

2023-2024

Guide to Consumer Information at the University of Virginia

This guide contains a summary of consumer information that must be made available to all students at the University of Virginia in accordance with federal regulations set forth by The Higher Education Act of 1965, as amended, the *Code of Virginia*, and regional accrediting agencies. Under each topic is a brief description of the information that must be disclosed and an explanation of how that information can be obtained. If you need assistance obtaining this information, please contact Student Financial Services at the address listed at the end of this document. Additional consumer information is available at <http://www.virginia.edu/consumerinfo/>.

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General Information about the University

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

Students attending, or who have attended, the University of Virginia are given certain rights under the Family Educational Rights and Privacy Act of 1974 as amended (20 U.S.C. 1232g) and Rules of the [Department of Education](#) (34 C.F.R. Part 99) implementing this Act.

Student rights under the Act and Rules may be summarized as follows:

- To inspect and review the content of the student's education records. The University shall comply with a request for access to records within a reasonable period of time, but not more than 45 days after it has received the request;
- To obtain copies of education records upon payment of \$0.15 per page, where the failure to provide copies would effectively prevent the student from exercising the right to inspect and review the education records;
- To receive a response from the University to reasonable requests for explanation of those records;
- To obtain an opportunity for a hearing to challenge the content of those records;
- To receive confidential treatment by the University of education records; neither such records, nor personally identifiable information contained therein, except for directory information, shall be released without student permission to anyone other than those parties specifically authorized by the Act;
- To refuse to permit the release of their directory information;
- To file complaints with the Family Policy Compliance Office (FPCO) of the Department of Education concerning alleged failures by the University to comply with the requirements of the Acts and Rules:

Family Policy Compliance Office
United States Department of Education
400 Maryland Ave., S.W.
Washington, DC 20202-5920

- To exercise all rights on the student's own behalf, regardless of the student's status as a dependent upon parents.

The University has adopted policy and procedures to protect the privacy rights of the past and present students. The policy and procedures describe:

- The types of education records maintained by the University;
- The titles and addresses of the University officials responsible for those records;
- The procedures controlling the inspection and review of education records;
- The procedures controlling the correction of education records, including a request to amend and to have a hearing;
- The procedures controlling the recording of each request for and each disclosure of personally identifiable information from the education records of a student; and
- The individuals and organizations who have access to a student's education records without the student's prior written consent.

Consent is not required where the disclosure is to school officials within the University who have a legitimate educational interest for the information.

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School officials are those individuals who engage in the instructional, supervisory, advisory, administrative, governance, public safety, and support functions of the University. They need not necessarily be paid employees of the University. School officials include:

- Those University students who, pursuant to their duties as officers in officially recognized honor societies, periodicals, and other activities which recognize or encourage superior academic achievement, require personally identifiable information (e.g. grades) from students' education records to determine the satisfaction of specified eligibility requirements;
- Those University students who, pursuant to their duties as members of official University committees (e.g. scholarship committees), require personally identifiable information from students' education records;
- Those University students who, pursuant to the authority granted by the Board of Visitors under the terms of the Honor System and the University Judiciary System, require personally identifiable information from a student's education records to investigate, adjudicate, or advise students involved in an alleged violation of the Honor Code or the Standards of Conduct; and
- A person, company, or agency with whom the University has contracted to provide services that the University itself would provide otherwise.

In order for a school official to have a legitimate educational interest, he or she must require the student's education records in the course of performing his or her duties for the University.

COST OF ATTENDING THE UNIVERSITY

For approved tuition and fees charges, please see the University Record, available at <http://records.ureg.virginia.edu/index.php>. For the estimated cost of attendance, including housing costs, books, supplies, and other miscellaneous costs, undergraduate students should visit <https://sfs.virginia.edu/financial-aid-new-applicants/financial-aid-basics/estimated-undergraduate-cost-attendance> and graduate students should visit <https://sfs.virginia.edu/financial-aid-new-applicants/financial-aid-basics/estimated-graduate-cost-attendance>.

NET PRICE CALCULATOR

The University, to comply with federal requirements, makes available to prospective students and their families a net price calculator. This is available at <https://npc.collegeboard.org/student/app/virginia>.

