



Illinois Physical and Financial Hardship Policy

Date	Version	Who made the changes?	What Changes?
11/2022	1.0	Julie Blakely	Policy creation

Summary of Purpose

DeVry University (DVU) and its Keller Graduate School of Management (KGSM) are committed to operating in compliance with local, state, federal, and accrediting agency requirements. Section 20 (a) of The Illinois Student Debt Assistance Act (the “Act”) requires institutions of higher education have a policy instituting a process in the event a student is experiencing a physical or financial hardship that results in a withdrawal. In accordance with the Act, the DeVry University’s Illinois Physical and Financial Hardship Policy must work to limit debt owed by students who must withdraw from the institution due to a significant financial or physical hardship to assist students when they choose to re-enroll.

The steps we take to help our students persist from session to session is vital to not only ensure graduation is attainable, but also has the potential to reach far beyond simple academic progression. As an institution of Higher Education, we strive to meet the needs of our student’s day in and day out to help them persist and make a meaningful impact on their lives.

I. Policy Scope

DeVry University’s Illinois Physical and Financial Hardship Policy applies to Illinois students who completely withdraw from their course enrollment due to a significant financial or physical hardship including, but not limited to the following circumstances:

1. serious injury or illness of the student;
2. chronic illness of the student;
3. medical issue of family member in which the student has to become part-time or full-time caretaker of that family member;
4. a mental health condition of the student;

5. a sudden or consistent lack of transportation issue that affect the student's ability to meet course requirements; and
6. significant cost of living increase.
7. Other situations at the University's discretion which are deemed to result in a significant hardship to the student.

II. Hardship Withdrawal Process

Illinois students who are experiencing a physical or financial hardship that results in a full withdrawal from courses will want to reach out to their Student Support Advisor for assistance.

At which time an Illinois student is prepared to re-enroll in courses they would contact a Student Support Advisor to begin the process of resuming classes. At which time, the Student Support Advisor will discuss with the student completing the IL Student Hardship Attestation form and provide supporting documentation. If approved, the Student Support Advisor will review available payment arrangements for any balances (if applicable) and remove any applicable late fees and registration holds (if applicable) so that the student can resume course registration.