

## 4.1.7.1 Financial Aid General Appeal for Assistance

### Policy Information

#### Issuing Office

Financial Aid

#### Affected Parties

Students

#### Policy Language

The Resident and Liberty University Online Student Advocate Offices assist students who have gone through all the customary operating procedures but have not been able to resolve particular challenges related to financial aid. The primary function of these offices is to answer students' questions and resolve problems.

#### Policy Rationale

Students each have unique situations and life circumstances. Providing a process and policy for appeals for assistance allow for a cohesive and accountable process.

#### Definition of Glossary Terms

None specified

### Procedural Information

#### Procedures

**For Liberty University Online students, appeals and General Complaint forms may be submitted to:**

Online Advocate Office  
Liberty University  
1971 University Blvd  
Lynchburg, VA? 24515  
Fax: (800) 628-7977

Direct link: [www.liberty.edu/beacon](http://www.liberty.edu/beacon)  
[Student Complaint form\[MRM\(FS1\)\]\[MRL\(FS2\)\]?](#)

For Resident students, appeals may be submitted to:

Resident Advocate Office  
Liberty University  
1971 University Blvd  
Lynchburg, VA? 24515  
434-582-7200  
[studentadvocate@liberty.edu](mailto:studentadvocate@liberty.edu)  
[www.liberty.edu/SAO](http://www.liberty.edu/SAO)

#### Sanctions

None specified

#### Exceptions

None