

UBC Consumer Information Disclosures 2023-2024

The following information is compiled in this document for the convenience of our constituency, and as required by the Higher Education Opportunity Act of 2008.

Institutional and Financial Aid Information for students

The US government requires all foreign institutions who participate in the Direct Loan program to disclose the following consumer information. If you require any further details about the contents of this document, or if you would like a printed copy, please contact the UBC US Loans team at usloans.inquiry@ubc.ca.

Student Financial Assistance Information for Students

Prospective and current students from the United States can find a complete description of all Federal and private need-based and non-need-based US student financial assistance on our website: <https://students.ubc.ca/enrolment/finances/student-loans/funding-us>.

Terms and conditions of Title IV, Higher Education Act (HEA) loans that students can receive under the William D. Ford Federal Direct Student Loan program can be found here: <https://studentaid.gov/understand-aid/types/loans>

Application Process & Eligibility Requirements

Further information about student eligibility requirements, application steps at UBC, and disbursement information can be found at the links below. One basic eligibility requirement is that all students who wish to receive Direct Loans must have a high school diploma or equivalent.

Included in our websites is information about programs that are not eligible for Direct Loans while attending UBC. Ineligible programs include those with any mandatory distance education courses, programs offered jointly with other schools, and non-degree programs.

Please note the UBC bursary program is not available to international students.

Vancouver campus

Undergraduate: <https://students.ubc.ca/enrolment/finances/student-loans/funding-us>

Graduate: <https://students.ubc.ca/enrolment/finances/student-loans/funding-us>

Okanagan campus

Undergraduate: <https://students.ok.ubc.ca/courses-money-enrolment/finances/student-loans-and-grants/u-s-students/>

Graduate: <https://students.ok.ubc.ca/courses-money-enrolment/finances/student-loans-and-grants/u-s-students/>

Entrance Counseling

Federal Regulations require all student loan borrowers to complete Entrance Counseling before they receive any US Federal Student Aid. The counseling can be completed online at: <https://studentaid.gov/entrance-counseling/>

Exit Counseling

Federal Regulations require all Direct Loan borrowers to complete [Exit Counseling](#) whenever they withdraw, graduate, take a leave of absence, or drop to less than half-time. The counseling can be completed online at: <https://studentaid.gov/exit-counseling/>

Award Amount Determination

Students can be funded up to their Cost of Attendance (COA).

COA includes tuition and fees; housing and meals; allowances for books & computer expenses, supplies, and Transportation. It may also include costs related to dependents or medical expenses relating to a disability.

Further details can be found at the links below:

Tuition and fees:

Vancouver campus: <http://www.calendar.ubc.ca/vancouver/index.cfm?tree=14,0,0,0>

Okanagan campus: <https://students.ok.ubc.ca/courses-money-enrolment/finances/tuition-and-fees/>

Estimates of costs for necessary books and supplies:

Both Campuses: <https://bookstore.ubc.ca/textbooks>

Estimates of typical charges for housing and food:

Vancouver campus: <http://vancouver.housing.ubc.ca/applications/fees-payments/>

Okanagan campus: <https://okanagan.housing.ubc.ca/applications/fees-payments/>

Estimates of transportation costs for students:

Vancouver campus: <http://planning.ubc.ca/vancouver/transportation-planning/u-pass-compass-card>

Okanagan campus: <https://www.ubcsuo.ca/u-pass>

Any additional cost of a program in which a student is enrolled or expresses a specific interest:

Vancouver campus: <http://www.calendar.ubc.ca/vancouver/index.cfm?tree=14,0,0,0>

Okanagan campus: <http://www.calendar.ubc.ca/okanagan/index.cfm?tree=14,0,0,0>

Disbursements

UBC disburses federal aid according to US Department of Education policy. Further information can be found in the Timeline section of our [website](#).

US Department of Education Materials

UBC will provide students with information published by the [US Department of Education](#) regarding loan availability.

Student's Rights & Responsibilities

Maintaining Eligibility & Loan Terms

<https://students.ubc.ca/enrolment/finances/student-loans/funding-us#direct-loan-program-eligibility>

<https://studentaid.gov/app/viewCounselingHtml.action?version=10&type=subunsub>

Satisfactory Academic Progress (SAP) Requirements

Undergraduate:

https://students.ubc.ca/sites/students.ubc.ca/files/ubc_satisfactory_academic_progress_undergrads_nov_2023.pdf

Graduate:

<https://students.ubc.ca/sites/students.ubc.ca/files/UBC%20Satisfactory%20Academic%20Progress%20Graduates%20Rev%20Feb%202018%20%28Finalv2%29.pdf>

Exit Counseling

Federal Regulations require all Direct Loan borrowers to participate in the [Exit Counseling](#) when they withdraw, graduate, take a leave of absence, or drop to less than half-time. The counseling can be completed online at: <https://studentaid.gov/exit-counseling/>

