

Student Loan Default Prevention and Management for USDL Students

The University of Prince Edward Island is committed to supporting its students in achieving their academic and personal goals. Through the Student Accounts Office, UPEI has a dedicated Financial Aid Advisor to assist students attending UPEI for undergraduate, graduate and/or professional programs with the US Government student loan funding application and administration processes. The US Student Loan Default Prevention and Management plan outlines the processes and supports provided.

1. Enrollment and Financial Aid Application Preparation

The [UPEI Financial Aid](#) webpage provides helpful information and links for undergraduate and graduate/professional students inquiring about the US Department of Education's federal student loan program opportunities, including the various Direct Loans available. On this webpage are a number of links to related university policies on the loan application, distribution, and management processes to assist in students preparing for enrollment.

UPEI's Financial Aid Advisor provides students who are applying to borrow funds from the US Department of Education with information outlining US federal government loan requirements and procedures, Direct Loan Entrance Counseling guidelines and completion procedures, and instructions regarding the Master Promissory Note completion. Students are directed to complete [entrance counseling](#) and are reminded of the responsibilities of borrowing through the government loan program. Students are supported in-person or via email and phone with financial aid advice around eligibility, application and borrowing processes, and general repayment details. Additionally, various staff members from the Student Accounts Office, Registrar's Office, Faculties, and the Atlantic Veterinary College support students with questions on admissions, enrollment, finances, and a variety of matters related to [student life](#) at the university.

2. Financial Aid Management

The Financial Aid Advisor continues to support students throughout the duration of their degree with financial aid management by monitoring the status of student applications during the submission process, providing students with up-to-date information, and answering questions on process, financial calculations, and loan distribution dates. To further support students in confirming that they are maintaining their eligibility for loans, pertinent qualitative, quantitative, and timeframe sources of information are made available through the [UPEI Academic Calendar](#) and [Satisfactory Academic Progress \(SAP\) Policy](#). Students also have access to the [Return of Title IV Policy](#), which outlines details of how withdrawing from the university may impact their loan repayment schedule.

All students who withdraw from the university or who are preparing to graduate must complete Direct Loan Exit Counseling as part of their loan obligation and preparation for loan repayment. [Exit counselling](#) is mandatory for all graduating students with subsidized and unsubsidized loans, as well as students who withdraw or drop below half-time enrollment, and must be completed during the final semester of studies prior to graduation or withdrawal. UPEI's Financial Aid Advisor and Accounting Office staff are available to answer questions or address concerns about the financial implications of withdrawal or graduation. Students are directed to complete exit counseling through the Federal Student Aid online portal, a [link](#) to which is provided on the UPEI Financial Aid webpage.

4. Repayment and Debt Management

UPEI provides support to students following graduation or withdrawal by assisting them with questions or concerns that may arise. Our Financial Aid Advisor and Accounting Office staff are available via phone, email, or in-person to provide advice on the loan process stages to assist students with repayment and debt management.