

## Community College System of New Hampshire

Section: 400 – Finance

Subject: 420 - Operating Budgets -Tuition/Fees

Policy: Tuition and Fees

Date Approved: March 18, 2008

Policy #: 421.01

Date of Last Amendment: August 18, 2009

Effective Date: August 1, 2009

Approved: Richard A. Gustafson, Chancellor

### **421.01 TUITION AND FEES**

1. Tuition: Day and Evening (1. a-e are in effect until 5/14/10)
  - a. Tuition charges will be recommended by the Finance and Audit Committee and approved by the Board of Trustees.
  - b. Tuition is charged on a per credit-hour basis.
  - c. Continuing education and Distance Education students are charged the in-state tuition rate regardless of residence.
  - d. Non-resident students will be charged out-of-state or NERSP rates as appropriate.
  - e. A member of the Armed Forces of the United States stationed in New Hampshire under military orders, or stationed in a contiguous state but temporarily living in NH, shall be entitled to classification for himself/herself, spouse and dependent children as in-state for tuition purposes so long as said orders remain in effect and residence in New Hampshire is continued.
2. All tuition, fees, room and board must be paid prior to the issuance of transcripts, grade reports, professional certificates, certificates, diplomas (LPN) and degrees. Students may not register for subsequent semester/terms unless all tuition, fees, room and board are paid in full. In extraordinary circumstances, the President may make a documented exception to permit students to start the subsequent semester/term.
3. Any student owing money at one CCSNH college shall not be allowed to register at any other CCSNH college. A financial hold will be placed on the student's account at all of the CCSNH colleges.

4. Tuition rates for FY10 (AY 2009-10) are per credit:

In State	\$183/credit
NERSP	\$274/credit
Out-of-State	\$418/credit

5. Non-credit Courses and Workshops

The tuition will be at least the current credit hour rate, adjusted for the number of hours that the course actually meets.

1. Tuition Rates: (Effective 5/15/10, 1 a-h replaces 1. a-e above)

- a. New Hampshire residents will pay the in-state rate of tuition.
- b. Continuing Education students (evening, weekend, on-line) will pay the in-state tuition rate regardless of residence.
- c. New England Regional Student Program (NERSP): All day students from New England (Connecticut, Maine, Massachusetts, Rhode Island and Vermont) shall pay the NERSP rate of tuition for any program, except as may be provided below.
- d. Day students who live outside the New England states and International students will pay the out-of-state rate of tuition, except as may be provided below.
- e. A member of the Armed Forces of the United States stationed in New Hampshire under military orders, or stationed in a contiguous state but temporarily living in NH, shall be entitled to classification for himself/herself, spouse and dependent children as in-state for tuition purposes so long as said orders remain in effect and residence in New Hampshire is continued.
- f. The college reserves the right, with approval of the Board of Trustees, to set alternative tuition charge policies in high demand programs, special programs or programs developed in collaboration with business and industry.
- g. Programs having an alternative tuition charge shall be clearly listed in college materials.
- h. Tuition rates, which are charged on a credit hour basis, are subject to approval by the Board of Trustees and are subject to change without notice.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Academic Instruction Fees	Date Approved: March 18, 2008
Policy #: 421.02	Date of Last Amendment: April 9, 2009
Approved: Richard A. Gustafson, Chancellor	Effective Date: August 1, 2009

**421.02 ACADEMIC INSTRUCTION FEE**

1. Academic Instruction Fee (formerly Lab Fee) for credit courses is charged to all students taking lab, clinical, field experience, or practicum courses. The purpose of this fee is to help defray the high instructional costs associated with each of the above. Effective January 1, 2009, no fee will be charged for co-ops and internships.
2. FY10(AY09-10) is as follows:  
\$60 per credit course lab credit

This fee will be calculated by subtracting the number of lecture hours from the number of credit hours and multiplying the remainder by \$60.00 for each course.

Example: BI101 A&PI    Lec Lab Cr    4 - 3 = 1 x 60 = \$60  
  3    2    4

3. Academic Instruction fees can be charged for non-credit courses. This fee will be set by the President based solely on the cost of consumable supplies (Class 20-29).

