32638

BOARD OF TRUSTEES OF COMMUNITY COLLEGE DISTRICT NO. 508
COUNTY OF COOK AND STATE OF ILLINOIS

RESOLUTION

TO ADOPT REVISIONS TO THE STUDENT POLICY MANUAL
OF THE CITY COLLEGES OF CHICAGO
MAY 2015
OFFICE OF ACADEMIC AFFAIRS

WHEREAS, the Illinois Public Community College Act, as amended, lists the powers and duties of community college districts in the State of Illinois, and states in 110 ILCS 850/3-30, that:

> "The board of any community college district has the powers…that may be requisite or proper for the maintenance, operation and development of any college or colleges under the jurisdiction of the board."

WHEREAS, the City Colleges of Chicago Student Policy Manual has been developed to ensure that protocols for admissions, tuition and financial aid, grading, academic policies, students' rights and responsibilities, and related elements are established, reviewed and publicly communicated;

WHEREAS, Section 4.3 of the Board Bylaws of City Colleges of Chicago provides for the adoption of policies and states that:

> "The Board may adopt, from time to time, policy statements, guidelines, procedures, regulations, collective bargaining agreements, codes of conduct, or similar documents issued for the governance of the Board, the District and the Colleges."

WHEREAS, the Student Policy Manual has been revised to implement new standards of Academic Standing and Satisfactory Academic Progress and to ensure the alignment of the two policies (The Executive Summary and Revisions to the Student Policy Manual are attached as Exhibit A);

WHEREAS, the Officers of the District support the new policy revisions to the Student Policy Manual that are being recommended by the Chief Academic Officer;

NOW, THEREFORE BE IT RESOLVED, that the revisions to the Student Policy Manual be adopted by the Board of Trustees effective May 7, 2015, and posted on the City Colleges of Chicago website.

May 7, 2015 – Office of Academic Affairs

EXECUTIVE SUMMARY
REVISIONS TO THE STUDENT POLICY MANUAL OF
THE CITY COLLEGES OF CHICAGO
MAY 2015

Academic Standing Policy Changes

Existing Policy	New Policy	Comments
		NO CHANGE IN POLICY Various edits for clarity and readability.
Effective Spring 2015, good Academic Standing is defined as: 1. *Cumulative Grade Point Average (GPA)* – A student must maintain a cumulative GPA of 2.0 or higher (includes grades earned in remedial and college-level courses); <u>AND</u> 2. *Term GPA* – If a student earns a GPA of 0.00 in any term through a combination of Fs, WTHs, and ADWs, the student is not considered to be in good academic standing. All students must complete at least one college-level or remedial course with a grade of D or better each term to be in good academic standing; <u>AND</u> 3. *Pace* – A student must complete at least 67% of the cumulative credits attempted (excludes	Effective Spring 2015, good Academic Standing is defined as: 1. *Cumulative Grade Point Average (GPA)* – A student must maintain a cumulative GPA of 2.0 or higher (includes grades earned in remedial and college-level courses); <u>AND</u> 2. *Pace* – A student must complete at least 67% of the cumulative credits attempted (excludes courses dropped within the refund period and Foundational Studies courses, but includes remedial courses). Note: Completion rate is calculated by dividing the number of credit hours the student has attempted into the number he or she has completed.	**POLICY CHANGE** Removes 0.0 Term GPA from the definition of good Academic Standing, creates Academic Intervention Hold for students who earn a 0.0 Term GPA. **Business Process Summary:** Communication plan & training – Registrars, Student Services staff, and College Advisors notified as Business process – Students with an Academic Intervention Hold will meet with a College Advisor

