GUIDE TO CONSUMER INFORMATION

Information on the institution, financial assistance, scholarship fraud, graduation rates, athletic participation, campus security, student rights and responsibilities, and the Family Educational Rights and Privacy Act at the University of Michigan–Ann Arbor campus. This information is also available at: finaid.umich.edu/getting-started/consumer-information.

This guide contains a summary of consumer information that must be made available to all students at the University of Michigan in accordance with federal regulations set forth by The Higher Education Act of 1965, as amended. Each topic gives a brief description of the information that must be disclosed and explains how it can be obtained. If you need assistance obtaining this information, contact the Office of Financial Aid (see address below). All addresses end with:

University of Michigan
Ann Arbor, MI 48109

GENERAL INFORMATION ABOUT THE UNIVERSITY

ACCREDITATION INFORMATION
Students may review copies of documents regarding entities that accredit, license, or approve the institution and its programs. The University of Michigan is accredited by:

- The North Central Association of Colleges and Schools, Higher Learning Commission:
  230 South LaSalle St., Suite 7-500,
  Chicago, Illinois 60604-1411

- Contact the U-M Office of Budget and Planning to review the accreditation documents:
  TEL: 734-764-6708
  EMAIL: opbcontact@umich.edu
  WEB: obp.umich.edu

For accreditation information for U-M schools/colleges, contact them directly (umich.edu/schools-colleges).

COPYRIGHT INFRINGEMENT POLICIES:
Information about the university’s policies related to the use of copyright material, including peer-to-peer file sharing, can be found on the Copyright at the University of Michigan website (lib.umich.edu/copyright).

COST OF ATTENDING THE UNIVERSITY

- For actual U-M tuition and fee charges contact:
  Office of the Registrar
  515 E. Jefferson St. (second floor Wolverine Services)
  TEL: 734-647-3507
  FAX: 734-763-9053
  WEB: ro.umich.edu/tuition-residency/ tuition-fees

- For estimated tuition and fees, housing costs, and personal/miscellaneous expenses, contact:
  Office of Financial Aid
  2500 Student Activities Building, 515 E. Jefferson St.
  TEL: 734-763-6600
  EMAIL: financial.aid@umich.edu
  WEB: finaid.umich.edu/getting-started/estimating-costs

- Graduate Business students contact:
  Stephen M. Ross School of Business Financial Aid Office
  700 E. University Ave., Kresge Hall, Room K3521
  TEL: 734-764-5139
  EMAIL: rossfinaid@umich.edu
  FAX: 734-764-2129
  WEB: michiganross.umich.edu/programs/ scholarships-loans

- Graduate Dental students (other than Ph.D.) contact:
  Assistant Director of Financial Aid, School of Dentistry
  1011 N. University Ave.
  TEL: 734-763-4119
  EMAIL: financial.aid@umich.edu
  WEB: finaid.umich.edu/dental-dds-students

- Law students contact:
  Law School Office of Financial Aid
  Jeffries Hall, Suite 2200, 701 S. State St.
  TEL: 734-764-5289
  EMAIL: lawfinaid@umich.edu
  FAX: 734-763-7761
  WEB: michigan.law.umich.edu/office-financial-aid

- Medical School students contact:
  Medical School Financial Aid Office
  5100 Taubman HlthScLib, 1135 Catherine St.
  TEL: 734-763-4147
  EMAIL: med-finaid@umich.edu
  FAX: 734-764-9473
  WEB: medicine.umich.edu/medschool/education/ md-program/financial-aid

DESCRIPTIONS OF ACADEMIC PROGRAMS
Information on the university’s academic programs, degree offerings, and plans for future programs is available from the various schools/colleges and admitting offices (Undergraduate Admissions and Rackham School of Graduate Studies). See umich.edu/schools-colleges for contact information.

DISTANCE EDUCATION
Universities are required to comply with the distance education laws of each individual state. If you are an out-of-state student seeking to enroll in an online U-M program, or if you are an online student considering moving to another state, you should check U-M’s status with that state. Visit ai.umich.edu/distance-education-disclosures to determine if your program is authorized in your home/target state. Participating in a program not authorized by your state could result in loss of ability to transfer credits. Complaints regarding an online program should first be pursued according to the U-M policy found in the “Compliance and U-M Policies” section below. Unresolved complaints may be escalated to the respective state. Contact information...
The university has a tuition refund policy stipulating the amount of tuition and fees that are refunded to a student who withdraws from all classes during a term. Visit finance.umich.edu/finops/student/refunds. Graduate Business, Dental, Law, and Medical students: contact your aid office.

