payment** - a sum of money or something of value, other than a fixed salary or wages, paid to or given to a person or an entity for services rendered.

- 2. Securing enrollments or the award of financial aid** - activities that a person or entity engages in at any point in time through completion of an educational program for the purpose of the admission or registration of students for any period of time or the award of financial aid to students. These activities include contact in any form with a prospective student, such as, but not limited to - contact through preadmission process or advising activities, scheduling an appointment to visit the recruiters or any other officials of the institution, attendance to an appointment, or involvement in a prospect student's signing of an enrollment agreement or financial aid application. These activities do not allow making a payment to a third party for the provision of student contact information for prospective students provided that such payment is not based on: (1) any additional conduct or action by the third party or the prospective students, such as participation in preadmission or advising activities, scheduling an appointment to visit the enrollment office or any other office of the institution or attendance at such an appointment, or the signing, or being involved in the signing, of a prospective student's enrollment agreement or financial aid application; or (2) the number of students (calculated at any point in time of an educational program) who apply for enrollment, are awarded financial aid, or are enrolled for any period of time, including through completion of an educational program.
- 3. Entity or person engaged in any student recruitment or admission activity or in making decisions about the award of financial aid** - (1) with respect to an entity engaged in any student recruitment or admission activity or in making decisions about the award of financial aid, any institution or organization that undertakes the recruiting or the admitting of students or that makes decisions about and awards Title IV, HEA program funds; and (2) With respect to a person engaged in any student recruitment or admission activity or in making decisions about the award of financial aid, any employee who undertakes recruiting or admitting of students or who makes decisions about and awards Title IV, HEA program funds, and any higher level employee with responsibility for recruitment or admission of students, or making decisions about awarding Title IV, HEA program funds.
- 4. Enrollment** - the admission or registration of a student into an eligible program on an eligible institution.
- 5. Inducement** - any gratuity, favor, discount, entertainment, hospitality, loan, transportation, lodging, meals, or other item have a monetary value or more than a nominal amount to any individual, entity, or its agents including third party lead generators or marketing forms.

### **C. Responsibilities**

In accordance with federal laws, regulations, and the Department of Defense (DoD) Voluntary Education Partnership Memorandum of Understanding (MOU), UCB prohibits the payment of any commission, bonus, inducement, or other incentive payment based in any part, directly or indirectly, upon success in securing enrollments or awarding financial aid to any persons or entities, engaged in any student recruiting, admission activities, decision-making regarding the award of Title IV, HEA program funds. This prohibition shall apply to UCB itself as well as any third party contractors.

UCB employees and third party contractors shall refrain from using high-pressure recruitment tactics, such as making multiple (three or more) unsolicited contacts by phone, email, or in-

person. UCB shall also refrain from engaging in same-day recruitment and registration for securing military enrollments.

### **III. APPROVED COURSES FOR MILITARY TUITION ASSISTANCE**

#### **A. Purpose**

The purpose of this policy is to ensure the institution refrains from providing commission, bonuses, or other incentive payment directly or indirectly on securing enrollments or federal financial aid (including Tuition Assistance funds) to any persons or entities engaged in any student recruiting, admission activities, or making decisions regarding the award of student financial assistance.

#### **B. Policy**

As per Department of Defense Memorandum of Understanding (DoD MOU paragraph 4.d), if an eligible service member decides to use TA (Tuition Assistance), educational institutions will enroll him or her only after the TA is approved by the individual's Service. Service members will be solely responsible for all tuition costs without this prior approval. This requirement does not prohibit an educational institution from pre-registering a service member in a course in order to secure a slot in the course. If a school enrolls the service member before the appropriate Service approves Military TA, then the service member could be responsible for the tuition. All Military TA must be requested and approved prior to the start date of the academic session. The Military TA is approved on a course-by-course basis and only for the specific course(s) and class dates that a service member requests. If a military student "self-identifies" their eligibility and their Service has not approved the funding, then the service member will be solely responsible for all tuition costs, not the Service.