Existing Policy	New Policy	Comments
courses dropped within the refund period and Foundational Studies courses, but includes remedial courses). Note: Completion rate is calculated by dividing the number of credit hours the student has attempted into the number he or she has completed.	*Academic Intervention Hold* Students who earn a Term GPA of 0.00 in any term through a combination of Fs, WTHs, and ADWs who are in good Academic Standing, will have an Academic Intervention Hold placed on their student record. Students must meet with their College Advisor to discuss their academic progress and to develop an Academic Improvement Plan (AIP) if deemed appropriate by the College Advisor.	to discuss and assess their academic progress. Monitoring compliance with policy – no change
The Impact of Enrollment Actions and Types of Courses on Academic Standing: • *Repeated Courses:* When a student repeats a remedial or college-level course, both grades and/or enrollment actions are included in the GPA calculation (if graded) and pace percentage. Please note, repeated courses may be evaluated differently when calculating the GPA for purposes other than Academic Standing.	*The Impact of Enrollment Actions and Types of Courses on Academic Standing:* • *Repeated Courses:* When a student repeats a remedial or college level course for any reason, the last grade earned will be used in the GPA calculation in accordance with the Course Repeat and Allowed Repeatable Courses policies. All attempts will be calculated into the pace percentage.	**POLICY CHANGE** Allows for congruence with other academic policies. Maintains the definition of cumulative GPA and allows students the option to repeat for course forgiveness. **Business Process Summary:** Communication plan & training – College administration, College Advisors, Registrars, Student Services staff, Financial Aid Staff notified as part of updated policy announcement. Business process – no change Monitoring compliance with policy – no change

Existing Policy	New Policy	Comments
Academic Warning The first time a student fails to meet the cumulative GPA or pace standards, he or she will be placed on Academic Warning.	*Academic Warning* When a student who was previously in good academic standing fails to meet the cumulative GPA or pace standards, he or she will be placed on Academic Warning.	**POLICY CLARIFICATION** Clarified that students will return to warning status if most recently on good academic standing regardless of previous warning/hold status. **Business Process Summary:** Communication plan & training – College administration, College Advisors, Registrars, Student Services staff, Financial Aid Staff notified as part of updated policy announcement. Business process – no change Monitoring compliance with policy – no change

Academic Hold
Academic Warning students who fail to meet the GPA and/or pace standards, and any student who earns a 0.00 GPA for the term will be placed on Academic Hold and must appeal the hold to continue taking courses.
 	
   Basis for Appeal: In order to appeal an Academic Hold, the student must demonstrate that he or she experienced mitigating circumstances that prevented the achievement of good Academic Standing. For example, the student may have experienced the death of an immediate relative, a
	Academic Hold
	Academic Warning students who fail to meet the GPA and/or pace standards will be placed on Academic Hold and must appeal the hold to continue taking courses.
	
	   Basis for Appeal: An appeal of an Academic Hold should include the reasons and circumstances that the student experienced that prevented the achievement of good Academic Standing. For example, the student may have experienced the death of an immediate relative, a serious injury or illness, a change in family or work obligations, or
		POLICY CLARIFICATION
		Removed the 0.0 Term GPA placing students on hold, as updated previously. Redefined the basis for appeal to remove 'mitigating circumstances' and other financial aid language.
		
		Business Process Summary:
		Communication plan & training – College administration, College Advisors, Registrars, Student

Existing Policy	New Policy	Comments
serious injury or illness, or other special circumstance. Documentation is required to support the basis of the appeal. The student must also document what changes have occurred to remedy the mitigating circumstance that led to poor academic performance. The student must demonstrate that the mitigating circumstance directly contributed to poor academic progress in the term that he or she did not meet standards. Mitigating circumstances are defined as events that are outside of the student's control that interfere with his or her academic progress and could not have been remedied by the student at the time they occurred. Additionally, a student cannot use the same mitigating circumstance or any variation of that circumstance in multiple appeals.	other special circumstance. Documentation is required to support the basis of the appeal. The student must also document what changes have occurred to remedy the reason or circumstance that led to poor academic performance. The student must demonstrate that the circumstance directly contributed to poor academic progress in the term that he or she did not meet standards.	Services staff, Financial Aid Staff notified as part of updated policy announcement. Business process – no change Monitoring compliance with policy – no change
Academic Dismissal If a student is academically dismissed, he/she is not permitted to take classes at any CCC college in the Credit career. Students become academically dismissed if either of the following conditions are met: 1. Appeal of Academic Hold is denied. 2. Failure to achieve the minimum GPA or pace during the probationary term. An academically dismissed student may apply for reinstatement after sitting out one (1) academic term, not including the summer term.	*Academic Dismissal* Students become academically dismissed if the appeal of Academic Hold is denied. If a student is academically dismissed, he/she is not permitted to take classes at any CCC college in the Credit or Skills career. An academically dismissed student may apply for reinstatement after sitting out one (1) academic term, not including the summer term.	**POLICY CLARIFICATION:** Clarified that all students will have the ability to appeal academic standing after an unsuccessful probation term.

