



2018

Consumer Information Disclosures

Purpose and Notice of Availability of Institutional and Financial Information

Quest University Canada is currently an eligible Title IV participant in the U.S. Direct Loan Program (William D. Ford Federal Direct Loan Program) and as required by U.S. Federal Student Aid (a division of the U.S. Department of Education) publishes annual Consumer Information Disclosures to students, the Department and others. These regulations and disclosures are part of the U.S. Higher Education Act (HEA) of 2008 Sec. 485(f); 20 USC 1092; Regulations 34 CFR 668.41-48. Further information on this can be found at: <https://ifap.ed.gov/qahome/qaassessments/consumerinformation.html>

This document is available as an electronic copy on our Quest University website at:
<https://questu.ca/admissions/afford/external-funding/>

A paper copy of this document is available to students upon request.

Quest University Canada
3200 University Blvd.
Squamish, BC V8B 0N8

OPE ID Number: 04075300

DUNS Number: 206500717

School Code: G40753

Information on **Form10-98 T** available through Quest Student Accounts: student.billing@questu.ca

Program: Quest University Canada (Quest) offers one undergraduate degree program: The interdisciplinary Bachelor of Arts and Sciences delivered in a Block Plan format where students are immersed in a single course at a time. Reference: <https://questu.ca/academics/build-your-degree/>

Faculty: Within the five major Liberal Arts and Sciences divisions represented at Quest (Life Sciences; Physical Sciences; Mathematics; Social Sciences; and Arts & Humanities), Quest faculty (also referenced as Tutors) are accomplished scholars, extraordinary teachers and dedicated mentors. Reference: <https://questu.ca/academics/faculty-features/>

Facilities: Quest's campus situated in the highlands of Squamish, BC, is named one of Canada's most beautiful campuses. The campus sits on approximately 60 acres boasting the Academic Building (including 23 seminar rooms, 31 break-out rooms and 2 labs), Library Services Building (including a learning commons), RecPlex and the Dining Hall. Quest's enrolled students live on campus* selecting from residence buildings that include single and double occupancy options along with common spaces.

Reference: <https://questu.ca/student-life/campus-life/housing/>

**Students who have a protected characteristic (e.g. mental health concern, medical condition, physical limitation) may request a non-academic accommodation (e.g. accessible housing, access to a kitchen, reduction or exemption of the meal plan) for on-campus housing and meal plans.*

Information related to facilities and services available to students with disabilities, including students with intellectual disabilities.

Reference: <https://questu.ca/academics/catalogue-calendar-and-policies/> & <https://questu.ca/student-life/student-success/accessibility-services/>

Student Accommodation Policy: Quest affirms the right of applicants and students of Quest who are academically qualified and who have a protected characteristic within the meaning of the Human Rights Code, R.S.B.C. 1996, c 210, to be welcomed as equal members of the Quest community; to have full access to all services Quest customarily provides to applicants and students and, on matriculating, to participate fully and freely in student life at Quest.

Accreditation: Quest is accredited to grant a Bachelor of Arts and Sciences degree by the British Columbia Degree Quality Assessment Board (DQAB) effective September 2006 and renewed in 2011 and 2016. The DQAB has the sole legal authority to accredit universities in British Columbia. Reference: <https://questu.ca/academics/catalogue-calendar-and-policies/>

Cost of Attendance: Quest's Cost of Attendance including tuition, books, required fees, room and board. Reference: <https://questu.ca/admissions/afford/tuition-fees/>

Textbook Information: Quest's campus library and/or bookstore offers all required texts with title, ISBN and/or retail pricing information that includes the publisher, copyright date, title and author. Listings are made available to students through the Quest intranet (Portal). Reference: <https://library.questu.ca/>

Refund Policy: Quest's refund policy includes tuition refunds, course change/add/drop/withdrawal procedures. Reference: <https://questu.ca/academics/catalogue-calendar-and-policies/>

Transfer Credit Policy: Quest's administers a transfer credit policy that integrates with Block Programming. Reference: <https://questu.ca/academics/catalogue-calendar-and-policies/>

Student Financial Assistance Information: To help lessen the difference between a family's resources and Quest's cost of attendance, Quest provides student financial assistance in the form of internal scholarships, need-based aid (bursaries), campus Work-Study along with regular campus employment opportunities. Quest's Office of Advancement is actively engaged to seek donorships that can include funding in the form of donor awards for students. Quest is a registered charity with the Canada Revenue Agency. The charitable number is **86407 0859 RR0001**.

