



Document Name:

Policy for Financial Aid Office

Document Number:

DUHS / FAO/ SOP / 01/

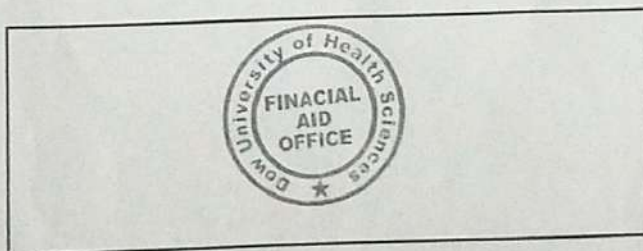
## DOW UNIVERSITY OF HEALTH SCIENCES




### STANDARD OPERATING PROCEDURE

#### Financial Aid Office (CLAUSE 1.1 OF ISO 9001:2008)

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## DISTRIBUTION LIST

The following personnel are on the controlled distribution list:

- Vice Chancellor
- Pro-Vice Chancellor(s)
- Registrar
- Quality Enhancement Cell
- Head of Institutes and Colleges/ Program Director
- Finance Directorate





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### TERMS AND DEFINITION

TERMS	DEFINITION
Academic year	The period of the year during which students attend school or university
Qarz-e-Hasna	An interest-free loan.
Installments	A sum of money due as one of several equal payments for something, spread over an agreed period of time.
Debts	A sum of money that is owed or due
semiannually	occurring, done, or published every half <i>year</i> or twice a <i>year</i>





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### LIST OF ABBREVIATIONS

BOS	Board of Studies
DOC	Document
DUHS	Dow University of Health Sciences
FM	Form
HEC	Higher Education Commission
PMDC	Pakistan Medical and Dental Council
ISO	International Organization for Standardization
OC	Organization Chart
QEC	Quality Enhancement Cell
QMR	Quality Management Representative
QMS	Quality Management System
QSP	Quality System Procedure
SOP	Standard Operating Procedure
VC	Vice Chancellor



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## 1. PURPOSE:

### INTRODUCTION:

The Financial Aid Office (FAO) of Dow University of Health Sciences is dedicated to assist students financially to meet the costs of attending Colleges/ Institutes. We are located in the main campus Dow Medical College, Admin Block. This office is open from 8: 30 am to 3:15 pm (Monday to Saturday) and on Friday time is 8:30 am to 12:00 pm. Students may feel free to reach FAO office at 9215754 Ext. 5117 and 5118 and through email us at [fao@duhs.edu.pk](mailto:fao@duhs.edu.pk). For more information, visit our website at [www.duhs.edu.pk](http://www.duhs.edu.pk).

The Policies and Procedures Manual is to serve as a reference of the practices in the Financial Aid Office of DUHS.. Additionally, each policy stands as a stepping stone to fulfilling the goal of financial aid: "where students come first".

### A. OBJECTIVE:

Providing quality education to all the students of DUHS and ensuring that no deserving and meritorious full time student admitted at DUHS and/or considered for admission to DUHS is denied admissions because of financial difficulty/constraints.

### GENERAL:

The Financial Aid Office's daily operations schedule include the processing of financial aid paperwork, response to emails, phone calls, as well as face-to-face communications with students, parents, coworkers, and other individuals that visit on a daily basis. We constantly strive to ensure that each and every student is treated equally and helped in a timely and caring manner.

The DUHS offers financial assistance to deserving full-time students in the form of Financial Assistance and/or loans without interest for study. For this purpose, DUHS has a





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dedicated Financial Aid Office and Financial Assistance Committee which are tasked with responsibilities to administer all students' financial needs and related affairs throughout the year.

The Financial Assistance Committee scrutinizes applications of students seeking financial aid and sanctions assistance for those who demonstrate need. DUHS Financial Assistance strategy and procedure to award Financial Assistance to deserving students is defined below.

- Selection of student to receive financial aid will be made without regard to age, sex, race, color, religion, national origin, disability, or marital status.
- An audit of the operations of the Financial Aid Office will be performed in accordance with the required accounting standards as a part of the University's annual financial audit.