Satisfactory Academic Progress Policy Changes

Existing Policy	New Policy	Comments
		NO CHANGE IN POLICY Various edits for clarity and readability.

Effective Spring 2015, the SAP standards are as follows:
 	
1. *Cumulative Grade Point Average (GPA)* – A student must maintain a cumulative GPA of 2.0 or higher (includes grades earned in remedial and college-level courses); <u>AND</u>
2. *Term GPA* – If a student earns a GPA of 0.00 in any term through a combination of Fs, WTHs, and ADWs, the student is not considered to be demonstrating Satisfactory Academic Progress. All students must complete at least one college-level or remedial course with a grade of D or better each term to be meeting SAP; <u>AND</u>
3. *Pace* – A student must complete at least 67% of the cumulative credits attempted (excludes courses dropped within the add/drop period and Foundational Studies courses, but includes remedial courses); <u>AND</u>
    Note: Completion rate is calculated by dividing the number of credit hours the student has attempted into the number he or she has completed.
4. *Maximum Timeframe* – Additionally, a student must be on track to complete his or her
	Effective Spring 2015, the SAP standards are as follows:
	
	1. *Cumulative Grade Point Average (GPA)* – A student must maintain a cumulative GPA of 2.0 or higher (includes grades earned in remedial and college-level courses); <u>AND</u>
	2. *Pace* – A student must complete at least 67% of the cumulative credits attempted (excludes courses dropped within the add/drop period and Foundational Studies courses, but includes remedial courses); <u>AND</u>
	    Note: Completion rate is calculated by dividing the number of credit hours the student has attempted into the number he or she has completed.
	3. *Maximum Timeframe* – Additionally, a student must be on track to complete his or her academic program within 150% of the published length of the program.
		POLICY CHANGE Removes Term GPA from the definition of SAP standards, incongruence with the Academic Standing policy.
		
		Business Process Summary: Communication plan & training – College administration, College Advisors, Registrars, Student Services staff, Financial Aid Staff notified as part of updated policy announcement. Business process – no change Monitoring compliance with policy – no change

Existing Policy	New Policy	Comments
academic program within 150% of the published length of the program.		
The Impact of Enrollment Actions and Types of Courses on SAP: • *Repeated Courses:* When a student repeats a remedial or college-level course, both grades and/or enrollment actions are included in the GPA calculation (if graded) and pace percentage. Please note, repeated courses may be evaluated differently when calculating the GPA for purposes other than Academic Standing.	*The Impact of Enrollment Actions and Types of Courses on SAP:* • *Repeated Courses:* When a student repeats a remedial or college level course for any reason, the last grade earned will be used in the GPA calculation in accordance with the Course Repeat and Allowed Repeatable Courses policies. All attempts will be calculated into the pace percentage.	**POLICY CHANGE** Allows for congruence with other academic policies. Maintains the definition of cumulative GPA and allows students the option to repeat for course forgiveness. **Business Process Summary:** Communication plan & training – College administration, College Advisors, Registrars, Student Services staff, Financial Aid Staff notified as part of updated policy announcement. Business process – no change Monitoring compliance with policy – no change
Financial Aid Hold (FAH) Students with FAWs who fail to meet the GPA and/or pace percentage standards, and any student who earns a 0.00 GPA for the term will be placed on Financial Aid Hold (FAH), which cancels the student's financial aid.	*Financial Aid Hold (FAH)* Students with FAWs who fail to meet the GPA and/or pace percentage standards will be placed on Financial Aid Hold (FAH), which cancels the student's financial aid.	**POLICY CLARIFICATION:** Removed Term GPA of 0.0 placing students on FAH.

REVISED ACADEMIC STANDING POLICY

STUDENT POLICY MANUAL, MAY, 2015

Academic Standing Overview

In order to remain in good Academic Standing at the City Colleges of Chicago, a student must demonstrate that he or she is making timely progress toward completing his or her stated academic objective. Prior to the Spring 2015 term, students were only required to maintain a minimum cumulative grade point average of 2.0 to remain in good Academic Standing. Effective with the Spring 2015 term, students must meet the standards outlined below to maintain good Academic Standing. **Appropriate interventions are required for students who are not demonstrating academic progress, and to provide a means for students to regain good Academic Standing.**

Academic Standing assessments are performed at the end of each term of enrollment. Continuing students who did not attend for the Spring 2015 term will be grandfathered under the former Academic Standing policy until they have attempted additional courses that can be evaluated under the new Academic Standing criteria. Both the GPA and pace standards are cumulative in nature.