Repayment

For information on repayment process, please visit: <https://studentaid.gov/manage-loans/repayment>

Institutional Information for students

Academic Programs

For information on current academic programs available on:

Vancouver campus: <http://www.calendar.ubc.ca/vancouver/index.cfm?tree=12,0,0,0>

Okanagan campus: <https://okanagan.calendar.ubc.ca/faculties-schools-and-colleges>

If you are interested in present academic improvement plans then please see:

Vancouver campus: <http://vpacademic.ubc.ca>

Okanagan campus: <https://provost.ok.ubc.ca/>

To see a listing of instructional, laboratory, and other physical plant facilities that relates to each academic program, please see:

Vancouver campus: <https://learningspaces.ubc.ca/find-space>

Okanagan campus: <https://learningspaces.ok.ubc.ca/>

The UBC Directory is available to contact faculty and other instructional personnel:

Vancouver campus: <http://www.ubc.ca/our-campuses/vancouver/directories/a-to-z.html>

Okanagan campus: <http://ok.ubc.ca/directories/atoz.html>

The institution's faculty and other instructional personnel:

Vancouver campus: <http://www.ubc.ca/our-campuses/vancouver/directories/a-to-z.html>

Okanagan campus: <http://www.ubc.ca/okanagan/directories/atoz.html>

Any plans by the institution for improving the academic program of the institution, upon a determination by the institution that such a plan exists;

Vancouver campus: <http://vpacademic.ubc.ca>

Okanagan campus: <http://provost.ok.ubc.ca>

The names of associations, agencies or governmental bodies that accredit, approve, or license the institution and its programs and the procedures by which documents describing that activity may be reviewed Accreditations; http://universitycounsel.ubc.ca/univ_act

The titles of persons designated under §668.44 and information regarding how and where those persons may be contacted can be found at <https://students.ubc.ca/about-student-services/enrolment-services-advisors> and <http://you.ubc.ca/contact-us/>

Student activities information can be found here:

Vancouver: <https://students.ubc.ca/health/health-topics/physical-activity>

Okanagan: <https://students.ok.ubc.ca/involvement-activities/>

Tuition and Fees

The most accurate tuition and additional fees information is listed on the UBC calendar.
Vancouver campus: <http://www.calendar.ubc.ca/vancouver/index.cfm?tree=14,0,0,0>
Okanagan campus: <http://www.calendar.ubc.ca/okanagan/index.cfm?tree=14,0,0,0>

Textbooks information per course is available on the bookstore website or the Student Service Portal:
<https://bookstore.ubc.ca/textbooks>

Housing Information

Vancouver campus: <http://vancouver.housing.ubc.ca/>
Okanagan campus: <https://okanagan.housing.ubc.ca/>

An online estimation (tuition, living costs, etc.) for prospective students is available:
<http://you.ubc.ca/financial-planning/cost/>

Disability Related Services & Facilities

UBC considers students with disabilities and diversity an important aspect of its culture and mandate. For addition information on the assistance available please visit:

Vancouver campus: <http://students.ubc.ca/about/access>
Okanagan campus: <http://students.ok.ubc.ca/drc/welcome.html>

A description of the services and facilities available to students with disabilities;
Vancouver campus: <https://students.ubc.ca/about-student-services/centre-for-accessibility>
Okanagan campus: <https://students.ok.ubc.ca/academic-success/disability-resources/>

Refund Policy

UBC has restrictions involving dropping classes which impact students' refund eligibility.
Below are links to restrictions and refund policy on each campus:
Vancouver campus: <https://vancouver.calendar.ubc.ca/fees/tuition-fees/refund-tuition-fees>
Okanagan campus: <http://www.calendar.ubc.ca/okanagan/index.cfm?tree=14,339,1033,0>

Return of Title IV Funds

UBC's [Return of Title IV loans](#) policy can be found here:
<https://students.ubc.ca/sites/students.ubc.ca/files/R2T4%20policy.pdf>

Study Abroad Information

US Students can only receive Direct Loans when attending a [Title IV eligible school](#). Students can only attend up to 25% of their credential at a partner school in the US. A student's enrollment in an approved UBC study abroad program may be considered as enrollment at UBC for the purposes of applying for Direct Loans.

Information about UBC's exchange program can be found on the [Go Global website](#).

Requirements & Procedures for officially withdrawing from UBC

Vancouver campus: <http://www.calendar.ubc.ca/vancouver/index.cfm?tree=3,46,0,0>
Okanagan campus: <http://www.calendar.ubc.ca/okanagan/index.cfm?tree=3,51,871,0>

Withdrawal Policy and Procedures

Vancouver campus: <http://www.calendar.ubc.ca/vancouver/index.cfm?tree=14,266,774,0>
Okanagan campus: <http://www.calendar.ubc.ca/okanagan/index.cfm?tree=3,51,871,0>

Written Arrangements

UBC does have written arrangements with schools involved in our joint programs, such as the Honours in Biotechnology BSC, however, we do not currently certify Title IV funds for these programs

Family Educational Rights and Privacy Act of 1974 (FERPA)

Details regarding the FERPA act can be found at:

<https://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

Each student has the right to review their education records and to request amendments.

