

# FACT SHEET: School Closure

## Ridley-Lowell Business and Technical Institute Located in New York

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### Information for Students

On April 5, 2018, officials representing Ridley-Lowell Business and Technical Institute (Ridley-Lowell) informed the U.S. Department of Education (ED) that the institution would no longer offer educational instruction. According to the New York State Education Department's Bureau of Proprietary School Supervision, the institution's last day of instruction on April 4, 2018, serves as its official closure date.

This fact sheet will provide you with important information about your options now that your school has closed, including:

- **obtaining your academic transcripts;**
- **understanding if your state offers a tuition recovery fund;**
- **determining if you qualify for a discharge of your student loan(s);**
- **knowing the steps in the loan discharge process;**
- **transferring your credits to another school; and**
- **contacting your loan servicer.**

We encourage you to avoid paying for services that Federal Student Aid offers for free.

### What Are Your Options Now?

- Transfer to another school. Contact your state agency listed below to inquire about transfer options and other resources that may be available to you. Additionally, you also may want to [visit ED's College Scorecard](#) to explore your transfer options and find the program that's right for you. You should contact individual schools for transfer credit or hour policies.
- Visit [StudentAid.gov/closedschool](http://StudentAid.gov/closedschool) for additional information about closed school loan discharges.
- Contact your state agency.

#### **New York State Education Department Bureau of Proprietary School Supervision**

116 West 32nd Street, 5th Floor

New York, NY 10001

Phone: 212-643-4760

Fax: 212-643-4765

Website: [aces.nysed.gov/bpss/welcome-career-training-proprietary-schools](http://aces.nysed.gov/bpss/welcome-career-training-proprietary-schools)

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### Obtaining Your Academic Transcripts

Visit your state agency's website listed above to get the most updated information about how to obtain a copy of your transcript. If you transfer to another school to continue your education, you may be asked to provide a copy of these records to your new school. The records also may be useful in substantiating your claim for a closed school loan discharge.

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## Does Your State Offer A Tuition Recovery Fund?

Some states provide funds that generally reimburse charges not covered by other sources. For example, a closed school loan discharge would cover the amount of your federal student loans, while tuition recovery fund payments could cover expenses, such as private loans and cash payments that were directed toward tuition payments at the closed school. Contact the New York Bureau of Proprietary School Supervision for more information and applicable eligibility criteria.

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## Do You Qualify For A Closed School Loan Discharge?

The New York Bureau of Proprietary School Supervision has verified that April 4, 2018, served as Ridley-Lowell's last full day of educational instruction and is the date utilized to determine potential eligibility for closed school loan discharges.

There are certain criteria for a closed school loan discharge, and there are certain steps you need to take to apply for a student loan discharge.

Student loan borrowers (and parents who borrowed PLUS loans on behalf of students) may be eligible for a 100-percent discharge of your federal student loans borrowed to attend Ridley-Lowell under either of these circumstances:

- Ridley-Lowell closed while you were enrolled, and you did not complete your program because of the closure. If you were on an approved leave of absence from Ridley-Lowell for purposes of the *Title IV*, HEA programs, you are considered to have been enrolled at the school, or
- You withdrew from all classes on or **after** Dec. 4, 2017, which is 120 days or less before Ridley-Lowell ceased instruction.

You are not eligible for discharge of your loans if your school closed and any of the following is true:

- You withdrew from all classes **before** Dec. 4, 2017, which is more than 120 days before Ridley-Lowell ceased instruction.
- You completed all of your coursework for your program prior to Ridley-Lowell closing, even though you have not received a diploma or certificate.
- You are completing a comparable educational program at another school
  - by transferring academic hours earned at Ridley-Lowell to another school, or
  - by any other comparable means.

If your new school doesn't count your Ridley-Lowell credits or if you decide not to use your credits towards completion of a comparable program at another school, you may instead apply for a closed school loan discharge of the federal loans you took for your Ridley-Lowell credits.

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## The Loan Discharge Process

To apply for a closed school loan discharge, you can either:

- Complete and return the Closed School Loan Discharge Application sent to you by your servicer or complete this [Closed School Loan Discharge Application](#) and return it to your loan servicer, or
- Contact your loan servicer for more information before you complete the application.