## 2. SCOPE:

### SCOPE:

This policy applies to all students who are enrolled within the University and are subsequently unable to pay tuition fees and all other charges to the Dow University of Health Sciences. *The scope of the policy does not apply to part time students or short course admitted to the DUHS for certificate courses only.*

### ELIGIBILITY:

Financial aid shall be offered to eligible applicants as per circulated offers, following an assessment of their "need". This is offered in the form of a "Financial Aid Package", which is designed based on the recognition that an education in the University is a partnership involving the student, his/her family and the University.







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### 3. RESPONSIBILITIES:

#### DUTIES OF THE FINANCIAL AID OFFICE

The duties of the Financial Aid Office are as under:

1. Maintain financial aid record of each student benefitting from HEC /Ehsaas or any other need based scholarships offered.
2. Dissemination of information about offer of scholarships and notifying students about the availability of Financial Assistance through issuance of notices and uploading on website of DUHS.
3. Distribute Financial Assistance application forms to those students seeking assistance.
4. Guiding students in proper filling of application forms and provision of supporting documents.
5. Preparing evaluation sheet and scoring sheets of the respective candidates as per the requirement criteria of available scholarships.
6. Arrange applicant interviews as per application process of each available offered scholarship.
7. Coordinate and arrange meetings of the Financial Assistance Committee, as and when required
8. Preparing minutes of the Financial Assistance Committee meetings and obtaining requisite approvals as per each application process or in accordance with University requirements.
9. Liaise with respective institutes to obtain data on academic performance of candidates.
10. Verification of documents submitted as part of application for financial assistance: Financial Aid Office can visit for physical verification of student by visiting their residence with the approval financial assistance Committee or Head of the Financial Aid Office or with the approval of Vice Chancellor of Dow University of Health Sciences. Verification Officer will be facilitated by providing TA/DA or conveyance or any other facility as per rules of DUHS.
11. Maintaining and coordination and liaising with recipients of Financial Assistance.
12. Raise Financial Assistance invoices for release of funds in a timely manner.





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13. Arrange adjustment and disbursement of Financial Assistance funds in a timely manner.
14. Prepare fund utilization reports periodically or as when required by disbursing or awarding authority.
15. Coordinating with department of Resource Mobilization for replenishment of funds from donors and individually asking donations as per fund raising initiatives for deserving funds of DUHS
16. Reporting progress of recipients of Financial Assistance in a timely manner to University authorities and as per requirements of annual report
17. The Financial Aid Office has a responsibility to ensure that the University, and specifically the students, are aware of financial aid procedures, responsibilities, and available resources.
18. The Financial Aid Office maintains a master record for each student receiving financial assistance. All financial aid folders are retained for five years after the student's last session of attendance.
19. Any student availing scholarship from Donor/ Philanthropist/ Higher Education Commission/ Ehsas Program or any other NGO will be allowed to sit in exam/ for announcement of result after consent from Financial Aid Office and will also be eligible to receive their results in regular announcement of results, without delay.

**FINANCIAL AID WILL NOT PROCESS UNTIL VERIFICATION HAS BEEN COMPLETED.**

Verification must be completed before a scholarship/ grant / Qarz e Hasna or any aid request is originated or a grant award is made.

FAO does not make interim disbursements before completing verification, as the DUHS will be held liable for any overpayments as a result of interim disbursement.

If the Financial Aid Office becomes aware of conflicting information after aid has been awarded, the student's file will be reevaluated or reconciled and the student's financial need and awards will be revised or cancelled accordingly.





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#### 4. PROCEDURE:

##### HOW TO APPLY FOR FINANCIAL ASSISTANCE

Those students who need financial assistance will have to pay the Admission fee and one-time charges of the program, before they are eligible to apply for any financial assistance.

Students may apply for financial assistance on the prescribed form uploaded on the website or can be taken from Financial Aid Office and send their applications filled with all required documents to the 'DUHS Financial Aid Office' within the stipulated application time period.

##### FINANCIAL AID PACKAGES

The Financial Aid Packages include the following:

###### i. INSTALLMENT PLAN

In principle, tuition fee for each year / semester is payable in full; however, those students', who are not able to pay their dues or fees in full, can apply to the Head of Financial Aid Office for installment method of payment.

There are three types of equal installment plans without charging late fee:

- I. Plan (A) Due date extension up to 30 Days or a Month without charging late fee, but this offer is valid for those who will contact financial Aid Office before expiry of due date.
- II. Plan (B) Two installments
- III. Plan (C) up to four installments

Financial Aid Office shall review the application and if it meets the requirement, Financial Aid Office can approve the Plan B and for Plan C Financial Aid Office will get approval from Vice Chancellor. These installments must be paid within the same year / semester period.