Quest Financial Aid Office Contact: financial.aid@questu.ca / Trevor Mannion, Director of Admissions & Financial Aid

Quest Scholarships Reference: <https://questu.ca/admissions/afford/scholarships/>

Quest Bursaries Reference: <https://questu.ca/admissions/afford/bursaries/>

Quest Government Student Financial Assistance Programs: <https://questu.ca/admissions/afford/external-funding/>

U.S Department of Education: Quest provides information published by the U.S. Department of Education to students on an ongoing basis and upon request including the rights and responsibilities of students and schools under the Program.

Eligible Quest students apply for Title IV funding through the Free Application for Federal Student Aid (FAFSA) online. Applicants are told via FAFSA that the U.S. Department of Education will notify the university of your application. As a foreign school, Quest does not receive these **automatic** notifications. Following FAFSA application submission, Quest students should contact Quest's Financial Aid Office to advise of their submission and receive additional information on foreign school application process.

U.S. Federal Student Aid Reference: <https://studentaid.ed.gov/sa/>

Third Party Servicer: Quest utilizes the services of **Weber & Associates** to administer aspects of Quest's participation in the Title IV program to which the U.S. Department of Education has oversight authority. Reference: <https://www.weberassociatesinc.com/>

Quest's Title IV Disbursement Schedule follows the terms and conditions of the Title IV Higher Education Act (HEA), for the eligibility and methods of disbursement. As a foreign school, Quest does not disburse Grants under the program. For first time borrowers under the program, Quest may not disburse student loan funds until 30 days after the first day of the payment period.

Appendix 1.0: Satisfactory Academic Progress (SAP) Standards for Quest students under 34 CFR 668.22 requirements.

Return of Title IV Funds Policy. Reference: <https://ifap.ed.gov/ifap/byAwardYear.jsp?type=fsahandbook&awardyear=2018-2019>

Appendix 2.0: Return of Title IV Funds under 34 CFR 668.22 requirements.

Entrance Counseling: Federal Regulations require all student loan borrowers participate in Entrance Counseling. Reference: <https://questu.vfao.com/> & <https://studentaid.ed.gov/sa/fafsa/next-steps/entrance-counseling>

Exit Counseling: Federal Regulations require all student loan borrowers participate in Exit Counseling & Repayment. Reference: <https://questu.vfao.com/> & <https://studentaid.ed.gov/sa/repay-loans/understand/exit-counseling> & https://www.nsls.ed.gov/nsls/nslds_SA/

Appendix 3.0: Quest Exit Counseling Guidelines

Loan Alternatives for U.S. Students: Quest participates in alternate student financial assistance programs. Reference: <https://questu.ca/admissions/afford/external-funding/>

Code of Conduct for Education Loans (Non-Title IV): To prohibit conflict of interest regarding private education loans, Quest employees with responsibility to the U.S. Direct Loan Program are prohibited from the following:

- Making revenue-sharing arrangements with any lender; receiving gifts from a lender, a guarantor, or a loan servicer;
- Entering into arrangements providing financial benefit from any lender or affiliate of a lender;
- Directing borrowers to any particular lenders or refusing or delaying loan certifications;
- Offering funds for private loans.

