

## Campus Safety and Security

The UM Department of Public Safety and Security has state certified police officers, public safety officers, and parking enforcement officers who patrol the campus area. These officers are supported by communications officers, administrators, and investigators. Public Safety is a service-oriented department whose mission is to contribute to and promote a safe and secure community while respecting the rights and dignity of all persons utilizing facilities and programs of the UM.

The Department of Public Safety distributes the University's Campus Safety Handbook and Annual Security Report. These reports include statistics for the previous three years concerning reported crimes that occurred on campus; in certain off-campus buildings or property owned or controlled by UM; and on public property within, or immediately adjacent to and accessible from, the campus. The reports also include institutional policies concerning campus security, such as policies concerning alcohol and drug use, crime prevention, the reporting of crimes, sexual assault, and other matters. You can view the Campus Safety Handbook and the Annual Security Report online at [www.umich.edu/~safety](http://www.umich.edu/~safety) or request printed copies from the Department of Public Safety, Campus Safety Services Building, 1239 Kipke Dr., Ann Arbor, MI 48109, Tel: (734) 763-3434.

## Family Educational Rights and Privacy Act (FERPA)

In carrying out their assigned responsibilities, many offices at the University of Michigan collect and maintain information about students. Although these records belong to the University, both University policy and federal law accord students a number of rights concerning these records. The Federal Family Educational Rights and Privacy Act (FERPA) establishes the rules and regulations regarding access to and disclosure of student records.

To fulfill FERPA requirements, the University has established a Student Rights and Student Records policy. This policy outlines a student's rights regarding his/her records, where records about the student may be kept and maintained, what kinds of information are in those records, the conditions under which the student or anyone else may have access to information in those records, and what action a student can take if it is believed that the information in his/her record is inaccurate or that the student's rights have been compromised. The Student Rights and Student Records policy is on the web at [www.umich.edu/~regoff/ferpa](http://www.umich.edu/~regoff/ferpa). For more information or to receive a copy, contact: The University Registrar, 413 E. Huron St., Tel: (734) 764-6280.

Because the University does not maintain all student records in one location, each office that maintains student records is required by the UM Regents to develop a written statement of its policies and procedures for handling those records; these statements are available for students to examine in the respective offices. In addition, copies of the University's "Policies on Student Records"

and the pertinent federal law, the Family Educational Rights and Privacy Act of 1974 (FERPA), are posted on the bulletin board outside the Registrar's Office and are also available in all Deans' offices (see School/College contact information at [www.umich.edu/units.html](http://www.umich.edu/units.html)).

## Student Rights and Responsibilities

All UM students are responsible for upholding the community standards expressed in the Statement of Student Rights and Responsibilities (SSRR), which sets forth standards of non-academic conduct by students and the judicial process for resolving complaints of alleged violations of the standards. The SSRR is available online at [www.umich.edu/~oscr](http://www.umich.edu/~oscr) and from the Office of Student Conflict Resolution, G121 South Quadrangle, 600 E. Madison, Tel: (734) 936-6308.

## Contact Information for Admitting Offices and Schools/Colleges

### ■ Admitting Offices:

#### ● Office of Undergraduate Admissions

1220 Student Activities Bldg., 515 E. Jefferson St.  
Tel: (734) 764-7433  
Web: [www.admissions.umich.edu](http://www.admissions.umich.edu)

#### ● Horace H. Rackham School of Graduate Studies

Office of Graduate Admissions  
0120 Rackham Bldg., 915 E. Washington  
Tel: (734) 764-8129  
Web: [www.rackham.umich.edu](http://www.rackham.umich.edu)

### ■ Schools/Colleges:

To locate the contact information for your School or College, please see [www.umich.edu/units.html](http://www.umich.edu/units.html).

