

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 (deanofstudents@slu.edu?subject=)

Office of Student Responsibility and Community Standards (<https://www.slu.edu/life-at-slu/community-standards/>)
314-977-7326
conduct@slu.edu

Cash Management

Refunds

Students who have aid that exceeds their direct billed costs will receive a refund. Aid can be paid no sooner than 10 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 U.S. Bank; nor is a student required to obtain an access device offered by or through U.S. 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 With U.S. Bank (<https://www.slu.edu/financial-aid/consumer-information/cash-management.php>)

Cohort Default Rate

Saint Louis University has a three-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 its 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/>)

Educational Services Continuity

Consistent with NC-SARA regulations the University is committed to ensuring educational service continuity. In the event of a catastrophe*, all impacted SLU students will receive the educational services (e.g., the teaching of all required courses in all academic programs; offering of all required internships, clinicals, practica; etc.) for which they have paid unless the University determines that doing so is not logistically, operationally, financially, or otherwise feasible.

When the University determines that the provision of any or all educational services for which impacted students have paid is not feasible as a result of a catastrophe, SLU will provide prorated financial compensation to students for any educational services not received as a direct or indirect result of that catastrophe. Further, SLU will comply with all "teach out" requirements of institutional and program-level accreditors as applicable.

SLU will maintain assurance funds, surety bonds, irrevocable letters of credit, or other forms of access to insured funds in order to fulfill this commitment.

SLU shall ensure that, in the event of a catastrophe, it will continually maintain all student records in a manner(s) that ensures the integrity of and regular access to such records – even in the event of the institution's closure (either temporarily or permanently).

* Catastrophe: A natural or man-made event resulting in institutional damages/losses that threaten educational business continuity and require substantial financial resources to repair or recover from; examples include (but are not limited to) fires, tornadoes, floods, pandemics or other disasters.

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/>)
- Cost of Attendance (<https://www.slu.edu/financial-aid/tuition-and-costs/cost-of-attendance.php>)
- 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/)
- 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>)