DIVERSITY OF STUDENT BODY

For information about the diversity of the student body, visit <https://ira.virginia.edu/data-analytics/university-data> and select the enrollment filter or contact Institutional Research and Analytics (IRA) by mail at P.O. Box 400727, Charlottesville, VA 22904-4727; by phone at (434) 924-3417; or by email at: ira@virginia.edu.

TITLE IX/SEXUAL MISCONDUCT AND OTHER DISCRIMINATION, HARASSMENT, AND RETALIATION

The Office for Equal Opportunity and Civil Rights (EOCR) at the University is responsible for monitoring compliance with Title IX of the Education Amendments of 1972 (20 U.S.C. § 1681). Title IX is a federal civil rights law that prohibits discrimination on the basis of sex/gender in all educational programs and activities of the University. Information about UVA's Policy on Sexual and Gender-Based Harassment and Other Forms of Interpersonal Violence (Sexual Misconduct Policy) is available online at <http://eocr.virginia.edu/title-ix>. For questions about the Title IX Policy or to file a complaint, please contact the EOCR Title IX Office at 445 Rugby Road, O'Neil Hall, Suite C023, Charlottesville, VA 22903; (434) 297-7988; or titleixoffice@virginia.edu.

EOCR is also responsible for monitoring compliance with the University's Notice of Non-Discrimination and Equal Opportunity at <http://eocr.virginia.edu/notice-non-discrimination-and-equal-opportunity>, and related policies, including the Preventing and Addressing Discrimination and Harassment (PADH) and Preventing and Addressing Retaliation (PAR) policies. Information about these policies, related complaint procedures, and filing a complaint is available online at: <http://eocr.virginia.edu/discrimination-and-harassment>. For questions about these policies, procedures, or filing a complaint, you may also contact the EOCR Main Office, O'Neil Hall, P.O. Box, 400219, Charlottesville, VA 22903; (434) 924-3200; or UVAEOCR@virginia.edu.

ACCOMMODATIONS AND SERVICES FOR STUDENTS WITH DISABILITIES

The Student Disability Access Center (SDAC) supports UVA students with disabilities by helping to facilitate access to the full University experience. Its primary role is to determine eligibility and to provide necessary academic, housing, dining, transportation, and other accommodations for qualified students with disabilities in compliance with Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act, as amended. Information about accommodations and services for students with disabilities is available at <https://studenthealth.virginia.edu/sdac> or by phone at (434) 243-5180; or email at SDAC@virginia.edu. Students may [apply for services](#) online to begin the intake and eligibility process. Students may also contact the University's ADA Coordinator at (434) 924-3295 or ADACoordinator@virginia.edu with questions or concerns.

TUITION ADJUSTMENT POLICY AND WITHDRAWAL FROM THE UNIVERSITY

The University has a tuition adjustment policy that stipulates the amount of tuition and fees that are returned to a student who withdraws during a term. For information about tuition and fees adjustments on student accounts, go to the webpage at <https://sfs.virginia.edu/tuition-billing/billing-payment/withdrawal-school>.

Students who are withdrawing from all classes at the University must notify UREG (University Registrar). More detailed information about withdrawal from the University is contained in the University Record at <http://records.ureg.virginia.edu/index.php>. Choose "University Regulations" from the left-hand menu and then the "Academic" link at the top of the page. Students should contact their individual school of enrollment with questions about the academic impact of their withdrawal. Recipients of veterans' education benefits should contact UREG to notify them of withdrawal from the University.

Student Financial Services (SFS) is required by federal statute to recalculate federal financial aid eligibility for students who withdraw, drop out, are dismissed, or take a leave of absence prior to completing 60% of a semester. The federal Title IV financial aid programs must be recalculated in these situations. Title IV funds are Pell, SEOG, TEACH grant, Iraq and Afghanistan Service Grant,

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Direct Subsidized, Direct Unsubsidized, and PLUS loans. Student Financial Services will determine if students who completely withdraw during a term have earned the money disbursed or owe a repayment. For more information, contact Student Financial Services by mail at P.O. Box 400204-4204, Charlottesville, VA 22904; by phone at (434) 982-6000; or by email at sfs@virginia.edu.

DESCRIPTIONS OF ACADEMIC PROGRAMS

Information about the University's academic programs and degree offerings is published in the Undergraduate and Graduate Record, available at <http://records.ureg.virginia.edu/content.php?catoid=58&navoid=4883> Click on an individual school name in the left-hand navigation for more information about that school's programs.