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Tuition Deposit	Date Approved: March 18, 2008
Policy #: 421.03	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

### **421.03 TUITION DEPOSIT**

A non-refundable tuition deposit of \$100.00 will be required from all matriculated students. (A matriculated student is defined as one who has been formally accepted into a degree, certificate, professional certificate, or diploma program.) The President or his/her designee reserves the right to waive the deposit for students identified as evening matriculated students, or in circumstances where the collection of the deposit is not feasible (e.g., late admits, financial hardship, obstacle to disbursing financial aid). The deposit will be applied to the tuition for the semester in which the student is matriculated and is non-refundable. The tuition deposit is not transferable to another semester unless an exception is made by the President or his/her designee. One hundred dollars of any payment towards a student's first matriculated semester may be designated as the non-refundable tuition deposit. A change of major may also require an additional non-refundable deposit.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Application Fee	Date Approved: March 18, 2008
Policy #: 421.04	Date of Last Amendment: Dec. 10, 2009
	Effective Date: December 10, 2009
Approved: Richard A. Gustafson, Chancellor	

### **421.04 APPLICATION FEE**

A \$10.00 non-refundable application fee must accompany each application for matriculation into to a degree, diploma (LPN), professional certificate or certificate program. The \$10.00 fee is waived for Jobs for New Hampshire Graduates, former Running Start students, and for NH Connections Program. On-line application fee is waived through June 30, 2010.

The Director/Coordinator of Admissions may grant application fee waiver requests. Such a request must be made in writing by the student. The College Entrance Examination Board and the Educational Talent Search programs may be used to document requests based on low income.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Orientation Fee	Date Approved: March 18, 2008
Policy #: 421.05	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

**421.05 ORIENTATION FEE**

Incoming matriculated students will be charged an orientation fee of \$30.00 to cover costs directly related to the orientation program.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Comprehensive Student Services Fee	Date Approved: March 18, 2008
Policy #: 421.06	Date of Last Amendment: August 1, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

**421.06 COMPREHENSIVE STUDENT SERVICES FEE**

Each college will determine a per credit comprehensive student services fee for all students; it is up to college to make the recommendation what the fee is and if it will apply to both day and evening and/or resident students.

The fee and its allocation (administration/student activity) for each College must be recommended by the Finance and Audit Committee and approved by the Board of Trustees.

CCSNH employees will not be charged the Comprehensive Student Services Fee.

1. The Comprehensive Student Services Fee has two components:
  - a. Student Activities portion, and
  - b. an Administrative portion.

Each campus determines the percentage of the Comprehensive Student Services Fee that will be allocated to each, with the approval of the Finance and Audit Committee and Board of Trustees.

The Student Activities portion of the fee must be placed in a dedicated account and be used to support such college recognized activities as clubs, organizations, entertainment and scholarships.

The Administrative portion of the fee must be placed in an account designated for the support of Student and Academic Affairs. Prohibited uses would include: professional development and/or travel/lodging/meal reimbursement for faculty or staff, marketing, and furniture purchases.

2. Expenditure of funds from the Student Senate account must benefit student life.
3. Each college must have a clear approval process for the expenditure of student funds, including requests, allocations, dollar amount limits, restrictions, reimbursements, required documentation, and timelines. Each college will have appropriate forms to reflect the above requirements.
4. Expenditure of funds from student accounts must be authorized by a minimum of three signatures, one of which must be the Student Senate or respective Club/Organization President or the Treasurer of Student Senate or the Treasurer of the respective Club/Organization. In addition, each college will set up protocols for authorization of expenditures in the event of emergencies or prolonged absence of one or more of the signatories (summer, e.g.).
5. With proper authorization, Student Senate account funds may be used for “gifts” to the college for items other than programs or activities—furniture, TV’s, sound systems, etc. However, these expenditures must follow the “benefit student life” guideline above. An exception may be made if the Student Senate or an organization chooses to make a charitable donation to a local or state organization, provided that the proper approval is followed.
6. Allocations of funds, as described in number 3 above, should complement and not supplant institutional funds. Such expenditures should be shared between the Student Senate account fund and college funds.
7. Student Senate funds may not be moved into other college account funds unrelated to Student Affairs programs and activities.
8. No recognized student organization is permitted to hold an off-campus bank account.
9. Expenditure of funds from student accounts must be done willingly and without undue influence or coercion.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Residence Hall Fees	Date Approved: March 18, 2008
Policy #: 421.07	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