Effective Spring 2015, good Academic Standing is defined as:

4. *Cumulative Grade Point Average (GPA)* – A student must maintain a cumulative GPA of 2.0 or higher (includes grades earned in remedial and college-level courses); <u>AND</u>
5. *Pace* – A student must complete at least 67% of the cumulative credits attempted (excludes courses dropped within the refund period and Foundational Studies courses, but includes remedial courses).
    Note: Completion rate is calculated by dividing the number of credit hours the student has attempted into the number he or she has completed.

The Impact of Enrollment Actions and Types of Courses on Academic Standing

Different grades, enrollment actions, and types of courses have varying effects on the cumulative GPA and pace percentage calculations.

- *Incompletes:* Incompletes ("I" grades) are not included in the GPA calculation unless they are later converted to an F grade due to the student's failure to satisfy course requirements within the mandatory timeline. However, incompletes do lower the student's pace percentage until they are changed to an earned letter grade of D or higher.
- *No Show Withdrawals:* No Show Withdrawals (NSW) are not included in the cumulative or term GPA or Pace calculations.

- *Administrative Withdrawals:* Administrative Withdrawals (ADW) are not included in the cumulative GPA calculation. However, ADWs do lower the student's pace percentage.
- *Withdrawals:* Student-initiated withdrawals (WTH) are not included in the cumulative GPA calculation. However, WTHs do lower the student's pace percentage unless the student withdraws during the add/drop period.
- *Remedial Courses:* Remedial (developmental) courses are included in the GPA calculation and pace percentage.
- *Audited Courses:* Audited courses (AUD) are not included in the GPA or pace percentage.
- *Foundational Studies Courses:* Foundational Studies courses (also known as Pre-Credit courses) are not included in the GPA calculation or pace percentage.
- *Repeated Courses:* When a student repeats a remedial or college level course for any reason, the last grade earned will be used in the GPA calculation in accordance with the Course Repeat and Allowed Repeatable Courses policies. All attempts will be calculated into the pace percentage.
- *Earned Letter Grades:* Earned letter grades of A, B, C and D positively impact a student's pace percentage. Although a D letter grade does not negatively impact a student's pace percentage, it will contribute to lowering the student's GPA to below the required 2.0 cumulative standard. Earning an F letter grade will negatively impact both the student's pace percentage and GPA.
- *Deleted Courses:* If a course is deleted (DEL) for the reason of non-payment or failure to meet the prerequisites, the course is not included in the calculation of GPA or pace percentage.
- *Cancelled Courses:* If a course is cancelled, it is not included in the calculation of GPA or pace percentage.
- *Transfer Credit:* Although transferring credit hours to CCC will not impact the student's GPA, any credit hours accepted for transfer will be included in the pace percentage. Transfer hours will be included in both "hours attempted" and "hours completed" in the pace percentage calculation.

Academic Warning

When a student who was previously in good academic standing fails to meet the cumulative GPA or pace standards, he or she will be placed on Academic Warning.

Students on Academic Warning who improve performance at the conclusion of the next term of enrollment and are meeting the minimum GPA and pace standards will be placed back in good standing. Students are encouraged to immediately seek advising support to develop an Academic Improvement Plan (AIP) and a course of action to return to good Academic Standing.

Students who fail to maintain good Academic Standing at the conclusion of the next term of enrollment will be placed on Academic Hold.

Academic Hold

Academic Warning students who fail to meet the GPA and/or pace standards will be placed on Academic Hold and must appeal the hold to continue taking courses.

Basis for Appeal: An appeal of an Academic Hold should include the reasons and circumstances that the student experienced that prevented the achievement of good Academic Standing. For example, the student may have experienced the death of an immediate relative, a serious injury or illness, a change in family or work obligations, or other special circumstance. Documentation is required to support the basis of the appeal. The student must also document what changes have occurred to remedy the reason or circumstance that led to poor academic performance. The student must demonstrate that the circumstance directly contributed to poor academic progress in the term that he or she did not meet standards.

