

## GUIDELINES FOR STUDENT FINANCIAL SUPPORT REQUEST

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### Records of changes

Version	Date of released	Approved by	Description of changes
1	17/09/2024	Developed by: Financial Aid Office Reviewed by: Dean of Student Experience, Chief Academic Operations Officer, Head of Academic Engagement Department. Approved by: Provost	First release – as guideline supporting the Financial Aid for VinUni students
2	22/04/2025	Updated by: Financial Aid Office Reviewed by: Vice provost of Academic Administration Approved by: Provost	Second release - Revised the deadline in Section 4 (Financial Support Request Procedures) – Step 2 (Submit Financial Support Request)

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## 1. Purpose and Scope

This document provides a clear process for students to request financial support, ensuring fairness and transparency in the allocation of funds. Financial support is available for tuition fees, living expenses, and emergency needs, depending on eligibility and availability of resources.

Financial Support Programs under Financial Aid Office's Management including:

Nr.	Key Financial Aid Programs	Coverage
1	VinUni Need-Based Financial Aid – <i>Regular Financial Assistance</i>	Tuition fees
2	Global Exchange Student Ambassador Grant - <i>Exchange programs</i>	Non-tuition fees for exchange programs (travel, visa application, housing, insurance, etc.)
3	Student Support Assistance – <i>Emergency Financial Assistance</i>	On-campus housing subsidy, travel expenses, meals, etc. or Tuition fee (for special cases)

The **Merit-based scholarship, Student Research Grant, Start-up Grant, and Work-Study Program** will fall outside of the Financial Aid Office's guidelines, and the respective departments will manage these programs.

## 2. Eligibility Criteria

Students must meet all of the following criteria to be eligible for financial support:

- Enrollment in a full-time academic program at VinUni
- Demonstration of financial need through supporting documentation
- Satisfactory academic progress (not at-risk academic standing)
- No major disciplinary action (Level 3 and up<sup>1</sup>) at the time of financial support application submission Completion of the necessary application forms
- Any other special circumstances (e.g., family emergencies, loss of income) must be clearly outlined.

## 3. Timelines

Application period	Processing deadline	Effective semester
20 June - 10 July	02 August	Fall semester
10 October – 10 November	10 December	Spring semester

**Note:** *Special cases may be considered.*

*Applications for the Global Exchange Student Ambassador (GESA) Grant will depend on the nomination timelines of the VinUni Global Exchange Office.*

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<sup>1</sup> Refer to the Student Affairs Regulations (Code of Conduct) <https://policy.vinuni.edu.vn/all-policies/student-affairs-regulations-code-of-conduct/>

#### 4. Financial Support Request Procedures

Steps	Action	Detailed Explanation
1	<b>Gather Required Documentation</b>	Before submitting the request, students should collect all required documents, including: <ul style="list-style-type: none"> <li>✓ Completed Financial Support Application Form (Link: <a href="http://vinuni.edu.vn">Home (vinuni.edu.vn)</a>, section Request for FA)</li> <li>✓ Proof of financial need</li> <li>✓ Any additional supporting documents (e.g., letters explaining special circumstances or medical bills).</li> </ul>
2	<b>Submit Financial Support Request</b>	Submit the request online through the student portal. Ensure all the required documentations are attached. <b>Deadlines:</b> <ul style="list-style-type: none"> <li>- <i>All students: <b>July 10<sup>th</sup></b> (for the Fall semester) and <b>November 10<sup>th</sup></b> (for the Spring semester) each year.</i></li> <li>- <i>Global Exchange Student Ambassador Grant: Based on the exchange nomination release timelines. Students can apply for the GESA grant after they are nominated for an exchange program by VinUni.</i></li> </ul>
3	<b>Initial Review by Financial Aid Office (FAO)</b>	FAO will review the application for completeness and eligibility. If their application is incomplete, the student will be notified within 03 working days.
4	<b>Review by Financial Aid Review Committee</b>	The committee, consisting of university staff and faculty, will evaluate the requests based on: <ul style="list-style-type: none"> <li>- Financial need</li> <li>- Academic standing</li> <li>- Availability of resources</li> <li>- Special circumstances</li> <li>- The students meeting the eligibility of each type of grants</li> </ul> <b>Review duration:</b> 05 working days after receiving the review request from the Financial Aid Office.
5	<b>Notification of Decision</b>	Students will be notified via email or the student portal within two working days after the Financial Aid Review Committee makes the final decision. The notification will include: <ul style="list-style-type: none"> <li>- Decision (approved, denied, or request for further documentation)</li> <li>- Amount awarded (if applicable)</li> <li>- Instructions for next steps</li> </ul>
6	<b>Disbursement of Funds</b>	Approach for the disbursement of funds as below: <ul style="list-style-type: none"> <li>• <b>For tuition fees:</b> The allocated funds will be directly applied to offset the tuition fees and reflected in the student's billing statement.</li> <li>• <b>For non-tuition fees:</b> Approved funds will be disbursed to the student's VND bank account for relevant expenses. If the approved funds are to be disbursed to a parent or relative, the student must provide official authorization designating the recipient.</li> </ul>

		The disbursement process and procedures will follow the current university financial and payment regulations. Detailed instructions will be provided to students to ensure clarity and compliance.
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## 5. Appeals Process

5.1 If a student's request is denied or they wish to appeal the amount of financial support awarded, they may submit an Appeal Form within five working days after receiving the decision.

5.2 The appeal should include:

- A written statement explaining the reason for the appeal,
- Any new or additional documentation that may support the appeal.

5.3 The Financial Aid Review Committee will review the appeal and provide a final decision within ten working days.

## 6. Renewal of Financial Support

6.1 Financial support is awarded for one regular semester or one academic year or as a one-time aid unless otherwise specified. Students wishing to renew their support for the next semester or academic year must submit a renewal application by the defined deadline along with updated financial documentation.

6.2 The renewal process will follow the same steps outlined above.

6.3 The GESA grant is a one-time financial support grant. Students can only receive the GESA grant once during their time at VinUni.

## 7. Disbursement of funds

The grants will be disbursed prior to the issuance of the tuition fee schedule (for tuition fee aid) and within 02 working weeks or the equivalent period based on the nearest payment cycle according to VinUni's financial regulations (for cash grants).

## 8. Contact Information

For any inquiries or assistance with the financial support request process, students can contact the Financial Aid Office at:

- **Email:** [fao@vinuni.edu.vn](mailto:fao@vinuni.edu.vn)
- **Phone:** +84-979.489.846 (Zalo)
- **Address:** The Office of University Registrar, 3<sup>rd</sup> floor, I building, VinUniversity
- **Office Hours (Mon to Fri):** During business hours
  - Morning: 8:30 a.m. – 12:30 p.m.
  - Afternoon: 1:30 p.m. - 5:30 p.m.