**421.07 RESIDENCE HALL FEES**

1. A room deposit will be required in order to reserve a room in a residence hall.
2. Residence hall charges will be set by each college in an amount sufficient to cover the cost of operating the Residence Halls. Rates will be established for single, double and triple rooms and must be recommended by the Finance and Audit Committee and approved by the Board of Trustees.
3. Board charges will be based on the current contract with the food service vendor and must be recommended by the Finance and Audit Committee and approved by the Board of Trustees.
4. Residence halls housing more than twenty (20) students will charge each residence hall student an Activity Fee of \$75.00 per semester.
5. Residence hall damage charges will be computed at repair/ replacement cost plus 10% with a minimum charge of \$5.00 per student, per incident.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Graduation Fee	Date Approved: March 18, 2008
Policy #: 421.08	Date of Last Amendment: April 9, 2009
	Effective Date: August 1, 2009
Approved: Richard A. Gustafson, Chancellor	

**421.08 GRADUATION FEE**

Each student will be charged a graduation fee when he/she files an Intent to Graduate Form. The fee will be used to cover the costs associated with graduation. This fee will be up to \$125.00 and is non-refundable in the event that the student does not graduate.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Fees for Ceremonies for Individual Departments	Date Approved: March 18, 2008
Policy #: 421.09	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

### **421.09 FEES FOR CEREMONIES FOR INDIVIDUAL DEPARTMENTS**

Departments or programs may hold special ceremonies (such as the pinning ceremony for the Nursing Department) provided they are approved by the President or his/her designee. A fee determined by the students may be charged to cover the cost of such events.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Credit by Examination Fee	Date Approved: March 18, 2008
Policy #: 421.10	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

### **421.10 CREDIT BY EXAMINATION FEE**

The fee for a Credit by Examination will be \$25.00 per credit plus all direct costs associated with providing the laboratory exam. Only matriculated students may apply for credit by examination and only for those courses for which they are not currently registered. Faculty will be paid 75% of the fee paid by a student as compensation for preparing, supervising, and assessing the Credit by Examination. There will be no limit on the number of exams a faculty member may give in an academic year; however, all Credit by Examination must be approved by the Vice President of Academic Affairs or his/her designee.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Assessment of Prior Learning Fee	Date Approved: March 18, 2008
Policy #: 421.11	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

**421.11 ASSESSMENT OF PRIOR LEARNING FEE**

CCSNH Colleges will provide an assessment of experiential learning by offering a one credit course (similar to NHTI’s GA 101 Assessment of Prior Learning). Tuition will be charged at current rates.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Transcript Fee	Date Approved: March 18, 2008
Policy #: 421.12	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

**421.12 TRANSCRIPT FEE**

Requests for transcripts must be in writing to the college Registrar. Each student is entitled to two (2) free transcripts. Additional transcripts will cost \$3.00 each. Should the student request that a transcript be faxed the additional cost will be \$5.00 per transcript. Students in default of student loan payments or students that have a past due balance at any CCSNH College shall not be provided transcripts. There is no fee for a student transcript issued from one CCSNH campus to another.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Fee for Proficiency Tests	Date Approved: March 18, 2008
Policy #: 421.13	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

**421.13 FEE FOR PROFICIENCY TESTS**

Charges may be made as required on a program by program basis for proficiency testing. Charges will be based on the direct cost of purchasing test materials and administering the test.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Fee for Protested Checks	Date Approved: March 18, 2008
Policy #: 421.14	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

**421.14 FEE FOR PROTESTED CHECKS**

"Whenever any check, draft or money order issued in payment of any fee or for any purpose is returned to any State department as uncollectible, CCSNH shall charge a fee of \$25.00 or 5% of the face amount of the check, whichever is greater, plus all protest and bank fees, in addition to the amount of the check, draft or money order to the person presenting the check, draft or money order to the System to cover the costs of collection." (Reference: Title I, Chapter 6 Section 6:11a)

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Fee for Parking Violations	Date Approved: March 18, 2008
Policy #: 421.15	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