Appeal Process: Students on Academic Hold may submit an appeal by the published deadline for the term in which they are seeking reinstatement. Students must complete the Academic Hold Appeal Form and submit all corresponding documentation according to the instructions provided by the college. Late appeals will not be accepted. The appeal committee will review the appeal packet and notify the student of the decision in writing through the student's preferred email account within 15 business days from the date of submission. A prescriptive Academic Improvement Plan is required as a part of the approval process.

Please note: Appeals are not automatically approved and may be denied based on the student's failure to demonstrate academic progress or follow a prior Academic Improvement Plan. If a student's appeal is denied, the student does not have the right to re-appeal unless he or she can provide new information on documented circumstances that contributed to poor academic progress. If the student is permitted to re-appeal due to new information, the appeal will be resubmitted to the committee. Neither the college nor the District Office will overturn the committee's decision.

Academic Probation

Students who successfully appeal their Academic Hold will be reinstated and will be placed on Academic Probation. During the probationary period, a student must make progress under his or her Academic Improvement Plan. Students who do not achieve the GPA or pace percentage standards will be placed back on Academic Hold and are required to complete an appeal for each subsequent term until all Academic Standing criteria are met.

Academic Dismissal

Students become academically dismissed if the appeal of Academic Hold is denied.

If a student is academically dismissed, he/she is not permitted to take classes at any CCC college in the Credit or Skills career.

An academically dismissed student may apply for reinstatement after sitting out one (1) academic term, not including the summer term.

Academic Intervention Hold

Students who earn a Term GPA of 0.00 in any term through a combination of Fs, WTHs, and ADWs who are in good Academic Standing, will have an Academic Intervention Hold placed on their student record. Students must meet with their College Advisor to discuss their academic progress and to develop an Academic Improvement Plan (AIP) if deemed appropriate by the College Advisor.

Student Notification

Students who are maintaining good Academic Standing will not receive a communication regarding their status. If a student is placed on an Academic Warning, Academic Hold, Academic Dismissal, or Academic Intervention Hold, he or she will receive a notification through his or her CCC email account. If a student submits an Academic Standing appeal, he or she will be notified of the outcome of that appeal through his or her CCC email account.

REVISED SATISFACTORY ACADEMIC PROGRESS POLICY
STUDENT POLICY MANUAL, MAY, 2015

SAP Overview

In addition to all other federal and state eligibility criteria for financial aid, a student must demonstrate that he or she is making timely progress toward completing his or her stated academic objective. Colleges are required to monitor that students are meeting certain academic standards to receive financial aid, which is commonly referred to as Satisfactory Academic Progress (SAP). City Colleges of Chicago's SAP policy applies only to students applying for federal and state financial aid. SAP is cumulative in nature and takes into account all degree and certificate eligible classes attempted at any CCC college, as well as any transfer hours and military credit accepted by CCC.

SAP assessments are performed at the end of each term of enrollment for students in degree or certificate programs in the Credit Career. For students in clock-hour programs (Skills Career), SAP assessments are performed when the student successfully completes the scheduled clock-hours and weeks for each payment period. Effective with the Spring 2015 term SAP evaluation, students must meet the standards outlined below to maintain eligibility for financial aid. Continuing students who did not attend for the Spring 2015 term will be grandfathered under the former SAP policy until they have attempted additional courses that can be evaluated under the new SAP standards, with the exception of the calculation of maximum timeframe which will be applied to all applicants regardless of the last term attended.

Effective Spring 2015, the SAP standards are as follows:

5. *Cumulative Grade Point Average (GPA)* – A student must maintain a cumulative GPA of 2.0 or higher (includes grades earned in remedial and college-level courses); AND
6. *Pace* – A student must complete at least 67% of the cumulative credits attempted (excludes courses dropped within the add/drop period and Foundational Studies courses, but includes remedial courses); AND
    Note: Completion rate is calculated by dividing the number of credit hours the student has attempted into the number he or she has completed.
7. *Maximum Timeframe* – Additionally, a student must be on track to complete his or her academic program within 150% of the published length of the program.

The Impact of Enrollment Actions and Types of Courses on SAP

Different grades, enrollment actions, and types of courses have varying effects on the cumulative GPA, pace percentage, and maximum timeframe calculations.