#### **C. Procedure**

1. Service members should speak with their Educational Services Officer (ESO) or counselor within their Military Service prior to enrolling in the institution.
2. All UCB students must submit a Financial Responsibility Agreement each semester to Bursar's Officials. Any form not filled out may be sent to the service member. Failure to pay by the established due date and/or complete the Financial Responsibility Agreement may result in the cancellation of enrollment.
3. Completed and approved Military Tuition Assistance Authorizations must be submitted to UCB Bursar's Official. Should a student desire to use Tuition Assistance Top-Up with their VA benefits, the student must place a check mark in the "Check if VA Top-Up will be used", and submit the appropriate VA benefits documentation to the institution's Veterans Certifying Official.
4. A No Cancellation hold may be placed on the student's account, allowing up to 90 days to pay any remaining balance due. Students must contact the Bursar's Officials for guidance.

#### IV. FINANCIAL MATTERS

A. UCB Attest that all institutional officials before offering, recommending, arranging, signing up, dispersing or enrolling service members for private student loans, we provide service members access to an institutional financial aid adviser who will make available appropriate loan counseling, including, but not limited to:

1. Providing a clear and complete explanation of available financial aid, including Title IV of the Higher Education Act of 1965, as amended. All UCB students, including military service members, veterans, and their families are informed about their options to help pay for their college education early, and often, in the admission and enrollment processes. This information is provided verbally, in brochures, and is available on UCB's web site, under Financial Aid section.
2. Describing the differences between private and federal student loans to include terms, conditions, repayment and forgiveness options. Information about student's loan can be found in the link: [https://www.ucb.edu.pr/web/?page\\_id=6931](https://www.ucb.edu.pr/web/?page_id=6931) and <https://studentaid.gov/understand-aid/types/loans>.
3. Disclosing the institution's student loan Cohort Default Rate (CDR), the percentage of its students who borrow and how its CDR compares to the national average. If the institution's CDR is greater than the national average CDR, it must disclose that information and provide the student with loan repayment data.
4. Explaining that students have the ability to refuse all or borrow less than the maximum student loan amount allowed.

B. **The below listed web sites are provided in the Military Service Members:**

1. Financial Aid web page - [https://www.ucb.edu.pr/web/?page\\_id=3892](https://www.ucb.edu.pr/web/?page_id=3892), this section provides information about the Financial Aid Office and other federal, state, and institutional financial assistance programs and procedures. In addition, students can get information on how to submit their FAFSA's application.
2. Department of Education Student Aid - <https://studentaid.gov/> - This web site provides detailed information on the Department of Education federal student aid program.
3. Types of Federal Financial Aid - <https://studentaid.gov/understand-aid/types>
4. Aid For Military Families - <https://studentaid.gov/understand-aid/types/military>

C. **Financial Resource Tools**

1. **College Navigator** is a consumer tool that provides school information, such as tuition and fees, retention and graduation rates, use of financial aid, and student loan default rates. It also features a cost calculator and school comparison tool.

2. **Net Price Calculator** is intended to provide estimated net price information (defined as estimated cost of attendance — including tuition and required fees, books and supplies, room and board (meals), and other related expenses — minus estimated grant and scholarship aid) to current and prospective students and their families based on what similar students paid in a previous year.
3. **College Scorecard** - Tool launched by the U.S. Department of Education to help students make informed decisions about their education options after high school.

#### D. Cohort Default Rate

A cohort default rate is the percentage of a school's student borrowers who enter repayment on certain Federal Family Education Loan (FFEL) Program or William D. Ford Federal Direct Loan (Direct Loan) Program loans during a particular federal fiscal year (FY), Oct. 1 to Sept. 30, and default or meet other specified conditions prior to the end of the next fiscal year. Please refer to the Cohort Default Rate Guide for a more in-depth description of cohort default rates and how the rates are calculated.

