College of the Mainland (COM) holds that the student, upon enrollment, neither loses the right nor escapes the duties of a citizen. The student-citizen has a responsibility to other students, to the state and to the institution in which, by choice, that student enrolls.

The rights and responsibilities of students include the following:

1. **YOU HAVE THE RIGHT TO:**
   a. Expect an educational program of the highest quality.
   b. Have the opportunity to develop your potential to the best of your ability.
   c. Know what financial aid programs are available at COM.
   d. Know the application deadlines for each program.
   e. Know how financial aid will be refunded and how the decisions on the timing of refunds are made.
   f. Know how your financial need was determined.
   g. Know which resources were used to determine your financial need.
   h. Know how much of your financial need has been met.
   i. Know the details of the programs that make up your financial aid award.
   j. Know COM’s refund policy.
   k. Know what portion of your financial aid award is a loan and must be repaid and:
      i. What the interest rate(s) of the loan(s) is (are).
      ii. What repayment options are available.
      iii. How long the repayment period is.
      iv. When repayment of the loan begins.
   l. Know what portion of your financial aid award is a grant/gift.
   m. Know how COM determines whether you are making satisfactory academic progress towards completion of your certificate/associate degree and what happens if you are not making academic progress.
   n. Know how COM determines the amount of Title IV funds returned if you withdraw completely during a semester or fail to successfully complete any of your attempted classes during a semester.
2. STUDENT RESPONSIBILITIES INCLUDE:
   
a. To become fully acquainted with published regulations and to comply with them in the interest of an orderly and productive community.
   
b. To respect the rights and property of others.
   
c. To complete application forms for financial aid accurately and submit them on time.
      
i. In most cases, providing false or inaccurate information on financial aid applications is a violation of law and could be considered a criminal offense that could lead to prosecution.
   
d. To provide all additional documentation requested by the Financial Aid Office for verification purposes.
   
e. To understand all forms that you are asked to sign by reading them before signing them.
   
f. To report changes in name, address, telephone numbers and enrollment status to the Financial Aid Office.
   
g. To be aware of COM’s refund policies and procedures.
   
h. To perform the job requirements of any work-study position you accept.