**421.15 FEE FOR PARKING VIOLATIONS**

1. The CCSNH Colleges may charge parking fines.
2. Towing or the use of “the boot,” when necessary, may be authorized by the President or designee.
3. Non-payment of parking fines will not affect the taking of finals.
4. Transcripts, degrees, certificates and grade reports will not be issued until all parking fines are paid.
5. Administrative action on implementation of parking violation rules/fines is at the discretion of the President.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Child Care Fee	Date Approved: March 18, 2008
Policy #: 421.16	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

**421.16 CHILD CARE FEE**

Childcare rates will be set by the colleges to cover all direct and indirect costs. The Board of Trustees must approve rates annually.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Library Fines	Date Approved: March 18, 2008
Policy #: 421.17	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

### **421.17 LIBRARY FINES**

Library fines will be set at 25 cents per item, per day. Non-payment of library fines will not affect the taking of finals. Transcripts, degrees, certificates and grade reports will not be issued until all library fines are paid.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Programs Customized for Business and Industry	Date Approved: March 18, 2008
Policy #: 421.18	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

### **421.18 PROGRAMS CUSTOMIZED FOR BUSINESS AND INDUSTRY**

Special programs, courses, workshops and training responses to business and industry will be priced to cover all direct and indirect costs.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Collegiate Level Examination Program Fee	Date Approved: March 18, 2008
Policy #: 421.19	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

### **421.19 COLLEGIATE LEVEL EXAMINATION PROGRAM FEE**

An administrative fee of \$15 will be charged for each Collegiate Level Examination Program (CLEP) exam.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: General Assessment Fee	Date Approved: March 18, 2008
Policy #: 421.20	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

#### **421.20 GENERAL ASSESSMENT FEE**

A fee will be charged for a general assessment.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Payment Plans/Promissory Notes	Date Approved: March 18, 2008
Policy #: 421.21	Date of Last Amendment: April 9, 2009
	Effective Date: August 1, 2009
Approved: Richard A. Gustafson, Chancellor	

#### **421.21 PAYMENT PLANS/PROMISSORY NOTES**

A college may elect to defer students' payments through the use of promissory notes. It may use an outside vendor to provide the students with a monthly payment option. A college may also elect to provide the deferred payment service themselves in which case they will charge a fee to students that is consistent with the fee that is charged by an outside vendor or 5% of the deferred amount whichever is smaller.

A fee of \$50.00 per semester may be charged to all students who fail to make arrangements to pay tuition and fees prior to the start of the semester.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Nursing Clinical Surcharge	Date Approved: March 18, 2008
Policy #: 421.22	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

### **421.22 NURSING CLINICAL SURCHARGE**

All nursing students taking clinical courses will be charged a nursing clinical surcharge of \$350.00 per semester. This surcharge is designed to assist in covering the increased expenses associated with clinical classes. This fee is in addition to the academic instruction fee.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Dental Clinical Surcharge	Date Approved: March 18, 2008
Policy #: 421.23	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

### **421.23 DENTAL CLINICAL SURCHARGE**

A fee of \$350 per semester will be charged to all dental students in a dental clinical experience. This surcharge is consistent with the Nursing Clinical Surcharge. This fee is in addition to the academic instruction fee.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: New England Regional Student Program	Date Approved: March 18, 2008
Policy #: 421.24	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

### **421.24 NEW ENGLAND REGIONAL STUDENT PROGRAM**

Any student enrolled under the NERSP will be charged 50% more than the current in-state day tuition rate.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Pass-Through Fee Increases	Date Approved: January 8, 2009
Policy #: 421.25	Date of Last Amendment: January 8, 2009
	Effective Date: January 8, 2009
Approved: Richard A. Gustafson, Chancellor	

### **421.25 PASS-THROUGH FEE INCREASES**

Presidents are authorized to change pass-through fees for vendor provided tests, assessments and other services. These modifications/increases shall be reported to the Finance and Audit Committee annually at the time when the Committee considers the establishment of tuition rates and student fees.

Section: 400 – Finance	Subject: 420 - Operating Budgets – Student Accounts/Refunds
Policy: Student Accounts	Date Approved: March 18, 2008
Policy #: 421.51	Date of Last Amendment: June 16, 2009
	Effective Date: July 1, 2009
Approved: Richard A. Gustafson, Chancellor	

### **421.51 STUDENT ACCOUNTS**

It shall be the policy of the System to require payment or arrangements for payment of all term/semester charges due prior to the start of the semester. Failure to make payment in full or arrangements for payment by the start of the semester may result in the cancellation of the student’s registration.