*The University of Michigan Guide to Consumer Information* is produced by the University of Michigan Office of Financial Aid



515 E. Jefferson Street  
2011 Student Activities Building  
Ann Arbor, MI 48109-1316  
Tel: (734) 763-6600  
E-mail: [financial.aid@umich.edu](mailto:financial.aid@umich.edu)  
Web: [www.finaid.umich.edu](http://www.finaid.umich.edu)

### The Regents of the University:



**David A. Brandon**, Ann Arbor  
**Laurence B. Deitch**, Bingham Farms  
**Olivia P. Maynard**, Goodrich  
**Rebecca McGowan**, Ann Arbor  
**Andrea Fischer Newman**, Ann Arbor  
**Andrew C. Richner**, Grosse Pointe Park  
**S. Martin Taylor**, Grosse Pointe Farms  
**Katherine E. White**, Ann Arbor  
**Mary Sue Coleman** (*ex officio*)

The University of Michigan, as an equal opportunity/affirmative action employer, complies with applicable federal and state laws regarding nondiscrimination and affirmative action, including Title IX of the Education Amendments of 1972 and Section 504 of the Rehabilitation Act of 1973. The University of Michigan is committed to a policy of nondiscrimination and equal opportunity for all persons regardless of race, sex, color, religion, creed, national origin or ancestry, age, marital status, sexual orientation, disability, or Vietnam-era veteran status in employment, educational programs and activities, and admissions. Inquiries or complaints may be addressed to the Senior Director for Institutional Equity and Title IX Section 504 Coordinator, Office for Institutional Equity, 2072 Administrative Services Building, Ann Arbor, Michigan 48109-1432, (734) 763-0235, or TTY (734) 647-1388. For other University of Michigan information, call (734) 764-1817.

## Guide to

# CONSUMER INFORMATION

*Information on the institution, financial assistance, 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 online at:

[www.finaid.umich.edu/  
financial\\_aid\\_library/consumer.asp](http://www.finaid.umich.edu/financial_aid_library/consumer.asp)

**OFFICE OF FINANCIAL AID  
UNIVERSITY OF MICHIGAN-ANN ARBOR**



## Consumer Information:

*In accordance with federal regulations set forth by The Higher Education Act of 1965 (amended in 1998), this guide contains a summary of consumer information that must be made available to all students at the University of Michigan (UM). Each topic listed gives a brief description of the information that must be disclosed and explains how it can be obtained. If you need assistance obtaining information listed in this brochure, contact the Office of Financial Aid (see address below). All addresses listed end with:*

University of Michigan  
Ann Arbor, MI 48109

### Information about the Institution

#### ■ Costs of Attending the Institution:

For actual tuition and fee charges contact:

Office of the Registrar  
413 E. Huron St.  
Tel: (734) 763-5174  
Web: [www.umich.edu/~regoff/tuition](http://www.umich.edu/~regoff/tuition)

For estimated tuition and fees, books and supplies, room and board, and personal/miscellaneous expenses contact:

- **Office of Financial Aid**  
2011 Student Activities Bldg., 515 E. Jefferson St.  
Tel: (734) 763-6600  
Web: [www.finaid.umich.edu/financial\\_aid\\_basics/cost.asp](http://www.finaid.umich.edu/financial_aid_basics/cost.asp)
- **Graduate Business Students contact:**  
Stephen M. Ross School of Business  
Financial Aid Office  
D2260 William Davidson Hall, Tel: (734) 764-5139  
Web: [www.bus.umich.edu/Admissions/OfficeFinancialAid](http://www.bus.umich.edu/Admissions/OfficeFinancialAid)
- **Graduate Dental Students (other than Ph.D.) contact:**  
Dental Financial Aid Officer, School of Dentistry  
1011 N. University, Tel: (734) 763-4119  
Web: [www.finaid.umich.edu/apply\\_and\\_receive\\_aid/applying\\_for\\_aid/graduate\\_students/dental.asp](http://www.finaid.umich.edu/apply_and_receive_aid/applying_for_aid/graduate_students/dental.asp)
- **Law Students contact:**  
Law School Office of Financial Aid  
310 Hutchins Hall, Tel: (734) 764-5289  
Web: [www.law.umich.edu](http://www.law.umich.edu)
- **Medical School Students contact:**  
Medical School Financial Aid Office  
C5124 Med Sci I, 1301 Catherine, Tel: (734) 763-4147  
Web: [www.med.umich.edu/medschool/financialaid/index.html](http://www.med.umich.edu/medschool/financialaid/index.html)