##### FY 2019 Cohort Default Rate: 13.1%

	Number of Schools	Borrower Default Rate
<b>Universidad Central de Bayamón</b>	<b>1</b>	<b>13.1%</b>
Puerto Rico	57	6.6%
National	6130	10.1%

\*[Official Cohort Default Rates](#)

\*[Cohort Default Rate Guide](#)

OPE ID	School	Type	Control	PRGMS		FY2016	FY2015	FY2014
005022	UNIVERSIDAD CENTRAL DE BAYAMON AVE. ZAYA VERDE URB. LA MILAGROSA BO HATO TEJAS BAYAMON PR 0096 0-1725	Master's Degree or Bachelor's Degree	Private	Both (FFEL/FDL)	<b>Default Rate</b>	13.1%	18.4%	16.5%
					<b>No. in Default</b>	47	64	55
					<b>No. in Repay</b>	358	347	332
					<b>Enrollment figures</b>	2,462	2,431	2,338
					<b>Percentage Calculation</b>	14.5%	14.2%	14.2%

##### State Default Cohort Rate: 6.6%

State	Number of Schools	Number of Borrowers in Default	Number of Borrowers Entered Repayment	Borrower Default Rate
Puerto Rico	57	2,501	37,735	6.6%

## **E. Institutional policy for returns on any unearned tuition assistance fund from the department of defense**

### **1. Introduction**

The Department of Defense Instruction (DoDI) 1322.25, "Voluntary Education Programs," is a program designed to provide opportunities for Service Members to realize their educational goals while allowing for judicious oversight of taxpayer dollars. All educational institutions providing education programs to Service Members and their families are required to provide meaningful information to students about the financial cost and attendance at an institution so military-connected students can make informed decisions on where to attend school. In addition, institution cannot use unfair, deceptive, and abusive recruiting practices, and provide academic and student support services.

### **2. Legal base**

In accordance with Change 3, DoDI 1322.25 (July 07, 2014) (Appendix to Enclosure 3, 4. f. (2) (d) (page 42)), "All institutions will have an institutional policy that **returns any unearned TA funds on a proportional basis through at least the 60 percent portion of the period for which the funds were provided.** TA funds are earned proportionally during an enrollment period, with unearned funds returned based upon when a student stops attending."

### **3. Student responsibility**

It is the responsibility of the student to notify the Dean of Administrative and Finance Affairs if he or she is recipient of tuition assistance funds (TA) and if the student has processed a total withdrawal or ceased to attend during the academic term. The Dean of Administrative and Finance Affairs will determine the aid, which the student is eligible according to the percentage of time consumed.

### **4. Institutional refund**

Military Tuition Assistance Fund (TA) is awarded to a student under the assumption that the student will attend school for the entire period for which the assistance is awarded. When a student withdraws, the student may no longer be eligible for the full amount of TA funds originally awarded. To comply with the new Department of Defense policy, Universidad Central de Bayamón (UCB) will return any unearned TA funds on a prorate basis through at least the 60% portion of the period for which the funds were provided. TA funds are earned proportionally during an enrollment period, with unearned funds returned based upon when a student stops attending. These funds are returned to the military Service branch.

The institution is entitled to an adjustment in tuition fees after processing the withdrawal based on the time the withdrawal is submitted. An administrative charge of 5% will be added to the charges presented below

**Undergraduate Program**

Before first class day	0%
During first week	10%
During second week	20%
During third week	40%
During fourth week	60%
During fifth week	75%
During sixth week	100%

**Graduate Program or Part of Term**

Before first class day	0%
From 1 <sup>st</sup> - 4 <sup>th</sup> class day	10%
From 5 <sup>th</sup> - 6 <sup>th</sup> class day	20%
From 7 <sup>th</sup> - 9 <sup>th</sup> class day	50%
From 10 <sup>th</sup> class day	100%