Student Account Advance Payment Requirement. It shall be the policy of CCSNH to require payment, or arrangements for payment, of all semester charges due prior to the start of the semester.

1. Student Account Deferred Payment Based on Third Party Guarantee. The following policies shall govern student account deferred payment based on third party guarantee:
  - a. Deferred payment shall be authorized when payment is guaranteed to be made by a recognized business, organization, or institution on behalf of the student.

- b. A letter, on official letterhead, guaranteeing payment (which includes a statement that payment is not contingent upon grade or completion) from the organization shall be on file.
  - c. The name and address of the organization making payment shall be recorded in a designated place on the student's account record.
  - d. The anticipated date of payment shall be recorded.
  - e. Follow-up payment shall be handled by the person responsible for student accounts.
  - f. If a student must obtain a predetermined grade in order to be reimbursed by the guaranteeing organization, the student shall be required to pre-pay the course fees.
  - g. Third Parties shall be invoiced monthly.
  - h. Mid-semester Third Party Contract must be paid in full. If payment has not been made, a financial hold shall be placed on the student account. The student is not eligible to receive transcripts, grade reports, certificates, professional certificate, and degrees. The student may not register for future terms, until payment is made, unless the student has a documented exception from the president.
2. Student Account Deferred Payment Plan. A college may elect to defer students' payment through the use of promissory notes. It may use an outside vendor to provide the students with a monthly payment option. A college may also elect to provide the deferred payment service itself in which case it will charge a fee to students that is consistent with the fee that is charged by an outside vendor or 5% of the deferred amount, whichever is smaller. The following policies shall govern student account deferred payment plans:
- a. The student shall enroll in a college approved/sponsored payment plan administered by the college's Business/Bursar office prior to the start of the semester or summer term. The plan shall clearly indicate the student's obligation to pay all charges on regularly scheduled installments.
  - b. Payment plans shall be monitored by the college's Business/Bursar office.

- c. If a student fails to make a payment as scheduled, the Business/Bursar's office will issue a letter informing the student that payment must be made within 14 calendar days. If payment is not made within 14 calendar days, the account will be referred to the CCSNH System Office for collection. Once the System Office receives the account from the college, a letter will be issued to the student indicating that the student will have 14 days to settle the delinquent account. If no payment is made in 14 calendar days the account is turned over to the credit bureau and an outside collection agency. The student will be responsible for payment of all collection costs and/or attorney fees associated with that placement.
  - d. A student who fails to make payment as scheduled will be allowed to finish the course, but will be unable to receive an official transcript, certificate, professional certificate, or degree. Furthermore, the student may not register for future terms at the college and may be restricted from registering at other CCSNH colleges. If payment is made, the student will be allowed to register for future classes. However, some colleges may require full payment of all tuition and fees for any new classes before the semester/term begins.
3. Student Account Deferred Payment Based on Student Hardship
- a. If a student requests a deferred payment based on known student hardship, the request shall be made in writing to the president. Evidence of good cause to receive a student hardship deferral shall include, but not be limited to:
    - (1) death in the student's family;
    - (2) medical emergency;
    - (3) military commitments;
    - (4) family emergency; or
    - (5) a similar problem beyond the control of the student
  - b. Within ten (10) calendar days of the date of receipt of the student's request for a deferral, the president shall grant or deny the request.
  - c. Upon approval, the following requirements and procedures shall apply:

- (1) The president shall execute a written agreement with the student.
  - (2) The agreement shall state when full payment is due.
  - (3) The agreement shall state how full payment is to be made.
  - (4) The agreement shall be dated and signed by the president and student.
  - (5) The agreement shall be on file in the business office.
- d. The institution shall satisfy the following collection procedure for deferrals:
- (1) The person responsible for student accounts shall provide the president or designee with names of students who have not completed full payment one (1) week before full payment is due.
  - (2) A student who fails to make payment as scheduled will be allowed to finish the course, but will be unable to receive an official transcript, certificate, professional certificate, or degree. Furthermore, the student may not register for future terms at the college and may be restricted from registration at other colleges in the CCSNH System. If payment is made, the student will be allowed to register for future classes. However, some colleges may require full payment of all tuition and fees for any new classes before the semester/term begins. Colleges also have the discretion to put more restrictive policies as needed.
  - (3) If a student fails to make a payment as scheduled, the Business/Bursar's office will issue a letter informing the student that payment must be made within 14 calendar days. If payment is not made within 14 calendar days, a second letter will be issued informing the student that the account has been referred to the CCSNH System Office for collection. Once the System Office receives the account from the college, a letter will be issued to the student indicating that the student will have 14 days to settle the delinquent account. If no payment is made in 14 days, the account is turned over to the credit bureau and an outside collection agency. The student will be responsible for payment of all collection costs and/or attorney fees associated with that placement.

4. Payment in Full. All candidates for degrees, professional certificates and certificates shall pay all institutional charges in full before being eligible to graduate.

Section: 400 – Finance	Subject: 420 - Operating Budgets – Student Accounts/Refunds
Policy: Student Transfer Account	Date Approved: March 18, 2008
Policy #: 421.52	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

#### **421.52 STUDENT TRANSFER ACCOUNT**

A student enrolled in a college who transfers to another college within the Community College System will receive credit at the receiving institution for tuition funds that have been paid. The sending institution will initiate transfer of funds in accordance with the Manual of Procedure policy.

Section: 400 – Finance	Subject: 420 - Operating Budgets – Student Accounts/Refunds
Policy: Refund Policy	Date Approved: March 18, 2008
Policy #: 421.53	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

#### **421.53 REFUND POLICY**

All refunds require that the student complete an official withdrawal form. Effective Fall 2007, students who officially withdraw from the college or an individual course by the end of the eighth (8<sup>th</sup>) calendar day of the semester will receive a 100% refund of tuition, less non-refundable fees. This policy applies to all semester length and alternative semester formats. Students in classes which begin after the designated start of the semester (e.g. a mid-semester start) will have eight (8) calendar days from the start of the class to withdraw for a full refund. Exception: students in courses that meet for two weeks or fewer must drop by the end of the first day of the class in order to get a 100% refund.

Non-refundable fees are defined as advance tuition, application fee, and orientation fee. All other fees are to be considered refundable. This includes, but is not limited to, comprehensive student services fee.

All Federal Title IV funds (i.e. PELL, SEOG, Perkins Loan) are prorated and refunded according to the rules and regulations mandated by the U.S. Department of Education.

The deadline for a full refund for workshops offered through the System's Divisions of Community Education or Offices of Workforce Development will be set by the respective offices. Requests for refunds may be made in person, in writing, or by phone.

In extenuating circumstances, the President (or designee) is authorized to offer alternative consideration in the form of tuition credit or waiver to students on a case-by-case basis. Tuition credit on a student account must be used within one calendar year from the date of authorization.

In accordance with Federal regulations, refunds for an amount less than \$1.00 (\$.99 or less) will be forfeited.

Section: 400 – Finance	Subject: 420 - Operating Budgets – Student Accounts/Refunds
Policy: Collection of Bad Debts	Date Approved: March 18, 2008
Policy #: 421.54	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

#### **421.54 COLLECTION OF BAD DEBTS**

If the CCSNH is unable to collect a student's tuition and fees, the delinquent account may be submitted to a collection agency at the student's expense. The overdue account may also be reported to the credit bureau. If a student has previously been assigned to collections and has paid in full, the student may be required to pay in full for subsequent semesters, at the start of the semester.

Section: 400 – Finance	Subject: 420 - Operating Budgets – Student Accounts/Refunds
Policy: Policy on Handling Students’ Accounts Containing Student Activity Funds ,,,	Date Approved: March 18, 2008
Policy #: 421.55	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

**421.55 POLICY ON HANDLING STUDENTS’ ACCOUNTS CONTAINING STUDENT ACTIVITY FUNDS THAT HAVE BEEN SENT TO THE SYSTEM OFFICE FOR COLLECTION.**

All funds collected on delinquent students’ accounts, including, but not limited to, the student activity funds, will be credited back to the respective college’s tuition accounts.