■ **Refund Policy:** The University has a Tuition Refund Policy that stipulates the amount of tuition and fees that are refunded to a student who withdraws from all classes during a term. See [www.finaid.umich.edu/apply\\_and\\_receive\\_aid/receiving\\_your\\_aid/refund.asp](http://www.finaid.umich.edu/apply_and_receive_aid/receiving_your_aid/refund.asp). *Graduate Business, Dental, Law, and Medical students must contact their respective financial aid office, at left.*

■ **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 [www.umich.edu/~regoff/termwd.html](http://www.umich.edu/~regoff/termwd.html). *Graduate Business, Dental, Law, and Medical students must contact their respective financial aid office, at left.*

■ **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 [www.finaid.umich.edu/apply\\_and\\_receive\\_aid/receiving\\_your\\_aid/refund.asp](http://www.finaid.umich.edu/apply_and_receive_aid/receiving_your_aid/refund.asp) and from the Office of Financial Aid (contact information at left). *Graduate Business, Dental, Law, and Medical students must contact their respective financial aid office, at left.*

■ **Descriptions of Academic Programs:** Information on the University's academic programs and degree offerings is available from the various Schools/Colleges and admitting offices (Undergraduate Admissions and Rackham School of Graduate Studies). See [www.umich.edu/UM-Academics.html](http://www.umich.edu/UM-Academics.html) for contact information.

■ **Instructional Facilities and Labs:** Information on the University's instructional facilities and laboratories is available from the various Schools/Colleges and admitting offices (Undergraduate Admissions and Rackham School of Graduate Studies). See [www.umich.edu/lib\\_resources.html](http://www.umich.edu/lib_resources.html).

■ **Instructional Personnel:** Information on the University's faculty and instructional personnel is available from the various Schools/Colleges. See [www.umich.edu/UM-Academics.html](http://www.umich.edu/UM-Academics.html) for contact information. See [www.crlt.umich.edu/gsis/gsi.html](http://www.crlt.umich.edu/gsis/gsi.html) for information on training provided to Graduate Student Instructors at 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, 30 North LaSalle Street, Suite 2400, Chicago, IL 60602-2504. Tel: (800) 621-7440. Contact the UM Office of Budget and Planning to review the accreditation documents: Office of Budget and Planning, 520 E. Liberty, Suite 300, Tel: (734) 998-7654, [www.umich.edu/~oapainfo/index.html](http://www.umich.edu/~oapainfo/index.html).

For accreditation information for the various UM Schools/Colleges, contact the Schools/Colleges directly (see [www.umich.edu/UM-Academics.html](http://www.umich.edu/UM-Academics.html) for contact information).

■ **Satisfactory Academic Progress:** This is the term used to denote a student's successful completion of course work toward a certificate or degree. For information on academic progress requirements, contact your School/College directly. See [www.umich.edu/UM-Academics.html](http://www.umich.edu/UM-Academics.html) for contact information.

■ **Services for Disabled Students:** For information on programs and services for disabled students, contact the Office of Services for Students with Disabilities, G-664 Haven Hall, Tel: (734) 763-3000, TTY: (734) 615-6921, [www.umich.edu/~sswd](http://www.umich.edu/~sswd).

### Information on Financial Assistance

■ **Graduate Business, Dental, Law, and Medical students:** Contact your respective financial aid office (see listings, left) to request the aid information listed below.

■ **All other students:** Contact the Office of Financial Aid (see contact information at left). Most information is available in the Office of Financial Aid publication *Required Reading* and on the following websites:

**Overview of Financial Aid Programs:** Including where to find grant sources from Michigan and other states: [www.finaid.umich.edu/types\\_of\\_financial\\_aid/programs.asp](http://www.finaid.umich.edu/types_of_financial_aid/programs.asp)

**How to Apply for Aid:** [www.finaid.umich.edu/apply\\_and\\_receive\\_aid/applying\\_for\\_aid/genapply.asp](http://www.finaid.umich.edu/apply_and_receive_aid/applying_for_aid/genapply.asp)

