

# 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.

## Athletic Program Information

Information included in this section provides further details on Athletic Program Participation and Financial Support, commonly referred to as the EADA Report.

### Office of Athletic Compliance

3330 Laclede Avenue  
St. Louis, MO 63103  
Phone: 314-977-3509

- SLU Athletic Program Information (<https://slubillikens.com/sports/2012/4/26/205420289.aspx>)
- Equity in Athletics Disclosure Report (<https://ope.ed.gov/athletics/#/>)
- Graduation Rates for Student Athletes (<https://www.slu.edu/financial-aid/pdf/athletic-grad-rates.pdf>)

## Campus Contacts

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

Financial Assistance Information (<https://www.slu.edu/financial-aid/>)  
DuBourg Hall, Room 119  
314-977-2350

Institutional Information (<https://www.slu.edu/provost/>)  
Office of the Provost  
DuBourg Hall, Room 210  
314-977-3718

Compliance and Graduation Rates (<https://www.slu.edu/provost/office-of-institutional-research/>)  
Office of Institutional Research  
Verhagen Hall, Room 313

Office of Institutional Equity and Diversity (<https://www.slu.edu/general-counsel/institutional-equity-diversity/>)  
DuBourg Hall, Room 036  
314-977-3838

Security Policies and Crime Statistics (<https://www.slu.edu/about/safety/>)  
Department of Public Safety  
Wool Center, Room 114  
314-977-3000

Informal Complaints and Academic Concerns (<https://www.slu.edu/provost/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](mailto:deanofstudents@slu.edu) ([deanofstudents@slu.edu?subject=](https://www.slu.edu/student-development/dean-of-students/?subject=))

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

314-977-7326  
[conduct@slu.edu](mailto: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>)

## Cohort Default Rate

Saint Louis University has a 3 year cohort default rate of 0.00%.

Learn more about cohort default rates and how they are calculated. (<https://fsapartners.ed.gov/knowledge-center/topics/default-management/official-cohort-default-rates-schools/>)

## Complaint Resolution

- Consumer Financial Protection Bureau (<http://www.consumerfinance.gov/>)
- Saint Louis University - Student Complaint Procedures (<https://www.slu.edu/provost/student-complaints.php>)

## Consumer Financial Protection Bureau

### Consumer Financial Protection Bureau

P.O. Box 27170  
Washington, DC 20038  
Phone: 1-855-411-2372  
<http://www.consumerfinance.gov> (<https://www.consumerfinance.gov/>)

## 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/divisions/consumer/>)

#### **Missouri Department of Higher Education & Workforce Development**

Attn: Complaint Processing  
301 West High Street  
P.O. Box 1469  
Jefferson City, MO 65102  
Fax number: 573-751-2361  
<http://dhe.mo.gov/contactus.php>

### **Ohio**

#### **Ohio State Board of Career Colleges and Schools**

30 East Broad Street, Suite 2481  
Columbus, OH 43215  
Phone: 1-614-466-2752  
<http://scr.ohio.gov/ConsumerInformation/FilingaComplaint.aspx>

#### **Ohio Department of Higher Education**

25 South Front Street  
Columbus, OH 43215

#### **Ohio Attorney General**

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

### **Texas**

#### **Texas Workforce Commission**

101 East 15th Street  
Austin, TX 78778-0001  
<https://www.twc.texas.gov/programs/career-schools-colleges/students#howToSubmitAComplaintAgainstASchool> (<https://www.twc.texas.gov/programs/career-schools-colleges/students/#howToSubmitAComplaintAgainstASchool%C2%A0%C2%A0>)

#### **Texas Higher Education Coordinating Board**

1801 Congress Ave, Suite 12.200  
Austin, TX 78701  
<https://www.highered.texas.gov> (<https://www.highered.texas.gov/>)

#### **Office of the Attorney General**

Consumer Protection Division  
PO Box 12548  
Austin, TX 78711-2548  
<https://www.texasattorneygeneral.gov/consumer-protection/file-consumer-complaint> (<https://www.texasattorneygeneral.gov/consumer-protection/file-consumer-complaint/>)

## **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/>)

## **Disabilities Resources**

- Center for Accessibility and Disability Services (<https://www.slu.edu/life-at-slu/student-success-center/accessibility-and-disability-resources/>)

## **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 (<https://catalog.slu.edu/academic-policies/student-financial-services/loan-entrance-exit-interview-requirements/>)
- Federal Student Loan Information (<https://studentaid.gov/understand-aid/types/loans/>)
- 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.gov/manage-loans/forgiveness-cancellation/>)

## **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/community-standards/alcohol-drug-policies.php>)
- 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://slu.policystat.com/policy/token\\_access/4723d1ac-92fb-4985-8321-b2dc21d517d3/](https://slu.policystat.com/policy/token_access/4723d1ac-92fb-4985-8321-b2dc21d517d3/))
- Vaccination/Immunization Policy (<https://www.slu.edu/life-at-slu/student-health/required-records-forms.php>)

## Institutional Information

- Academic Programs (<https://www.slu.edu/academics/>)
- Accreditation (<https://www.slu.edu/provost/accreditation/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 (<https://www.slu.edu/about/bookstores-gear.php>)

## Military Service Member Recruitment

SLU does not participate in and prohibits high-pressure recruitment tactics for the purpose of securing enrollments of Service members, including making multiple unsolicited contacts, by phone, email or in-person and engaging in same-day recruitment and registration. Students may opt out of SLU admission communication at any time.

## Placement Information

- Undergraduate Statistics (<https://www.slu.edu/news/announcements/2022/august/career-services-undergraduate-outcomes-dashboard.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 (<https://catalog.slu.edu/academic-policies/student-financial-services/student-financial-responsibility/>)

## Student Outcomes

- Graduation Rates (<https://www.slu.edu/provost/student-outcomes/>)
- 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/undergraduate-outcomes.php>)
- Retention Rates (<https://www.slu.edu/provost/student-outcomes/>)
- Transfer Out Rates (<https://nces.ed.gov/collegenavigator/?q=Saint+Louis+University&s=all&id=179159>)

## 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/professional-studies/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/center-for-social-action/voter-info.php>)