Section: 400 – Finance	Subject: 420 - Operating Budgets – Student Accounts/Refunds
Policy: Financial Aid Refund Check Policy	Date Approved: March 18, 2008
Policy #: 421.56	Date of Last Amendment: January 19, 2010
	Effective Date: January 18, 2010
Approved: Richard A. Gustafson, Chancellor	

**421.56 FINANCIAL AID REFUND CHECK POLICY**

Credit balances caused by financial aid funds must be paid directly to the student or parent, if a PLUS loan, as soon as possible, but no later than 14 days after the first day of class of a payment period if the balance was created on the first day of class or before classes began. If the credit balance was created after the first day of class, the balance must be paid no later than fourteen (14) days after the balance was created.

Credit balances are paid to students or parents by check. Any funds remaining at the end of the semester are to be returned to the lender as a loan reduction or to the Department of Education as applicable.

A credit balance caused by a PLUS loan is paid directly to the parent(s) by check. Checks are mailed to the parent(s)'s address within 14 days of crediting the student's account. Returned checks as undeliverable will be reviewed for better addresses. If the parent cannot be located, then the funds are returned to the lender as a loan reduction immediately. PLUS loans can be endorsed and/or given to the student with the parent's written authorization. If a student is to obtain the PLUS loan check, then the procedures noted above for student checks must be followed.

Section: 400 – Finance	Subject: 420 - Operating Budgets – Student Accounts/Refunds
Policy: Accounts Receivable Write Off Policy	Date Approved: March 18, 2008
Policy #: 421.57	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

**421.57 ACCOUNTS RECEIVABLE WRITE OFF POLICY**

CCSNH may write off student accounts where the delinquency date is seven or more years old, unless the student has made recent payment arrangements. CCSNH may also write off any account that is \$25 or less. The student account will be exempted with a write off detail code. The student will remain on hold and the amount of the write off will be noted in case the student returns to college or if the student requests a transcript. It will be required that the student pays the account in full in order to register or acquire a transcript.

In the case of recent payment arrangements, the account balance will remain on Banner but will be deleted from the Credit Bureau Report.

Section: 400 – Finance	Subject: 420 Operating Budgets - Student Accounts/Refunds
Policy: Access to Grades and Transcripts with Outstanding Financial Obligation	Date Approved: June 16, 2009
Policy #: 421.58	Date of Last Amendment: June 16, 2009
Approved: Richard A. Gustafson, Chancellor	Effective Date: July 1, 2009

**421.58 ACCESS TO GRADES AND TRANSCRIPTS WITH OUTSTANDING FINANCIAL OBLIGATION**

In accordance with FERPA regulations, if a student has a hold on an account because of outstanding financial obligations, he/she will be able to view the final grades at the conclusion of the semester in question through Banner Student Web. However, the student will be unable to view his/her entire transcript on Banner Student Web, but may view the entire transcript in the Registrar’s office on request. No official transcript will be released until all outstanding financial obligations are resolved. (also referenced in Academic Section 670.09)

Section: 400 – Finance	Subject: 420 Operating Budgets - Student Accounts/Refunds
Policy: Students with Outstanding Balance Enrolling in Business Training Center	Date Approved: May 19, 2009
Policy #: 421.59	Date of Last Amendment: May 19, 2009
Approved: Richard A. Gustafson, Chancellor	Effective Date: July 1, 2009

**421.59 STUDENTS WITH OUTSTANDING BALANCE ENROLLING IN BUSINESS TRAINING CENTER**

An individual with an outstanding balance on his/her account who subsequently registers for an activity sponsored by a CCSNH college’s Business Training Center and funded by the individual’s employer, will be allowed to enroll, despite the outstanding balance. The individual and the employer will also be entitled to the final grade and/or any applicable certificates at the conclusion of the activity. However, a letter will be sent to the individual reminding him/her that the account still has an outstanding balance and will be otherwise subject to all applicable restrictions.

Section: 400 – Finance	Subject: 420 Operating Budgets - Student Accounts/Refunds
Policy: Fraud	Date Approved: May 19, 2009
Policy #: 421.60	Date of Last Amendment: May 19, 2009
Approved: Richard A. Gustafson, Chancellor	Effective Date: June 1, 2009

## **421.60 FRAUD**

The Community College System of New Hampshire is committed to safeguarding its finances and assets against fraud. As an organization that receives a great deal of its funding from public sources it is our duty to ensure that funds are used for the purposes intended.