- *Incompletes:* Incompletes ("I" grades) are not included in the cumulative GPA calculation unless they are later converted to an F grade due to the student's failure to satisfy course requirements within the mandatory timeline. However, incompletes do

lower the student's pace percentage until they are changed to an earned letter grade of D or higher. Incompletes are included in the maximum timeframe calculation.

- *No Show Withdrawals:* No Show Withdrawals (NSW) are not included in the GPA, Pace, or maximum timeframe calculations.
- *Administrative Withdrawals:* Administrative Withdrawals (ADW) are not included in the cumulative GPA calculation. However, ADWs do lower the student's pace percentage and are included in the maximum timeframe calculation.
- *Withdrawals:* Student-initiated withdrawals (WTH) are not included in the cumulative GPA calculation. However, WTHs do lower the student's pace percentage and are included in the maximum timeframe calculation unless the student withdraws during the add/drop period.
- *Remedial Courses:* Remedial (developmental) courses are included in the GPA calculation, pace percentage, and maximum timeframe calculation.
- *Audited Courses:* Audited courses (AUD) are not included in the GPA, pace percentage, or maximum timeframe calculations.
- *Foundational Studies Courses:* Foundational Studies courses (also known as Pre-Credit courses) are not included in the GPA, pace percentage, or maximum timeframe calculations.
- *Repeated Courses:* When a student repeats a remedial or college level course for any reason, the last grade earned will be used in the GPA calculation in accordance with the Course Repeat and Allowed Repeatable Courses policies. All attempts will be calculated into the pace percentage.
- *Earned Letter Grades:* Earned letter grades of A, B, C and D positively impact a student's pace percentage and bring the student closer to completing his or her program within the maximum timeframe of the program. Although a D letter grade does not negatively impact a student's pace percentage, it will contribute to lowering the student's GPA to below the required 2.0 cumulative standard. Earning an F letter grade will negatively impact both the student's pace percentage and GPA. All earned letter grades in remedial and college level courses are included in the maximum timeframe calculation.
- *Deleted Courses:* If a course is deleted (DEL) for the reason of non-payment or failure to meet the prerequisites, the course is not included in the calculation of GPA, pace percentage, or maximum timeframe.
- *Cancelled Courses:* If a course is cancelled, it is not included in the calculation of GPA, pace percentage, or maximum timeframe.
- *Transfer Credit:* Although transferring credit hours to CCC will not impact the student's GPA, any credit hours accepted for transfer will be included in the pace percentage and maximum timeframe calculations. Transfer hours will be included in both "hours attempted" and "hours completed" in the pace percentage calculation.

Financial Aid Warning (FAW)

If a student was in good SAP standing and fails to meet the cumulative GPA or pace percentage SAP standards in any term, he or she will be placed on Financial Aid Warning (FAW).

FAW students who improve performance at the conclusion of the next term of enrollment and are again meeting the SAP standards will be placed back in good standing and may continue to receive financial aid if otherwise eligible.

FAW students who fail to meet satisfactory academic progress at the conclusion of the next term of enrollment will be placed on a Financial Aid Hold (FAH).

Financial Aid Hold (FAH)

Students with FAWs who fail to meet the GPA and/or pace percentage standards will be placed on Financial Aid Hold (FAH), which cancels the student's financial aid.

>   ***Basis for FAH Appeal:*** In order to appeal a FAH hold, the student must demonstrate that he or she experienced mitigating circumstances that prevented the achievement of Satisfactory Academic Progress. For example, the student may have experienced the death of an immediate relative, a serious injury or illness, or other special circumstance. Documentation is required to support the basis of the appeal. The student must also document what changes have occurred to remedy the mitigating circumstance that led to inadequate academic progress. The student must demonstrate that the mitigating circumstance directly contributed to poor academic progress in the term that he or she did not meet standards. Mitigating circumstances are defined as events that are outside of the student's control that interfere with his or her academic progress and could not have been remedied by the student at the time they occurred. Additionally, a student cannot use the same mitigating circumstance or any variation of that circumstance in multiple appeals.

>   ***Appeal Process:*** Students on Financial Aid Hold (FAH) may submit an appeal by the published deadline for the term in which they are seeking financial aid. Students must complete the FAH Appeal Form and submit all corresponding documentation according to the instructions provided by the college. Late appeals will not be accepted. The appeal committee will review the appeal packet and notify the student of the decision in writing through the student's CCC email account within 15 business days from the date of submission. A prescriptive Academic Improvement Plan may be required as a part of the approval process.