You **must** send your Closed School Loan Discharge Application to your federal student loan servicer. To find out who your loan servicer is, [log in to My Federal Student Aid](#) or call 1-800-4-FED-AID (1-800-433-3243; TTY for the hearing impaired 1-800-730-8913). A list of federal loan servicer contact information is on page four of this fact sheet.

- Be sure to continue to make payments on your loan while your discharge application is being processed.
  - If you do not meet the criteria for a loan discharge, you will be informed by your loan servicer and will need to continue making payments on your loans based on the terms of your promissory note.
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## Does Your Federal Pell Grant Eligibility Reset?

The amount of Federal Pell Grant funds you may receive over your lifetime is limited by federal law to be the equivalent of six years of Pell Grant funding. Since the maximum amount of Pell Grant funding you can receive each year is equal to 100 percent, the six-year equivalent is 600 percent. For more information, [visit StudentAid.gov/pell-leu](http://StudentAid.gov/pell-leu).

In late 2017, ED implemented a policy change to restore periods of Pell Grant eligibility to students who were unable to complete their course of study due to the closure of an institution. If you are eligible for the restoration of Pell Grant eligibility, your restoration will be done automatically; there is nothing for you to do. If your Pell Grant eligibility has been restored for the current award year, and/or you have regained eligibility bringing you under the 600-percent limitation, you will be notified by email.

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## Can You Transfer Your Credits To Another School?

Instead of applying for a closed school loan discharge, you may want to keep the credits you've earned from Ridley-Lowell and transfer those credits to another school with a comparable program. If you do transfer into a comparable program offered by another school, that school will evaluate your Ridley-Lowell transcript, course work, and hours completed in the subjects covered in your course of study, and will decide how much credit to give you for the work you've already completed, as well as identify the coursework you need to complete your program of study. It is up to the new school to decide how much credit to give you.

ED is working with Ridley-Lowell officials and representatives from the state licensing and postsecondary education oversight body to process student records as soon as possible, so that transfer schools can start assessing students for transfer and remaining student aid eligibility.

Ridley-Lowell will be held responsible for the return of any federal student aid funds which were due to students and which Ridley-Lowell received, but not earned, prior to its closure. ED will work with Ridley-Lowell officials to make sure unearned student Federal Pell Grant and loan funds are restored for future eligibility.

**Remember, if you transfer the credits you've earned at Ridley-Lowell toward a comparable program at another school and you complete or are in the process of completing that program, you will not be eligible to receive a closed school loan discharge for those credits.**

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## Accessing Information About Your Federal Financial Aid

If you need to access information about your federal financial aid history, [visit nslds.ed.gov](http://visit nslds.ed.gov).

If you filed a FAFSA<sup>®</sup> form identifying Ridley-Lowell as the institution you would be attending and need the information forwarded to another institution, [visit fafsa.gov](http://visit fafsa.gov) to make changes to your filed application.

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## We Are Here To Help

ED is committed to helping you as you plan the next steps in continuing your education. Please [visit StudentAid.gov/closures](http://visit StudentAid.gov/closures) to view common Q&As for questions asked by students of other closed schools.

For help understanding the information presented in this fact sheet, contact the Federal Student Aid Information Center at 1-800-4-FED-AID (1-800-433-3243; TTY for the hearing impaired 1-800-730-8913).

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## Who Is Your Loan Servicer?

