

Principles of Excellence

Principle of Excellence	How We Comply
<p>1 Prior to enrollment, provide prospective students who are eligible to receive Federal military and veterans educational benefits with a personalized and standardized form, as developed in a manner set forth by the Secretary of Education, working with the Secretaries of Defense and Veterans Affairs, to help those prospective students understand the total cost of the educational program, including tuition and fees; the amount of that cost that will be covered by Federal educational benefits; the type and amount of financial aid they may qualify for; their estimated student loan debt upon graduation; information about student outcomes; and other information to facilitate comparison of aid packages offered by different educational institutions</p>	<p>Prospective students who are service members, Veterans, or family members and who will receive Federal funds under the military and veteran's educational benefits programs will receive estimated financial aid offer information in a personalized and standardized form called the "College Financial Plan" form. The information will describe: 1) The cost of your educational program; 2) The amount of that cost that may be covered by available Federal military and veterans educational benefits and financial aid based on the information we have available at the time it is issued. The form is semester and aid year specific and is sent to the student electronically via email. In addition, links to College Financial Plan, Cost of Attendance, Verification Selection, and Direct Loan information are provided on the student's Populi account under Financial Aid upon enrollment, which the student can review and or print.</p>
<p>2 Inform students who are eligible to receive Federal military and veterans educational benefits of the availability of Federal financial aid and have in place policies to alert those students of their potential eligibility for that aid before packaging or arranging private student loans or alternative financing programs.</p>	<p>Heritage Christian University emails all identified prospective students information regarding the availability of federal financial aid and VA benefits. Students using VA Educational Benefits are also encouraged to complete the FAFSA and explore Federal aid opportunities in addition to Veteran Benefits before seeking loans. Upon receipt of an admission application, those applicants who declare their intent to utilize those benefits are provided information detailing the steps to apply for financial aid, federal loans or VA education benefits. HCU provides informational links about federal student aid programs and VA Education benefit programs on its website at https://www.hcu.edu/enrollment/financial-aid/veterans/ and in the HCU Understanding Your Financial Aid Handbook (https://www.hcu.edu/wp-content/uploads/2020/08/Understanding-Your-Financial-Aid-Handbook-2020-2021.pdf). The Handbook is uploaded to the Populi account of all accepted students who file the FAFSA.</p>
<p>3 End fraudulent and unduly aggressive recruiting techniques on and off military installations, as well as misrepresentation, payment of incentive compensation, and failure to meet State authorization requirements, consistent with the regulations issued by the Department of Education (34 C.F.R. 668.71-668.75, 668.14, and 600.9).</p>	<p>Heritage Christian University does not, and has never, conducted fraudulent or aggressive recruiting on or off military installations or in any other venue, nor do we misrepresent ourselves, our programs, or our mission. We do not pay incentive compensation to anyone for recruiting actions. As a member of NC SARA, HCU adheres to all State authorization requirements consistent with those issued by the Department of Education.</p>
<p>4 Obtain the approval of the institution's accrediting agency for new course or program offerings before enrolling students in such courses or programs, provided that such approval is appropriate under the substantive change requirements of the accrediting agency.</p>	<p>HCU is accredited by the Association for Biblical Higher Education (ABHE) and adheres to the procedures dictated by the ABHE Substantive Change policy. Any additions of or changes to academic programs offered at Heritage Christian University must adhere to the ABHE Policy on Substantive Change (http://www.abhecoa.org/forms.abhe.org/webdocs/Substantive%20Change%20Policy.pdf).</p>
<p>5 Allow service members and reservists to be readmitted to a program if they are temporarily unable to attend class or have to suspend their studies due to service requirements, and take additional steps to accommodate short absences due to service obligations, provided that satisfactory academic progress is being made by the service members and reservists prior to suspending their studies.</p>	<p>Heritage Christian University complies with DOD/EO expectations to promptly readmit a service member into the same academic status he or she had when last attended or accepted for admission, when program attendance was interrupted due to service obligations.</p>
<p>6 Agree to an institutional refund policy that is aligned with the refund of unearned student aid rules applicable to Federal student aid provided through the Department of Education under Title IV of the Higher Education Act of 1965, as required under section 484B of that Act when students withdraw prior to course completion.</p>	<p>Heritage Christian University will promptly readmit service members to the same program with the same academic status after an interruption in their program due to a call to active duty. In this case, students may choose (1) Total Semester Withdrawal from All Classes and receive a full refund for tuition and fees; any university dorm and meal plan fees would be refunded on a prorated basis for the actual services received up to the date of the withdrawal. This option requires the student to withdraw from every course and receive no grade for any course taken that semester, or (2) Seek Appropriate Grade Assignment. If a substantial part of the semester has been completed by the time the student is called for active military duty, the student may meet with each instructor to determine an appropriate grade. If the appropriate grade is an "Incomplete," HCU will extend the deadline by which the incomplete must be removed from your academic transcript. Any university dorm and</p>

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	meal plan fees would be refunded on a prorated basis for the actual services the student received up to the date of leaving the university for active duty.
7 Provide educational plans for all individuals using Federal military and veterans' educational benefits that detail how they will fulfill all the requirements necessary to graduate and the expected timeline of completion.	Upon acceptance, all students, including those students who have no prior transfer credits are assigned an advisor specific to their academic needs. Each advisor assists students in creating an academic plan to fulfill all necessary graduation requirements. This includes regular reviews, and if necessary, revises the student's academic plan each semester during registration. Students may also do this on their own by using the HCU's catalog program checklist. Upon request, degree plan suggestions are provided to prospective students as well. Students with prior credit are provided with an official Transcript Evaluation of transfer credit prior to their first day of enrollment. The evaluation includes all course requirements for their chosen degree, credits transferred in, how those credits are applied to the degree plan, and the expected timeline to complete their degree. Evaluations are updated periodically as needed.
8 Designate a point of contact for academic and financial advising (including access to disability counseling) to assist service member and veteran students and their families with the successful completion of their studies and with their job searches.	HCU's School Certifying Official, who also serves as Director of Financial Aid is the designated Point of Contact for matters associated with the Principles of Excellence. Service members may also acquire information from other qualified staff member points of contact: 1) Academic Counseling-Assigned Advisor 2) Financial Aid Counseling-Director of Financial Aid 3) VA and TA Benefit Counseling-VA Certifying Official 4) Student Support Service Counseling- Dean of Students
* <u>VA Complaint Policy</u>	Any VA complaint against Heritage Christian University should be routed through the VA GI Bill feedback System by going to the following link: http://www.benefits.va.gov.GIBILL/Feedback.asp . The VA will then follow up through the appropriate channels to investigate the complaint and resolve it satisfactorily.