**Aid Eligibility Requirements:** [www.finaid.umich.edu/types\\_of\\_financial\\_aid/programs.asp](http://www.finaid.umich.edu/types_of_financial_aid/programs.asp) and [www.finaid.umich.edu/financial\\_aid\\_basics/whois.asp](http://www.finaid.umich.edu/financial_aid_basics/whois.asp)

**How Need-Based Aid Recipients are Determined and How Need-Based Aid is Awarded:** [www.finaid.umich.edu/financial\\_aid\\_basics/howneed.asp](http://www.finaid.umich.edu/financial_aid_basics/howneed.asp)

**Financial Aid for Study Abroad:** Students enrolled in a UM-sponsored study abroad program may apply for financial aid through the Office of Financial Aid. See [www.finaid.umich.edu/apply\\_and\\_receive\\_aid/applying\\_for\\_aid/abroad.asp](http://www.finaid.umich.edu/apply_and_receive_aid/applying_for_aid/abroad.asp)

#### ■ Rights and Responsibilities of Aid Recipients:

● **Continued Eligibility for Aid:** [www.finaid.umich.edu/financial\\_aid\\_basics/packages.asp](http://www.finaid.umich.edu/financial_aid_basics/packages.asp) and [www.finaid.umich.edu/apply\\_and\\_receive\\_aid/receiving\\_your\\_aid/terms.asp](http://www.finaid.umich.edu/apply_and_receive_aid/receiving_your_aid/terms.asp)

● **Satisfactory Academic Progress:** This is the term used to denote a student's successful completion of course work toward a certificate or degree. Students must maintain specific academic progress requirements to be eligible for financial aid. See [www.finaid.umich.edu/apply\\_and\\_receive\\_aid/receiving\\_your\\_aid/sap.asp](http://www.finaid.umich.edu/apply_and_receive_aid/receiving_your_aid/sap.asp)

● **Method and Frequency of Disbursements:** Financial aid is disbursed (released) to students in different ways depending on the type of aid and other factors. See [www.finaid.umich.edu/apply\\_and\\_receive\\_aid/receiving\\_your\\_aid/disbursement.asp](http://www.finaid.umich.edu/apply_and_receive_aid/receiving_your_aid/disbursement.asp)

● **Terms and Conditions of Financial Aid Employment:** For information on Work-Study employment see: [www.finaid.umich.edu/types\\_of\\_financial\\_aid/studentwork.asp](http://www.finaid.umich.edu/types_of_financial_aid/studentwork.asp) and [www.studentemployment.umich.edu](http://www.studentemployment.umich.edu)

● **Terms of Student Loans, Including Necessity of Repayment and Sample Repayment Schedule:** See [www.finaid.umich.edu/types\\_of\\_financial\\_aid/loans/loans.asp](http://www.finaid.umich.edu/types_of_financial_aid/loans/loans.asp) and [www.finaid.umich.edu/types\\_of\\_financial\\_aid/loans/repay.asp](http://www.finaid.umich.edu/types_of_financial_aid/loans/repay.asp)

● **Terms/Conditions of Deferment or Cancellation of Perkins Loan, Direct Stafford 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. See the "Terms" column of the Major Aid Programs chart at [www.finaid.umich.edu/types\\_of\\_financial\\_aid/programs.asp](http://www.finaid.umich.edu/types_of_financial_aid/programs.asp)

### Completion/Graduation Rates

The UM graduation rate after six years for the 1997-98 freshman class is 85%. This is the rate for degree-seeking full-time undergraduates who have graduated from their programs within 150% of the normal time for graduation. This information is available from the Office of the Registrar, 413 E. Huron St., Tel: (734) 763-5174. Rates are also published on the Office of Budget and Planning's website: [www.umich.edu/~oapainfo/TABLES/Grad\\_Rate.html](http://www.umich.edu/~oapainfo/TABLES/Grad_Rate.html)

### Completion/Graduation 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 the Athletic Department, 1000 S. State St., Tel: (734) 647-2583.

### Athletic Program Participation and Financial Support

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