Federal Student Loan Servicers	
<p><b>CornerStone</b>  <a href="http://MyCornerStoneLoan.org">MyCornerStoneLoan.org</a>  <b>Phone:</b> 1-800-663-1662      <b>Fax:</b> 801-366-8400  <b>TDD/TTY:</b> Call 1-800-663-1662 or email  <a href="mailto:Service@mycornerstone.org">Service@mycornerstone.org</a> for alternative format requests.  <b>E-mail:</b> <a href="mailto:CustomerService@mycornerstoneloan.org">CustomerService@mycornerstoneloan.org</a>  <b>Office Hours:</b> Monday - Thursday 6 a.m. - 7 p.m. MT                      Friday 6 a.m. - 5 p.m. MT</p>	<p><b>MOHELA</b>  <a href="http://mohela.com">mohela.com</a>  <b>Phone:</b> 1-888-866-4352      <b>Fax:</b> 1-866-222-7060  <b>TDD/TTY:</b> Dial 711 - Telecommunications Relay Service for assistance.  <b>Office Hours:</b> Monday - Thursday 7 a.m. - 9 p.m. CT                      Friday 7 a.m. - 5 p.m. CT</p>
<p><b>FedLoan Servicing (PHEAA)</b>  <a href="http://myfedloan.org">myfedloan.org</a>  <b>Phone:</b> 1-800-699-2908      <b>Fax:</b> 717-720-1628  <b>TDD/TTY:</b> Dial 711 - Telecommunications Relay Service for assistance.  <b>Office Hours:</b> Monday - Friday 8 a.m. - 9 p.m. ET</p>	<p><b>Navient</b>  <a href="http://navient.com">navient.com</a>  <b>Phone:</b> 1-800-722-1300      <b>TDD/TTY:</b> 1-877-713-3833  <b>Fax:</b> 1-866-266-0178 (within the U.S.)                      570-706-8563 (outside the U.S.)  <b>Office Hours:</b> Monday -Thursday 8 a.m. - 9 p.m. ET                      Friday 8 a.m. - 8 p.m. ET</p>
<p><b>Granite State - GSMR</b>  <a href="http://gsmr.org">gsmr.org</a>  <b>Phone:</b> 1-888-556-0022      <b>Fax:</b> 603-227-5415  <b>TDD/TTY:</b> Dial 711 For blind and visually impaired, alternative format requests, please contact  <a href="mailto:accessibilityrequests@gsmr.org">accessibilityrequests@gsmr.org</a> or 888-556-0022 (select accessibility option).  <b>E-mail:</b> <a href="mailto:dlcustomerservice@gsmr.org">dlcustomerservice@gsmr.org</a> or click the "Contact Us" link on the home page and select "Email Us."  <b>Office Hours:</b> Monday - Friday 8 a.m. - 6 p.m. ET</p>	<p><b>Nelnet</b>  <a href="http://nelnet.com">nelnet.com</a>  <b>Phone:</b> 1-888-486-4722      <b>Fax:</b> 1-877-402-5816  <b>TDD/TTY:</b> A borrower who is hearing-impaired may Web chat with a representative by visiting the website and clicking "Chat Now."  <b>Office Hours:</b> 24 hours a day, 7 days a week</p>
<p><b>Great Lakes Educational Loan Services, Inc.</b>  <a href="http://mygreatlakes.org">mygreatlakes.org</a>  <b>Phone:</b> 1-800-236-4300      <b>Fax:</b> 1-800-375-5288  <b>TDD/TTY:</b> Dial 711 - Telecommunications Relay Service for assistance.  <b>Office Hours:</b> Monday - Friday 7 a.m. - 9 p.m. CT</p>	<p><b>OSLA Servicing</b>  <a href="http://osla.org">osla.org</a>  <b>Phone:</b> 1-866-264-9762      <b>Fax:</b> 1-855-813-2224  <b>TDD/TTY:</b> 405-556-9230  <b>E-mail:</b> <a href="mailto:DLcustserv@osla.org">DLcustserv@osla.org</a>  <b>Office Hours:</b> Monday - Friday 8 a.m. - 5 p.m. CT</p>
<p><b>HESC/Edfinancial</b>  <a href="http://edfinancial.com/DL">edfinancial.com/DL</a>  <b>Phone:</b> 1-855-337-6884      <b>TDD/TTY:</b> 1-855-337-6884  <b>Fax:</b> 1-800-887-6130 or 865-692-6349  <b>Contact Us Page:</b> <a href="http://edfinancial.com/Contact">edfinancial.com/Contact</a>  <b>Office Hours:</b> Monday - Thursday 8 a.m. - 8:30 p.m. ET                      Friday 8 a.m. - 6 p.m. ET</p>	