INSTRUCTIONAL FACILITIES AND LABS

Information about the University's instructional facilities and laboratories, including equipment available by room is available at <https://classrooms.its.virginia.edu/list>.

INSTRUCTIONAL PERSONNEL

Information about the University's faculty and instructional personnel is available at the individual school websites. Start at <http://www.virginia.edu> and click on "Academics" and then select "Schools". Select the school from the list provided.

ACCREDITATION AND LICENSING OF THE INSTITUTION

The University of Virginia was chartered by the General Assembly of the Commonwealth of Virginia in 1819. The University is accredited by the Southern Association of Colleges and Schools Commission on Colleges to award baccalaureate, masters, educational specialist, and doctoral degrees. The University of Virginia also may offer credentials such as certificates and diplomas at approved degree levels. Questions about the accreditation of the University of Virginia may be directed in writing to the Southern Association of Colleges and Schools Commission on Colleges at 1866 Southern Lane, Decatur, GA 30033-4097, by calling (404) 679-4500, or by using information available on SACSCOC's website (www.sacscoc.org). Additional information about Institutional Accreditation is available at <https://ira.virginia.edu/institutional-accreditation>

COURSE SCHEDULE INFORMATION

For complete course schedule listings, go to the website at <http://www.virginia.edu/sis> and click on "Search Classes by Semester".

TEXTBOOK COST SAVINGS PROGRAMS AND TEXTBOOK PRICING INFORMATION

All textbook pricing information is available at the UVA Bookstore website at <http://uvabookstores.com/uvatext/>.

TRANSFER CREDIT POLICIES

Information about Transfer Credit policies is available at http://records.ureg.virginia.edu/content.php?catoid=58&navoid=4806#transer_credit Click on "University Regulations" in the left-hand navigation. Then, choose the "Academic" header, then "Transfer Credit". Each school website has more information specific to their programs.

COPYRIGHT POLICIES

More information about the University's policies, standards, and procedures regarding copyright and intellectual property may be found online at <https://security.virginia.edu/copyright-and-file-sharing-policy-uva>. You may also contact the University of Virginia Information Security office by mail at P.O. Box 400898, Charlottesville, VA 22904; by phone at (434) 924-4165; or by email at it-compliance@virginia.edu.

STUDENT ACTIVITIES

Information about the University's student activities is available at <https://studentengagement.virginia.edu/>.

PROFESSIONAL LICENSURE AND CERTIFICATION

Consistent with federal regulations, UVA discloses certain information regarding educational programs that meet the requirements for initial professional licensure or certification for employment in an occupation (or advertised as meeting those requirements), and whether program completion would meet those requirements in a state. These disclosures, along with additional relevant information are available at: <https://ira.virginia.edu/accreditation-academic-compliance/professional-licensure>

All current and prospective students are encouraged to contact the applicable professional licensure/certification boards in their respective states for additional information regarding professional licensure/certification requirements, including information on non-educational requirements such as work experience, background clearance, or examination by outside entities (e.g., bar examinations). State professional licensure/certification requirements are subject to change at any time.

Enrolled students who change their current address to a state other than Virginia are required to update this information immediately in the Student Information System (SIS) as it may impact their ability to complete internship, practicum, or clinical hours, use Title IV funds, or meet initial licensure or certification requirements in the new state.

Information about Student Financial Assistance

GRADUATE BUSINESS, LAW, AND MEDICAL STUDENTS

Contact your school's respective financial aid office to request financial aid information.

School of Law: financialaid@law.virginia.edu or (434) 924-7805

School of Medicine: medfinancialaid@virginia.edu or (434) 924-0033

Darden School of Business: financialaid@darden.virginia.edu or (434) 924-7739

ALL OTHER STUDENTS

Contact Student Financial Services (see contact information at the end of this Guide). Most information is available at the SFS website at <http://sfs.virginia.edu>.

Overview of Financial Aid Programs: Information about need-based financial aid available to undergraduate students, including where to find non-need based financial aid resources is available at <http://sfs.virginia.edu/undergrad/basics>. Graduate students should go to <http://sfs.virginia.edu/grad/basics>.