**Under Graduate and Graduate Summer Session**

Before first class day	0%
From 1 <sup>st</sup> class day	10%
From 2 <sup>nd</sup> class day	20%
From 3 <sup>th</sup> class day	40%
From 4 <sup>th</sup> class day	60%
From 5 <sup>th</sup> - 9 <sup>th</sup> class day	75%
From 6 <sup>th</sup> class day	100%

Student who registers and does not attend class (N/A) will be issued a withdrawal in the second week and will pay a fee of 15% of the original registration fee. This student does not qualify to receive TA funds. The fee for cancellation of registration will be the responsibility of the student.

Instances when a Service member stops attending due to a military service obligation, UCB will work with the affected Service Member to identify solutions that will not result in student debt for the returned portion.

**5. REFUND PROCEDURE FOR TA FUNDS**

UCB will calculate the portion of TA funds, which must be refunded to the Department of Defense (DoD) or military Service branch for a total withdrawal.

- a. If the student ceases to attend prior to completing 60% of the instructional time without providing an official notification of withdrawal, the institution will consider the withdrawal date as the last day of academic activity.
- b. If the institution determines that, the student did not start the withdrawal process or could not provide an official notification of the intention to withdraw for reasons such as: illness, accident, personal loss or other circumstances beyond the student's control, the withdrawal date will be the date of the event.
- c. The institution may allow a student to return to class if the student presents a signed statement certifying that the student is able to participate of academic activities and has the intention, of completing the academic term.
- d. The student shall turn in the official notification of withdrawal at the Registrar's Office.

Determining the percent of the academic term completed in order to decide the percentage of unearned TA funds to be refund to the DoD or military Service branch.

**Withdraw submitted on a 17-weeks academic terms**

Number of weeks where withdraw is submitted	Percentage to be return
Before or during the 1 <sup>st</sup> – 2 <sup>nd</sup> week (N/A)	100%
During the 3 <sup>rd</sup> - 4 <sup>th</sup> weeks	75%
During the 5 <sup>th</sup> - 8 <sup>th</sup> weeks	50%
During the 9 <sup>th</sup> - 10 <sup>th</sup> weeks*	40%
During the 11 <sup>th</sup> - 17 <sup>th</sup> weeks	0%

**Withdraw submitted on a 10-weeks academic terms**

Number of weeks where withdraw is submitted	Percentage to be return
Before or during the 1 <sup>st</sup> – 2 <sup>nd</sup> week (N/A)	100%
During the 3 <sup>rd</sup> - 4 <sup>th</sup> weeks	75%
During the 5 <sup>th</sup> week	50%
During the 6 <sup>th</sup> week*	40%
During the 7 <sup>th</sup> - 10 <sup>th</sup> weeks	0%

**Withdraw submitted on an 8-weeks academic terms**

Number of weeks where withdraw is submitted	Percentage to be return
Before or during the 1 <sup>st</sup> – 2 <sup>nd</sup> week (N/A)	100%
During the 3 <sup>rd</sup> - 4 <sup>th</sup> weeks	75%
During the 5 <sup>th</sup> week*	40%
During the 6 <sup>th</sup> - 8 <sup>th</sup> weeks	0%

**Withdraw submitted on a 4-weeks academic terms**

Number of weeks where withdraw is submitted	Percentage to be return
Before or during the 1 <sup>st</sup> week (N/A)	100%

During the 2 <sup>nd</sup> week	70%
During the 3 <sup>rd</sup> week*	40%
During the 4 <sup>th</sup> week	0%

\*60% of course is completed.

