

Policy Title: Student Loan Adjustment Policy

Effective January, 2026

Purpose

Federal student loans are subject to strict regulatory requirements regarding eligibility, annual limits, and disbursement timing. Establishing a standardized loan adjustment process ensures regulatory compliance, promotes responsible borrowing, and provides students with a clear and consistent method for managing their loan assistance throughout the academic year.

The purpose of this policy is to outline the procedures, timelines, and limitations associated with **student loan adjustment requests**, ensuring timely processing, compliance with federal loan regulations and to create a record of the student's request for audit purposes. .

Policy Statement

Students may request adjustments to their federal loan offers by submitting a completed and signed Loan Adjustment Form to the Shenandoah University Financial Aid Office. Loan adjustment requests should be submitted as early as possible and preferably prior to the start of the academic term for which the adjustment is requested.

All loan adjustment requests are subject to review and approval. Adjustments are processed in accordance with federal loan limits, eligibility requirements, origination fees, and disbursement regulations, and approval is not guaranteed.

Scope and Applicability

This policy applies to:

Students requesting changes to federal student loan offers, including but not limited to: reduction, reinstatement, or cancellation.

Federal Subsidized, Unsubsidized, Parent PLUS Loans, Graduate Plus and private student loans where applicable.

Loan adjustments requested during and prior to the academic year.

The following conditions apply:

A maximum of two (2) loan adjustments per term is permitted. Additional requests will be reviewed on a case-by-case basis.

All federal and private student loans can only be processed up to the student's Cost of Attendance (COA) for the current academic year.

Federal Graduate Unsubsidized Loans are divided evenly across the number of terms in the academic year. We are not able to move a loan disbursement from a future term into a current

term. If the loan is not used in the Fall term, a Loan Adjustment Form can be submitted requesting for the loan to be a Spring loan offer only. Or Spring/Summer if applicable.

Federal Graduate Plus and Parent Plus Loans are processed and divided according to the request on the application, if adjustments need to be made, a Loan Adjustment Form will need to be submitted.

For undergraduate students, federal loan amounts are divided evenly between the fall and spring semesters. If the loan is not used in the Fall term, a Loan Adjustment Form can be submitted requesting for the loan to be a Spring loan offer only.

Private Student loans are processed according to the request on the loan certification, if adjustments need to be made, a Loan Adjustment Form will need to be submitted.

Loan adjustments typically require 7–10 business days to process.

Procedures and Requirements

All loan adjustment requests must be:

- Submitted using the current year Loan Adjustment Form
- Signed by the student (and parent, if applicable)
- Emailed, mailed, faxed, or delivered in person to the Shenandoah University Financial Aid Office

Students must log into Hornet Hub to review any approved loan adjustment and will be required to take action on the revised loan offer.

If a student:

Initially declines a federal loan and later wishes to accept it, a Loan Adjustment Form may be required (loan reinstatement).

Initially accepts a federal loan and later wishes to reduce or cancel it, a Loan Adjustment Form is required (partial reduction or full cancellation).

Requests a loan amount limited to remaining tuition and fees, a Loan Adjustment Form is required; loan origination fees will be factored into the adjusted loan amount.

When requesting a specific loan amount, students must account for federal origination fees:

1.057% for Federal Subsidized and Unsubsidized Loans (for 25/26)

4.228% for Federal PLUS Loans (for 25/26)

Loan Refunds:

If a financial aid refund has already been issued and the borrower wishes to cancel all or a portion of the loan, the borrower must notify the Office of Financial Aid within 14 calendar days of the date they were first notified of the refund. The loan funds, along with a completed Loan Adjustment Form, must be returned to the Office of Financial Aid within this 14-day period in order for the cancellation to be processed by the Institution.

Once the 14-day period has passed, the borrower will then be responsible for contacting the appropriate loan servicer to return the funds.