How to Apply for Aid: Information for undergraduate students about how to apply for need-based financial aid is available at <https://sfs.virginia.edu/financial-aid-new-applicants/how-apply-financial-aid-undergraduate-applicants>. Graduate students should go to <https://sfs.virginia.edu/financial-aid-new-applicants/how-apply-financial-aid-graduate-professional-applicants>

Eligibility Requirements: For undergraduate students, information is available at <http://sfs.virginia.edu/eligibility>. Graduate students should go to <http://sfs.virginia.edu/grad/eligibility>.

Verification Requirements: <http://sfs.virginia.edu/fedverify>.

Code of Conduct for Financial Aid Professionals: The University adheres to NASFAA's "Statement of Ethical Principles" and "Code of Conduct for Financial Aid Professionals", which can be found at <https://sfs.virginia.edu/compliance> and at https://www.nasfaa.org/Statement_of_Ethical_Principles. In addition, the University also adheres to its "Student Loan Code of Conduct" available at <https://sfs.virginia.edu/consumer-information-and-codes-ethics>.

Study Abroad: Students who enroll in a study abroad program approved for credit by the University may be considered enrolled at the University for the purposes of applying for assistance from Federal Student Aid programs. Information about financial aid eligibility can be found at <https://sfs.virginia.edu/financial-aid-current-students/current-undergraduate-students/study-abroad/how-apply-financial-aid>.

RIGHTS AND RESPONSIBILITIES OF FINANCIAL AID RECIPIENTS

Continued Eligibility for Aid: <https://sfs.virginia.edu/financial-aid-current-students/current-undergraduate-students/financial-aid-basics/eligibility>.

Satisfactory Academic Progress: <http://sfs.virginia.edu/SAP>.

Method and Frequency of Financial Aid Disbursements: <http://sfs.virginia.edu/disbursement>.

Terms and Conditions of Financial Aid Employment: <http://sfs.virginia.edu/workstudy>.

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Direct Loan and Private Education Loan Disclosures: The Department of Education has made a Direct Loan model disclosure form available at <https://ifap.ed.gov/sites/default/files/attachments/2020-04/SubUnsubPLD.pdf>. For students considering a private education loan, the University suggests [FASTChoice](#) as a place for consumers to start their search for and comparison of available private education loans. The University does not endorse any individual lender offering loans through FASTChoice and encourages consumers to review private loan terms and conditions carefully, as they can vary from lender to lender and from year to year. Disclosures about private education loans completed through FASTChoice are made by them to the consumer in the process of completing the loan application.

Terms of Student Loans, Including Exit Counseling and Necessity of Repayment: For undergraduate students, go to the webpage at <https://sfs.virginia.edu/financial-aid-new-applicants/financial-aid-basics/types-aid/2023-2024-academic-year-loans>. For graduate students, go to <https://sfs.virginia.edu/financial-aid-current-students/current-graduate-students/financial-aid-basics/types-aid/2023-2024>. Students in the School of Law and School of Medicine will complete Exit Counseling with their school's respective financial aid offices.

Terms/Conditions of Deferment or Cancellation of Perkins Loan, Direct, or FFEL Loan because of Volunteer Service: Information about loan repayment options is also available at the Federal Student Aid website's page at <https://studentaid.gov/manage-loans/repayment/plans#repayment-plans>.

Obtaining Books: Students may use their financial aid refund (if applicable) to purchase books or they may use their University ID card to charge their books at the University Bookstore. University Bookstore charges will appear on the student account.

Student Outcomes

GRADUATION AND RETENTION RATES

Institutional Research and Analytics (IRA) publishes information on graduation and retention rates. Please visit <https://ira.virginia.edu/data-analytics/university-data> and filter graduation and retention rates to view the data. A summary of this data can also be found at the following website: <https://ira.virginia.edu/student-achievement>. IRA also can be reached by mail at P.O. Box 400727, Charlottesville, VA 22904-4727; by phone at (434) 924-3417; or by email at: ira@virginia.edu.