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In between, if result is withheld due to installments in fees then FAO will check the total fees paid during the installments period. If all installments are paid till current period, then FAO can request to concerned department for announcement of result.

ii. **DEFERMENT OF FEES**

In an event that the student was unable to pay his/her total fees within a particular year/semester, then Financial Aid Office shall send a phone call/ email or letter to the student or guardian to pay the outstanding amount due.

The Head of Financial Aid Office may elect to call the student and if circumstances permit his/her parents may also be called to evaluate the financial situation of the student in an attempt to reach an amicable solution for the recovery of past due fees. The students shall also be directed to utilize any other option in the "Financial Aid Package".

If there is no other option available and the circumstances necessitate, the Head of Financial Aid Office may defer the payment of fees to a mutually agreed date, without charging late fee and may charge late fees also, if required.

iii. **NEED BASED FINANCIAL ASSISTANCE / SCHOLARSHIPS**

There are number of scholarships available, which are awarded to deserving students only and are based on the assessed level of need of each student individually.

This may apply to any applicant who passes the admission test and fulfills all other requirements, but is not able to gain admission because of inability to afford the cost of the program at the University. Students who are enrolled in a new academic year and/or already enrolled students can also apply within the scope of this assistance.

The Financial Aid Scholarship Committee will review the application and will conduct





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an interview and will approve/ dis-approve on the basis of score and availability of funds.

iv. **DUHS STUDY LOANS**

DUHS also facilitates its students in securing loans to meet their tuition obligation. These are interest free loans (Qarz-e-Hasna) used to pay fees during the course of their study. Applications for such loans will be invited from amongst candidates, who have already applied for 'need based scholarship' but could not meet the criteria for the same. This scheme can only be acquired if the students settle their loan payments on time. In case of non-settlement of Qarz e Hasna amount, the result will not be declared and or the degree will not be issued by the examination department at the time of result, the installment period should be up to date with the current period.

v. **WORK-STUDY APPOINTMENT SCHEME**

This scheme enables deserving students to supplement their finances through part-time work on-campus and also helps students minimize their debts servicing burden. The Department of Human Resources shall allocate the number of internships available each year/semester. The remuneration of such jobs is calculated on hourly basis.

Student may bound against grant/ scholarship to serve for one hour (volunteer work) on daily basis to the relevant field/ department. This scheme provides professional working environment and motivates the student to live independently. The Department of Human Resources shall allocate the student to his/her relevant field/ department.

DUHS strongly believes that such on-campus jobs and internships are an important tool in recruiting and developing talent to meet the needs of today while preparing the workforce for the future.

The three different programs that are available for DUHS students seeking to gain work experience on campus include:

1. Paid Student Interns (*Summer interns as well as for other times during the year*)





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2. Part-time student employment
3. Trainee Assistants/Research Assistants

Details of above work programs will be managed by Department of Human Resources in coordination with the Heads of Colleges, Schools and/or Institutes of concern student.

vi. **STUDY EXPENSES FINANCED BY CORPORATIONS**

Students at DUHS, like any other top University of the world, have established a well-known partnership with the corporate sector. Some of the companies are financing students study programs by providing required financial assistance as part of their commitment to invest in the development of qualified workforce. A bond is signed between student (one who seeks financial assistance) and company (financer), according to which student will have to serve the company as an employee; as soon as he/she completes his/her degree program from DUHS.

**DETAIL OF PROCEDURE FOLLOWED IN THE FINANCIAL AID OFFICE**

Desirous candidates initially apply to the Financial Aid Office for the scholarship/ grant/ Qarz e Hasna or any aid who, after initial scrutiny; invites the Financial Assistance Committee for further process as follows:

1. Scrutiny of the forms along with their supporting documents.
2. Preparation of comparison charts for respective applicants to identify relationship between the total annual income of applicants' family, total expenditures and nature of such expenditures.
3. Allocation of points to individual candidates on the basis of the eligibility criteria determined after taking into account the following factors:
4. Expenses on education of other siblings.
5. Evaluation of applicant assets and financial resources.
6. Living status of the father/ guardian i.e. *alive or deceased*.
7. Parental support
8. Accommodation (ownership, location, size, type)
9. Conveyance Facility
10. Assets other than income





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11. Academic standing and potential of the student.
12. Is responsible for management and awarding of all internal and external aid funds.
13. Assists students (current and prospective) in all programs with regard to costs, financial aid and money management.
14. Timely processing of all financial aid for the undergraduate, graduate and non-traditional financial aid programs.