Notice of Federal Student Financial Aid Penalties for Drug Law Violations / Drug & Alcohol Prevention: Upon enrollment, Quest distributes information to students outlining the penalties associated with drug-related offences under section 484(r) of the HEA. It is also a student's responsibility to familiarize with this information. Quest's employees are provided individualized employment contracts that lists Quest employment standards through Quest's Human Resources Department that addresses code of conduct and drug-free awareness. Quest offers on-campus professional counselling supports for students regarding the prevention of drug and alcohol abuse. Students living in on campus residences must abide by Quest's Occupancy Agreement, Honor Principle and the Community Living Guidelines. Reference: <https://questu.ca/student-life/health-and-wellness/> & <https://questu.ca/academics/catalogue-calendar-and-policies/> & <https://ifap.ed.gov/ifap/byAwardYear.jsp?type=fsahandbook&awardyear=2018-2019>

Student Right-to-Know Act: Under HEA, an eligible institution for Title IV funding shall calculate completion or graduation rates of degree-seeking full-time students entering the institution and shall disclose these rates to current and prospective students. In the 2017-2018 calendar year, Quest ceased to offer Varsity Athletics and continues to only offer one undergraduate degree program: The interdisciplinary Bachelor of Arts and Sciences. The office responsible for overseeing relevant policy, procedure and statistics is Quest's Registrar's Office.

Quest Registrar Contact: registrar@questu.ca / Birgit Widmaier, Registrar

Quest's attrition rate for the 2017-2018 calendar year as reported to DQAB was 11%, conversely Quest's attrition rate was 89%. The 2018-2019 attrition rate is not yet available.

Student Privacy (FERPA/FIPPA): The Family Educational Rights and Privacy Act (FERPA) applies to all Title IV funding that is received and upon the U.S. Department of Education receiving an application (e.g. FAFSA), the HEA and Privacy Act applies. As a foreign school, Quest also follows the Canadian Freedom of Information and Protection of Privacy Act (FIPPA). Reference: <https://questu.ca/academics/registrar/> & <https://questu.ca/academics/catalogue-calendar-and-policies/> & <https://studentprivacy.ed.gov/>

Copyright Infringement: Quest follows the Canadian Association of University Teachers (CAUT) guidelines for appropriate material usage. This includes copyright policies on unauthorized distribution of copyright material, unauthorized peer-to-peer file sharing, and copyright laws. Reference: <http://www.caut.ca>

Appendix 4.0: Quest Copyright Policy

Vaccination Policy: Quest does not have a general student body vaccination policy as there are no immigration policies that limit entry into Canada based on vaccination. Quest students are encouraged to have all immunizations up-to-date prior to attending Quest. Routine immunizations include tetanus, diphtheria, polio, pertussis, measles, mumps, rubella, Hepatitis B/C, Meningococcal and chickenpox. Students should refer to a professional health care provider regarding their immunization history. The Canadian government recommends vaccines for adults although Quest does not mandate. Reference: <https://www.canada.ca/en/public-health/services/vaccination-adults.html>

Missing Persons (Student) Notification Policy: Quest students missing from class in which they are enrolled whereby their absence has not been pre-approved are subject to the following procedures:

- *Note: If information presents that suggests the student may not be safe the school representative may make a report to the appropriate emergency services agency to investigate further.*
- The student's Tutor notifies Quest's Care Team of the student's absence.
- Quest's Care Team identifies appropriate contacts to investigate (e.g. Quest's Floor Representative, Quest's Village Advisor).
- If the student is located on campus the contact who located them advises the student of their requirement to immediately notify their Tutor. The contact immediately reports back to the Quest Care Team that the student has been located.

- The student is reminded of their requirement to complete a Quest Leave of Absence Form found on the Quest Portal appropriate to their situation if their absence is continuing.
- If information presents that the student is in need of emotional and/or practical supports they are referred to Quest's Care Team that can triage to the appropriate internal and external agencies.
- If the student is not located on campus (AWOL), Quest's Director of Campus Life attempts contacts to the student via their documented contacts that can include e-mail, phone and in-person in attempts to locate the student.
- Quest's Director of Campus Life may also reach out to the student's roommates, Quest's Floor Representatives, Quest Village Advisors or any other Quest community members known to have had contact with the student for further information.
- The Director of Campus Life may also utilize the student's emergency contact(s) as listed in *StarRez* for Quest.

Fire Safety Reporting: All emergencies including fire are to be reported internally even if external emergency services is the responder. There are no current fire safety improvements. Quest University publishes an annual Fire Safety Report.

Appendix 5.0: Quest University Canada 2018 Fire Safety Report