The procedure to request access can be found here:

Vancouver campus: <http://www.calendar.ubc.ca/vancouver/index.cfm?tree=3,53,0,0>

Okanagan campus: <http://www.calendar.ubc.ca/okanagan/index.cfm?tree=3,53,104,0>

Student Privacy

UBC's policies and procedure for information on student information disclosure are listed here <http://universitycounsel.ubc.ca/access-and-privacy/>

Academic Leave

UBC students in good academic standing may, in most programs, take an academic leave. For more Information please visit:

Vancouver campus: <http://www.calendar.ubc.ca/vancouver/index.cfm?tree=14,266,774,0#18000>

Okanagan campus: <http://www.calendar.ubc.ca/okanagan/index.cfm?tree=14,339,1033,0>

Governance & Accountability (Misrepresentation Safeguards)

UBC has both a Board of Governors and a Senate who are responsible for maintaining policies and procedures to ensure that no deliberate misrepresentation occurs in relation to the nature of the institution's educational programs, nature of financial charges and fees, scholarship offers, program costs, student's right to reject any type of financial aid, and the employability of graduates.

The Board is responsible for the management, administration and control of the property, revenue, business and affairs of the University. This responsibility is conferred on the UBC board of Governors by British Columbia University Act.

More information can be found here:

<https://universitycounsel.ubc.ca/board-of-governors-policies-procedures-rules-and-guidelines/policies/>

<https://bog.ubc.ca/board-members/board-of-governors-manual/>

UBC has Vancouver Senate and an Okanagan Senate who are responsible for the academic governance of their respective campuses.

More information can be found here:

<https://senate.ubc.ca/vancouver/>

<https://senate.ubc.ca/okanagan/>

UBC also publishes code of conduct guidelines for faculty and staff. Further details can be found in the Loan Disclosures section under Code of Conduct Concerning Loans

UBC Retention Rate and Graduation Rates

To view UBC's student statistical rates, please visit:

<http://pair.ubc.ca/student-performance/retention-and-graduation/>

“The Baccalaureate Graduates Survey (BGS) has been designed to gather information on baccalaureate graduates' education satisfaction levels, education financing and student debt, as well as further education and employment outcomes. Reports are available by survey year and discipline (CIP), by institution and at the system level.”

Each survey lists a category of alumni's employment in the type of industry and another category of types of further education after their four-year degree programs.

Loan Disclosures

Exit Counseling

Federal Regulations require all Direct Loan borrowers to participate in the [Exit Counseling](#) when they withdraw, graduate, take a leave of absence, or drop to less than half-time. The counseling can be completed online at: <https://studentaid.gov/exit-counseling/>

Borrower Information

UBC submits enrolment reporting rosters to the NSLDS every 60 days. Any information UBC gathers during this process can be shared with a student's loan servicer in accordance with the terms of the promissory note the student signed prior to receiving their Direct Loan.

Private Educational Loans

UBC advises students who apply for private loan funding that they should apply for FSA funds before getting a private loan. The university offers students access to an Estimate Letter that outlines potential FSA funding availability.

Private & Preferred Lender Information

UBC does not extend private educational loans to students, nor does it engage in preferred lender arrangements.

Code of Conduct Concerning Loans

UBC publishes code of conduct guidelines for faculty and staff on the following websites:

<https://bog.ubc.ca/accountability-at-ubc/expectations-for-faculty-staff/> <https://bog.ubc.ca/board-members/code-of-conduct/>

<https://hr.ubc.ca/working-ubc/respectful-environment>

Legal Concerns

UBC has non-academic misconduct procedures in place for any breach in agreement: Vancouver campus:

<http://www.calendar.ubc.ca/vancouver/index.cfm?tree=3,54,750,0> Okanagan

campus: <http://www.calendar.ubc.ca/okanagan/index.cfm?tree=3,54,1030,0>

Contact Us

For any additional questions, concerns, or requests please contact Student Enrolment Services. A hardcopy version of this document is available upon request.

Current Student: <https://students.ubc.ca/about-student-services/enrolment-services-advisors>

Prospective Student: <http://you.ubc.ca/contact-us/?pageID=1169>

Vancouver

Main Concourse, Brock Hall 1206–1874 East Mall Vancouver BC V6T

1Z1 Tel: 604.822.9836

Toll Free: 877.272.1422

Fax: 604.822.5945

Okanagan

University Centre 206Z, 3333 University Way Kelowna BC V1V

1V7 Tel: 250.807.9100

Toll Free: 866.596.0767

Fax: 250.807.8070