#### 5. RELATED DOCUMENTS:

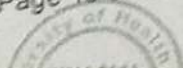
#### FINANCIAL ASSISTANCE COMMITTEE (FAC)

The committee will be created by the Vice Chancellor of Dow University of Health Sciences. Semiannually a progress review of FAC to be conducted in line of grant / scholarship amount / funds received by or allocated to FAO for this policy and payments made therefrom in order to ensure that amount received is fully utilized and not to be sundered back or lapsed to GOS/ Donors due to non-utilization of funds in due time and to ensure that all needy students are properly addressed on timely basis.

#### TERMS OF REFERENCE FINANCIAL ASSISTANCE COMMITTEE

The Terms of Reference of the Financial Assistance Committee are as under:

1. To conduct interview of students.
2. Assess the eligibility and need level of students for Financial Assistance.
3. Review and evaluate the Financial Assistance applications with comprehensive analysis of the concerned student's academic background and family details.
4. Match financial condition and requirements of the student in light of the accomplishment of his / her academic goals.
5. Annually review the CGPA/ GPA of student and financial status of Financial Assistance recipients' viz-a-viz the available funds.
6. Provide an environment that allows students to concentrate on their studies without any financial concern and enable them to maintain better grades / CGPA.
7. Provide guidance to the financial aid office.





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8. To instruct the Financial Aid Office for Physical Verification of students (when needed).

### RIGHTS AND RESPONSIBILITIES OF STUDENTS ON FINANCIAL AID

As a recipient of financial aid, there are certain rights and responsibilities of which students should be aware.

Students have the right to know about the:

1. Financial aid programs available at the Institution.
2. Application process that must be followed to be considered for aid.
3. Criteria used to select recipients and calculate need.
4. The Institution refund and repayment policy.
5. The Office of Student Financial Aid & Scholarships policies surrounding satisfactory academic Progress.
6. Disbursement procedures for financial aid.
7. Procedure for determining how his/her financial aid was awarded.
8. Procedure for accepting/declining aid package.
9. To protect student privacy, all records and conversations between the student and the Office of Financial Aid are confidential. No public announcement shall be made of need-based amounts awarded to students. No information concerning the student's financial aid records will be released to anyone outside of the Financial Aid.

### STUDENTS ARE RESPONSIBLE FOR:

1. Completing all forms accurately and by the published priority deadlines.
2. Submitting information requested by the Financial Aid Office & Admissions staff in a timely manner.
3. Keeping the Financial Aid & Admissions informed of any changes in address, name, marital status, financial situation, or any changes in student status.
4. Reporting to Financial Aid of any additional assistance from non-institutional sources such as scholarships, loans, fellowships, and educational benefits.
5. Notifying the Financial Aid of a change in enrollment status.
6. Maintaining satisfactory academic progress.







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7. Re-applying for aid each year.
8. Understanding and accepting responsibility for all agreements signed.

## 6. RELATED RECORDS

### DISCLAIMERS AND NOTICES

Dow University of Health Sciences reserves the right to review, revise, or terminate all or a portion of financial aid at any time due to the changes in students' financial and/or academic status or failure to comply with laws and regulations, including financial verification. In addition, all financial aid is subject to revision based on the funds received by the University from all financial aid resources, regulations, or policies.

DUHS reserves the right to verify physically or otherwise all information submitted by the candidates for purpose of loan/ financial assistance. The Scholarship is non-transferable to any other degree program, university, academic session once approved.

Scholarship funding will continue subject to satisfactory academic performance of a student.

In case of deliberately proving the false information, committee may advise the admission cell to cancel his/her admission of 1<sup>st</sup> year/ semester student, and student will be liable for prosecution on legal grounds.

### AUDITS AND PROGRAM REVIEWS

The Financial Aid Office shall keep its record and student files audited annually. Each audit will cover the time period since the last audit. An independent auditing firm audits Dow University of Health Sciences annually. The auditing firm will review a sample of student files to ensure the Financial Aid Office is in compliance with institutional policies.