Please note: Per federal financial aid regulations, appeals are not automatically approved and may be denied based on the student's failure to maintain Satisfactory Academic Progress standards, academic and financial aid history at both CCC and other colleges, failure to follow a prior Academic Improvement Plan, and any perceived pattern of SAP-related issues. If a student's appeal is denied, the student does not have the right to re-appeal unless he or she can provide new information on documented mitigating circumstances that contributed to poor academic progress. If the student is permitted to re-appeal due to new information, the appeal will be resubmitted to the committee. Neither the college nor the District Office will overturn the committee's decision. A student can regain financial aid eligibility if he or she enrolls in

classes without the assistance of financial aid and performs well enough academically to again meet the cumulative GPA and pace percentage standards.

Financial Aid Probation (FAP)

Students who successfully appeal their Financial Aid Hold (FAH) will have their financial aid eligibility reinstated and will be placed on Financial Aid Probation (FAP). During the probationary period, students must make progress under their Academic Improvement Plan. Students who do not achieve the GPA or pace percentage standards will be placed back on FAH and are required to complete a SAP appeal for each subsequent term until all SAP standards are met.

> **The student is ultimately responsible for meeting the standards of Satisfactory Academic Progress. It is important for the student to have ownership of his or her current situation and the resulting Academic Improvement Plan, with the understanding of the consequences the student faces if he or she fails to follow the Academic Improvement Plan.**

Maximum Timeframe

A student must be on track to complete his or her academic program within 150% of the published length of the program in credit hours. Once a student has reached 75% of the program's published length in attempted credit hours, a Timeframe Alert (TFA) indicator will be placed on the student's academic record to alert the student that he or she is reaching the limit of financial aid eligibility for his or her program. Once a student has attempted 115% of the number of credit hours required for his or her program, a FAH Hold will be placed to prevent further financial aid disbursements until the student successfully appeals the hold. Maximum Timeframe is based on total credit hours attempted in the student's academic career, even if financial aid was not received while enrolled in those credit hours. The calculation includes all attempted credit hours, including transfer credit hours, military credit hours, repeated courses, and remedial courses*.*

> *How to Calculate Maximum Timeframe:* A student's maximum timeframe is calculated by multiplying the length of his or her academic program in credit hours by 150%. For example, the maximum time frame for a 60 credit hour degree program would be 90 credit hours (60 credit hours x 150% = 90 credit hour timeframe).

A student may file a one-time appeal for the extension of financial aid beyond 115% of the published length of his or her program. The appeal committee will evaluate the student's remaining program requirements, attempted credit hours, and transfer credit hours to determine if the student may qualify to have additional credit hours covered by financial aid up to the 150% maximum timeframe. At the committee's discretion, certain credit hours may be excluded from the student's maximum timeframe calculation, such as remedial credit hours up to 30, transfer credit hours awarded for military credit, and/or transfer credit hours that are not applicable to the student's current academic program.

Although CCC generally includes all attempted credit hours in a student's maximum timeframe calculation, a student may be permitted a reset of maximum timeframe if the following conditions apply:

1. The student has completed an associate degree or certificate at CCC;
2. The student has been admitted to an associate degree or certificate program that has course requirements that do not overlap with the requirements for the degree or certificate he or she completed;
3. The student meets all other eligibility criteria for financial aid, including the GPA and pace percentage components of SAP;
4. The student submits an appeal explaining why he or she should be granted additional credit hours to complete the new program and how the program will assist the student in achieving gainful employment or transferring to a four-year college;
5. The SAP appeal committee approves the student's appeal.

If a reset of timeframe is approved, the student will only be approved for up to 150% of the number of credit hours for the courses required to complete the student's new program. For example, if a student is approved for a second associate degree program that would require a total of 12 additional credit hours for completion, the student could be approved for up to 18 credit hours of financial aid eligibility.

Student Notification
Students who are meeting all SAP standards will not receive a communication regarding their standing. If a student is placed on FAW, TFA, or FAH, he or she will receive a notification through his or her CCC email account. If a student submits a SAP appeal, he or she will be notified of the outcome of that appeal through his or her CCC email account.