REPAYMENT POLICY (RETURN OF TITLE IV AID)
The federal government mandates that students who withdraw from all classes may only keep the financial aid (Federal Title IV grant and loan assistance) they have “earned” up to the time of withdrawal. Funds that were disbursed in excess of the earned amount must be returned by the university and/or the student to the federal government. The repayment policy is available online at finaid.umich.edu/withdraw and from the Office of Financial Aid. Graduate Business, Dental, Law, and Medical students: contact your aid office.

STUDENT ACTIVITIES
Student life at U-M offers the kind of thoroughly engaging opportunities most major public universities afford their students. For information about other student activities and organizations specific to your program, visit your individual school and college website: umich.edu/schools-colleges

STUDENT BODY DIVERSITY
For information about student body diversity, contact: Office of Budget and Planning 523 S. Division, 2nd Floor TEL: 734-764-6708 EMAIL: obpcontact@umich.edu FAX: 734-763-0413 WEB: obp.umich.edu

For information about the University of Michigan’s Diversity, Equity and Inclusion initiative, visit: diversity.umich.edu

TEXTBOOK PRICES
The Office of the Registrar has a tool available to students within the Wolverine Access self-service portal on the “My Class Schedule” page. Contact the Registrar’s Office for additional information.

TRANSFER CREDIT POLICY
Visit admissions.umich.edu/apply/transfer-applicants/transfer-credit for information.

WITHDRAWAL PROCEDURES
Students who are withdrawing from all classes at the university must notify the Registrar’s Office by following specific withdrawal procedures posted on the web at ro.umich.edu (type in the search bar “How to withdraw from a term”). Graduate Business, Dental, Law, and Medical students must contact their respective financial aid offices.

INFORMATION ABOUT STUDENT FINANCIAL ASSISTANCE

GRADUATE BUSINESS, DENTAL, LAW, AND MEDICAL STUDENTS
Contact your respective financial aid office (see listings in previous section) to request financial aid information.

ALL OTHER STUDENTS
Contact the Office of Financial Aid (see page 1). Most information is available in Required Reading (download a PDF at finaid.umich.edu/publications or request a paper copy).
• Overview of financial aid programs:
  Need-based and non-need-based federal financial aid
  available to students, including where to find grant sources
  from Michigan and other states: finaid.umich.edu

• How to apply for aid:
  finaid.umich.edu and select the appropriate section under
  the Apply for Aid section

• Aid eligibility requirements:
  finaid.umich.edu/eligibility

• How eligibility for need-based aid is determined and
  how need-based aid is awarded:
  finaid.umich.edu/how-aid-is-awarded

• Aid for study abroad:
  Students enrolled in a UM-sponsored program abroad may
  apply for aid: finaid.umich.edu/studying-abroad

• Code of conduct for student loans:
  The university adheres to a code of conduct regarding
  relationships with providers of private educational loans.
  Find this information on our website: (finaid.umich.edu/
  university-code-conduct-student-loans) and on the
  Provost’s website (provost.umich.edu/programs/COI,
  COC, select University Code of Conduct for Student Loans).

RIGHTS AND RESPONSIBILITIES OF AID RECIPIENTS

• Continued eligibility for aid:
  finaid.umich.edu/eligibility

• Satisfactory academic progress:
  This is defined by students’ successful completion of course
  work toward a degree. Students must maintain specific
  academic progress requirements to be eligible for financial
  aid. Aid eligibility lost may also be reestablished.
  See finaid.umich.edu/SAP

• Disbursement of aid (method and frequency):
  Financial aid is disbursed (released) to students in different
  ways depending on the type of aid and other factors. See
  finaid.umich.edu/managing-your-aid/aid-payments-your-bill

• Terms/conditions of financial aid employment:
  For Federal Work-Study employment information,
  visit: finaid.umich.edu/work-study-other-jobs and
  studentemployment.umich.edu

• Terms of student loans, including exit counseling, necessity
  of repayment:
  See finaid.umich.edu/repaying-loans

• Terms/conditions of deferment or cancellation of direct
  loan or FFEL loan because of volunteer service:
  Students may receive deferment or cancellation of loans
  for volunteer service such as Peace Corps, Armed Services,
  etc. Visit studentaid.gov and explore the “Manage Loans”
  section.

STUDENT OUTCOMES

GRADUATION AND RETENTION RATES
The Office of the Registrar offers up-to-date data on degrees
conferred, enrollment reports, first-year retention rates,
and race and ethnicity reports for annual degrees. Visit
ro.umich.edu and select “Reports.”