EMPLOYMENT AND WAGES FOR GRADUATES

Prospective students may find the information resources of the State Council of Higher Education for Virginia (SCHEV) of use in planning for college and careers. SCHEV has created an institutional profile for each Virginia public college and university, and for each independent college or university participating in the Virginia Tuition Assistance Grant Program. The University's profile may be viewed on the SCHEV website at <https://research.schev.edu/iProfile/234076/University-of-Virginia>. *(The University cautions that the wage data provided by SCHEV only include those alumni employed or attending graduate school in the Commonwealth of Virginia. It does not include a sizable population of University alumni employed or attending graduate school outside the Commonwealth of Virginia.)*

ATHLETIC PROGRAM PARTICIPATION AND FINANCIAL SUPPORT DATA

As part of the Equity in Athletics Disclosure Act, information on annual participation rates and financing of men's and women's sports in intercollegiate athletic programs is available to students and the general public. To obtain this information, go to <http://ope.ed.gov/athletics/>. Choose the "Get Data for One School" link, and then search for "University of Virginia-Main Campus". You may obtain a copy of this report by writing to Student Financial Services at sfs@virginia.edu.

Health and Safety

CAMPUS SAFETY AND SECURITY

Annual Fire Safety and Security Report: This information is available to students and the public on the University's Clery Act webpage at <https://cleryact.virginia.edu/annual-fire-safety-and-security-report>.

Crime Log and Timely Warning: The University makes available to students and the public a daily crime log and safety alerts, available through the University Police Department's website at <http://uvapolice.virginia.edu/crime-log> and <https://uvapolice.virginia.edu/facts-stats-reports/safety-alerts>. You may also reach the University Police Department by mail at P.O. Box 400214 Charlottesville, VA 22903; by phone at (434) 924-7166; or by email at police@virginia.edu.

Emergency Notifications and Emergency Response and Evacuation Procedures: Complete information on these topics is available at the Office of Emergency Management website at <https://uvaemergency.virginia.edu>. You may also reach this office by mail at P.O. Box 400911 Charlottesville, VA 22904; by phone at (434) 982-0565; or by email at uvaem@virginia.edu.

Missing Student Notification Policies and Procedures: The Higher Education Opportunity Act of 2008 (HEOA) requires the University to establish a missing student notification policy and related procedures for students living in University housing. The policy statement is available at <http://uvapolicy.virginia.edu/policy/STU-003>.

DRUG AND ALCOHOL MISUSE PREVENTION

The Office of Health Promotion in Student Health and Wellness at the University provides education and support for students, faculty, staff, and parents. Information about their program offerings is available online at <https://www.studenthealth.virginia.edu/OHP>. The University's Biennial Report of its alcohol and other drug programs is available at <https://daapp.virginia.edu/>. You may contact the Office of Health Promotion by mail at P.O. Box 800760 Charlottesville, VA 22908 or by phone at (434) 924-1509.

POLICIES ON THE USE OF ALCOHOL AND OTHER DRUGS

Under the Drug Free Workplace Act of 1988 and the Drug Free Schools and Communities Act Amendments of 1991, the University is required to have an alcohol and other drug policy outlining prevention, education, and intervention efforts and consequences for policy violations. The University is committed to providing a safe, healthy learning community for all its members. The University's Use of Alcoholic Beverages and Prohibition of Other Drugs Policy may be found here: <http://uvapolicy.virginia.edu/policy/STU-001>. For more information about employee responsibilities with respect to this policy, go to <http://uvapolicy.virginia.edu/policy/HRM-014>.

VACCINATION POLICY

The University's policies on immunizations for new students can be found at the Department of Student Health and Wellness' website at <https://www.studenthealth.virginia.edu/pre-entrance-health-requirements>.

SCHOLARSHIP/STUDENT LOAN DEBT RELIEF SCAMS

The Federal Trade Commission (FTC) web site contains important information for students and parents about scholarship scams. The FTC cautions against using 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.”
- “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 (877) 382-4357 or see <https://consumer.ftc.gov/articles/how-student-loans-work-how-avoid-scams>.

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 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 immediate loan forgiveness or debt cancellation
- Demands that you sign a “third party authorization”
- Requests for your FSA ID

If you believe you have been the victim of student loan debt relief fraud, wish to file a complaint, or want more information, call (855) 411-2372 or see <https://www.consumerfinance.gov/ask-cfpb/what-are-the-signs-of-a-student-loan-scam-en-2100/>

Contact Information

The “Guide to Consumer Information at the University of Virginia” is produced and maintained by Student Financial Services. To obtain more information or a printed copy of this guide, you may contact:

Student Financial Services
Associate Director of Compliance
P.O. Box 400204
Charlottesville, VA 22904
(434) 982-6000
sfs@virginia.edu
<https://sfs.virginia.edu/>