

Frequently Asked Questions about Federal Aid Suspension (SAP)

I don't use federal aid. Why am I receiving this letter?

All students are reviewed by our processes regardless of how they pay for college. This allows us to inform you of eligibility criteria that you would not be meeting if you chose to apply for federal aid in the future.

I graduated. Why am I getting this?

Your degree must not have been conferred at the time we ran our review. If you are an education major, it is common that your state test scores might not have arrived at the point we conduct our review. Please let us know you graduated and we will update your account.

What academic information was used to suspend my account?

The Advisor's Transcript is used to determine your academic progress. We look at the information from the end of the Spring 2024 term, or the last term you were enrolled in if you did not attend in Spring 2024 but have attended any time after Spring 2023. The information reviewed is cumulative GPA, total earned hours, and total attempted hours.

How do incomplete grades or grades from a consortium agreement impact me?

If you have courses currently listed on your transcript without grades or which have grades of IN (incomplete) or IP (in progress), these are lowering your GPA and/or your completion percentage. You need to have all transcripts submitted to our Records Office and you must finalize any incomplete grades to know if you are meeting SAP standards. If you are meeting SAP standards after all grades are updated, we can remove your suspension without requiring an appeal.

What is the difference between my official transcript and an advisor's transcript?

Official transcripts include all coursework we have on record. An Advisor's transcript only has courses applicable to your degree. If you log in to My MBU Access and select My Transcript, you can view your advisor's transcript to see what information was used to suspend your account. If you have incomplete grades (IN), "in progress" grades (IP), or notice other discrepancies, please let us know, as this information could be the cause for your federal aid suspension.

How do I get my account cleared of my Federal Aid Suspension if I do not appeal?

All students who fail to make SAP can have their aid reinstated by continuing their enrollment long enough to reach the required standards. You can do this by continuing your enrollment with MBU or another school until you have met the standards required to regain eligibility for your aid. If you are meeting requirements at the end of the next term in which we officially measure progress (end of Spring 2025), your aid would be reinstated after that term. The only way to regain your aid within this next year is to appeal or otherwise show us that the information we suspended you on is no longer accurate!

I am taking courses at another school to improve my standing. What do I do once I complete the courses?

If you work on your own to raise your academic standing, simply inform Student Financial Services once your transcripts arrive from the other school. If our evaluation of your transcript shows you are meeting standards by the end of the next term in which we officially measure progress (end of Spring 2025), your aid will be reinstated after that term.

Does everyone have the option to appeal?

If you have an extenuating circumstance that contributed to your lack of academic progress, you have the option to appeal. If your appeal is approved, you will have access to your federal aid on a probationary status for a maximum of one year while you work to achieve SAP. Students who do not have an extenuating circumstance cannot appeal.

What is an extenuating circumstance?

An extenuating circumstance is something that is exceptional or unexpected that occurred to you. Not knowing how difficult college work would be is not an extenuating circumstance. Sleeping through classes is not an extenuating circumstance, but if you elaborate and explain that you slept through classes because of an undiagnosed sleeping disorder, you could justify this as an extenuating circumstance. However, documentation is required for all extenuating circumstances. Honest self-reflection on why you did not make academic progress will help you to determine if you have an extenuating circumstance. You must provide documentation for your extenuating circumstance claims.

Who do I work with to complete an academic plan to include with my appeal?

If you have questions about how to appeal, please contact Student Financial Services. If your appeal requires you to submit additional paperwork, such as an “Academic Plan” document or a “Timeframe for Degree Completion” document, you will work with your academic advisor. Contact us if you need help identifying your advisor.

Does federal aid suspension affect my other financial aid?

Possibly. Federal aid suspension loses you access to the use of federal aid and any other aid that require you to be eligible for federal aid, such as state grants. Some private scholarships and employer reimbursements have academic standards. Likewise, your MBU scholarships might require you to have a certain GPA, so you might lose eligibility for that scholarship if you fell below the requirement. A separate notification will be sent to inform you if you lose your MBU scholarships. Some students will be suspended from receiving federal aid but keep their MBU scholarships, so it is best to check with each source of financial aid on what their requirements are. For students who are losing access to a valuable resource, such as federal aid, please contact us to discuss alternative types of financial aid you can pursue.

For additional questions, please contact Student Financial Services.

Phone: (314) 392-2366 | Email: sfs@mobap.edu

You can also schedule to meet with a counselor.