Graduation rates are published by the Office of Budget &
Planning: obp.umich.edu/michigan-almanac and see Ch. 4
Undergraduate Student Success.

GRADUATION AND RETENTION RATES FOR
STUDENT-ATHLETES
This 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:
  Athletic Department
  1000 S. State St.
  TEL: 734-647-2583

EMPLOYMENT FOR GRADUATES
Available information about job placement rates and the types
of employment obtained by U-M graduates may be obtained
from the U-M Career Center (careercenter.umich.edu),
the career services offices of the U-M schools and colleges
(umich.edu/schools-colleges for contact information), and
the Office of Budget and Planning (obp.umich.edu).

GRADUATE AND PROFESSIONAL EDUCATION FOR
GRADUATES
Available information about the types of graduate and
professional schools in which U-M graduates enroll may
be obtained from the U-M Career Center (careercenter.
umich.edu), the career services offices of the U-M schools
and colleges (umich.edu/schools-colleges for contact information),
and the Office of Budget and Planning (obp.umich.edu).

ATHLETIC PROGRAM PARTICIPATION & 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 by request to students and the general public
by request.

• For more information or to receive a copy of the report,
  contact:
  Athletic Department
  1000 S. State St.
  TEL: 734-647-2583

TEACHER PREPARATION ANNUAL REPORT CARD
The Michigan Department of Education (MDE) administers
a system for determining Educator Preparation Institution
(EPI) Performance Scores to identify, assist, and report
teacher preparation programs that are not performing at a
satisfactory level. Information on the School of Education
website at soe.umich.edu/caep-accreditation.

HEALTH AND SAFETY

CAMPUS SAFETY AND SECURITY
U-M prepares and publishes a “Security and Annual Fire
Safety Report” each year on Oct. 1. The report contains
information on emergency services, safety tips, policies, state
laws, support services, fire safety in on-campus housing,
confidential crime reporting, missing student notification
protocol, and a summary of the Statement of Student Rights
and Responsibilities. Visit the U-M Division of Public Safety at
dpss.umich.edu and the “Crime & Safety Data” tab or call
734-763-3434.
COVID-19 RESOURCES
For information on campus resources and developments related to COVID-19, visit the U-M Campus Maize and Blueprint website (campusblueprint.umich.edu).

VACCINATION POLICY
The University of Michigan’s policies on immunizations for new students can be found on the University Health Service website: uhs.umich.edu/students#immz. Services are provided by appointment on weekdays. Contact them at 734-764-8320.

DRUG AND ALCOHOL ABUSE PREVENTION:
Under the Drug Free Workplace Act of 1988 and the Drug Free Schools and Communities Act Amendments of 1991, the University of Michigan is required to have an alcohol and other drug policy outlining prevention, education and intervention efforts, and consequences for policy violations. The University of Michigan-Ann Arbor is committed to providing a safe, healthy learning community for all its members. Visit alcohol-drug-policy.umich.edu for a link to this policy.

CONTACT INFORMATION FOR ADMITTING OFFICES AND SCHOOLS/COLLEGES

ADMITTING OFFICES
• Office of Undergraduate Admissions:
  1220 Student Activities Building 515 E. Jefferson St.
  TEL: 734-764-7433
  WEB: admissions.umich.edu
• Horace H. Rackham School of Graduate Studies:
  Office of Graduate Admissions
  0120 Rackham Building 915 E. Washington
  TEL: 734-764-8129
  WEB: rackham.umich.edu
• Schools & colleges:
  Visit umich.edu/schools-colleges for contacts.

BE ALERT TO POTENTIAL SCHOLARSHIP FRAUD
The Federal Trade Commission suggests that students avoid any fraudulent scholarship service or website that promises a money-back guarantee, asks for a bank or credit card number, tells a student a scholarship will cost money, or indicates they have been selected for something for which they did not apply.

The College Scholarship Fraud Prevention Act of 2000 was passed to protect against fraud in student financial aid by establishing stricter sentencing guidelines for criminal financial aid fraud.

High school counselors, college financial aid administrators, and the Federal Student Aid Information Center all provide help for free. Visit studentaid.gov/articles/student-loan-scams for lists of fraud warning signs and free sources of aid information.

If you believe you’ve been a victim of scholarship fraud, call 877-FTC-HELP or visit the Federal Trade Commission: consumer.ftc.gov/financialaid.

Because of the nature of federal, state, and institutional guidelines affecting financial aid programs, information contained here is subject to change.