## V. ACCREDITATION AND CREDENTIALING REQUIREMENTS

### A. Accreditation

Universidad Central de Bayamon is accredited by the Middle States Commission Higher Education to award postsecondary awards, associate's, bachelor's and master's degrees. Contact the Middle States Commission Higher Education for questions about the accreditation of UCB at: 3624 Market Street, 2nd Floor West, Philadelphia, PA 19104; Telephone: (267) 284-5000; E-mail: [info@msche.org](mailto:info@msche.org); Spanish: [españolinfo@msche.org](mailto:españolinfo@msche.org) or access the following link: <https://www.msche.org/institution/0602/>.

#### Statement of accreditation status:

<http://www.ucb.edu.pr/web/wp-content/uploads/Documents/LicenciasYAcreditaciones/statement-of-accreditation-status-ucb-2013.pdf>

### B. License

Universidad Central de Bayamon is licensed by the Puerto Rico's licensing state agency, Board of Postsecondary Institutions. Contact the Board of Postsecondary Institutions for questions about the license of UCB at: PO BOX 9023271, San Juan, PR 00902-3271; Tel. (787) 722-2121; or access the following link: <http://www.agencias.pr.gov/agencias/cepr/inicio/Pages/default.aspx>  
Academic Offering Approved: [http://www.ucb.edu.pr/web/?page\\_id=8466](http://www.ucb.edu.pr/web/?page_id=8466)

### C. Certain academic programs at UCB require additional outside accreditation to validate the degree in the work force.

1. MA Rehabilitation Counselor in Education program is accredited by Council of Rehabilitation in Education: [https://www.ucb.edu.pr/web/?page\\_id=2516](https://www.ucb.edu.pr/web/?page_id=2516)
2. BA in Nursing Sciences is accredited by:  
[https://directory.ccnecommunity.org/reports/rptAccreditedPrograms\\_New.asp?state=PR&sFullName=Puerto%20Rico&sProgramType=1](https://directory.ccnecommunity.org/reports/rptAccreditedPrograms_New.asp?state=PR&sFullName=Puerto%20Rico&sProgramType=1)
3. BA in Social Workers is accredited by the Council on Social Workers:  
<https://www.cswe.org/Accreditation/Directory-of-Accredited-Programs.aspx>

4. Graduate school of theology and ministry in Puerto Rico, St. Albert The Great:  
<https://www.ats.edu/member-schools/graduate-school-theology-and-ministry-puerto-rico-st-albert-great>

- D. Passing rates for institutional those programs that require a degree validation in the work place are disclosed in the institutional web page under the student's achievement report:  
[http://www.ucb.edu.pr/web/?page\\_id=10719](http://www.ucb.edu.pr/web/?page_id=10719)

## VI. ACADEMIC COUNSELING AND POST-GRADUATION JOB OPPORTUNITIES

### A. Degree Requirements

1. All students at UCB must meet with their College Director or with the Program Coordinator prior to course selection. Students may find the EVAL Form or Academic Advisor Form for he/she program to assist them with developing their Degree Plan. All students, including graduate students, may peruse the Academic Catalogue for the degree requirements and timelines for degree programs.
  - i. Academic Advising Policy and Procedure:  
[https://www.ucb.edu.pr/web/?page\\_id=4296](https://www.ucb.edu.pr/web/?page_id=4296)
  - ii. Academic Catalogues web page: [https://www.ucb.edu.pr/web/?page\\_id=2445](https://www.ucb.edu.pr/web/?page_id=2445)
2. Students at UCB utilize the EVAL Form and the Academic Catalogue to review degree requirements including specific courses needed, hours needed, and GPA minimums. The audit is available at the different Colleges to students from the point of registration. Requirements are determined by the student's catalog year and are unchanging unless the student undertakes a change to his or her catalog year or degree program. The degree EVAL Form shows both UCB earned credits as well as those accepted for transfer, including credit earned through military training.
3. Degree requirements in effect at the time of each Service member's enrollment will remain in effect for a period of at least 1 year beyond the program's standard length, provided the Service member is in good academic standing and has been continuously enrolled or received an approved academic leave of absence. Adjustments to degree requirements may be made because of formal changes to academic policy pursuant to institutional or college determination, provided that:
  - a. They go into effect at least 2 years after affected students have been notified; or
  - b. In instances when courses or programs are no longer available or changes have been mandated by a State or accrediting body, the educational institution will identify low or no cost solutions, working with affected Service members to identify substitutions that would not hinder the student from graduating in a timely manner.

## **B. Transfer Credits**

After admission to the university, all students receive a preliminary degree audit report prior to making a decision on enrollment. The preliminary degree audit report shows how credit transfers and counts within their program of choice. For more information about the Validation and Transfer Credit Policy access: [https://www.ucb.edu.pr/web/?page\\_id=4437](https://www.ucb.edu.pr/web/?page_id=4437).

## **C. Point of Contact**

UCB has designated Point of Contact institutional officials to support Service members in academic and financial advising, including access to disability counseling and to assist Service members with completion of studies and with job search activities.

For the different support services, students must access the following links:

1. For appropriate academic counseling students must their College's Director or Program Coordinator.
2. Every student is assign to a Professional Counselor at the Counseling and Advising Center. For personal, academic, disability counseling, students must contact he/she institutional counselor at: [orientacionyconsejeria@ucb.edu.pr](mailto:orientacionyconsejeria@ucb.edu.pr).
3. For financial aid counseling students must contact Financial Aid Officials at: [asistenciaeconomica@ucb.edu.pr](mailto:asistenciaeconomica@ucb.edu.pr).
4. For student support services students must contact at: [decanatoestudiantil@ucb.edu.pr](mailto:decanatoestudiantil@ucb.edu.pr).
5. For appropriate Ed Title IV Fundings students must contact at: [asistenciaeconomica@ucb.edu.pr](mailto:asistenciaeconomica@ucb.edu.pr).
6. For support in the Department of Veterans Affairs and its benefits, students must contact the Veterans Certifying Official at: [scaldero@ucb.edu.pr](mailto:scaldero@ucb.edu.pr).
7. For Career Counseling all UCB students are encouraged to visit the Counseling and Advising Center to assist them with transitioning into a meaningful career post-graduation. Counselors help students find jobs and internships, while events and programming help students explore career pathways. Students must contact he/she institutional counselor at: [orientacionyconsejeria@ucb.edu.pr](mailto:orientacionyconsejeria@ucb.edu.pr).

## **D. Readmissions and Military Leave of Absence Policy**

1. UCB recognizes the challenges of completing a college degree in the midst of military service requirements. Accordingly, we offer a [leave of absence and readmissions policy](#) for eligible students; the policy is outlined below:

Students who are in good standing when called to active duty during the semester...

- i. Will be granted a leave of absence, after notifying the Office of the Registrar of his or her deployment via UCB institutional email, in person, or in writing. "Additionally, we require a copy of the student's orders be provided for our records, unless giving such notice is precluded by military necessity, such as mission, operation, exercise, or requirement that is classified or a pending or ongoing mission, operation, exercise, or requirement that may be compromised or otherwise adversely affected by public knowledge." (HEA Sec 484C(c)(1) (A)(B)(C)). This leave of absence status would end three (3) years after the completion of the period of service. Students, who were on academic probation or suspension and/or were away longer than three calendar years following completion of service, are subject to the normal readmission requirements.
- ii. Will be credited 100% of all tuition and fees during the call to service [Note: Any financial aid refunds received will need to be returned.
- iii. Will not be required to submit a re-enrolling application and associated fee upon return from active duty. Students simply notify the Office of the Registrar of their intent to return and complete a returning student questionnaire no later than three (3) years after the completion of active duty. For students hospitalized or convalescing from an illness or injury during the active duty time period, would need to notify the Office of the Registrar of their intent to return no later than two (2) years after the completion of active duty.
- iv. For students who exercise the Military Leave of Absence outlined above, TA refunds will be issued in accordance with the university TA Refund Policy.