### 1. Definition

Fraud is a deliberate act designed to obtain an unlawful gain. Fraudulent acts include such things as:

embezzlement,  
alteration of documents,  
misappropriation of funds, supplies, inventory and equipment,  
authorizing or receiving payment for services not performed  
authorizing or receiving payments for hours not worked.

### 2. Reporting

It is the responsibility of each CCSNH employee to report suspected acts of fraud. Employees are directed to report suspected cases of fraud to the Director of Internal Audit. If the employee feels that reporting to the Director of Internal Audit is not appropriate then the employee is directed to report to the Chancellor.

Ms. Sarah Woods  
Director of Internal Audit  
26 College Drive  
Concord, NH 03301  
603-271-0770  
[swoods@ccsnh.edu](mailto:swoods@ccsnh.edu)

Dr. Richard A. Gustafson  
Chancellor  
26 College Drive  
Concord, NH 03301  
603-271-2739  
[rgustafson@ccsnh.edu](mailto:rgustafson@ccsnh.edu)

Allegations of fraud will be treated confidentially to the extent allowed by law. The Director of Internal Audit or the Chancellor will notify the chairman of the Board of Trustees Finance Committee when a report of fraud is made.

3. Investigation

The allegation of fraud will be investigated in accordance with existing personnel policies by the Director of Internal Audit or the Chancellor or their designee to determine if fraud has occurred and, if so, the Director of Internal Audit or the Chancellor will report to and work with the appropriate authorities to determine the appropriate course of action.

If an employee is unsure if a fraudulent act has occurred the employee is encouraged to contact the Director of Internal Audit for clarification.

4. No Retaliation

No person who in good faith makes a report hereunder shall be subject to harassment, retaliation or adverse employment consequence for having made such a report. Persons are also protected against retaliation for providing information to or otherwise assisting in an investigation by the System, a federal or state regulatory authority or a law enforcement agency, which may result from questionable accounting practices, improper internal accounting controls, questionable audit practices or a violation of System policies. Anyone who retaliates against someone who has made a good faith report under this policy or who has provided information or assistance in connection with an investigation is subject to disciplinary action up to and including immediate termination of service or employment.

Section: 400 – Finance	Subject: 420 Operating Budgets - Student Accounts/Refunds
Policy: Chief Financial Officer Code Of Ethics	Date Approved: May 19, 2009
Policy #: 421.61	Date of Last Amendment: May 19, 2009
Approved: Richard A. Gustafson, Chancellor	Effective Date: June 1, 2009

**421.61 CHIEF FINANCIAL OFFICER CODE OF ETHICS**

Institutions of higher education are entrusted by society with great resources and commensurately great responsibilities for creation, dissemination, and preservation of knowledge. College chief financial officers play a key role in assuring that high standards of ethical practice attend to the custody and use of these resources. The chief financial officer's personal and professional conduct reflects on his or her institution, the collective profession, and the higher education enterprise at large. To guide chief financial officers in setting and practicing high standards of ethical conduct, the Community College System of

New Hampshire (CCSNH) has devised the following Code of Ethics. CCSNH embraces the values expressed in this Code and advocates their observance by the members of the CCSNH community.

The chief financial officer's conduct should be characterized by integrity and dignity, and he or she should expect and encourage such conduct by others.

1. The chief financial officer should adopt and be faithful to personal values that:
  - accord respect to self and others;
  - preserve honesty in actions and utterances;
  - give fair and just treatment to all;
  - accept intellectual and moral responsibility;
  - aspire to achieve quality;
  - refuse conflict, or the appearance of conflict, between personal and institutional interests; and
  - engender forthright expression of one's own views and tolerance for the views of others.
2. The chief financial officer should act with competence and should thrive to advance competence, both in self and in others.
3. The chief financial officer should understand and support his or her institution's objectives and policies, should be capable of interpreting them within and beyond the institution, and should contribute constructively to their ongoing evaluation and reformulation.
4. The chief financial officer should communicate to institutional colleagues the content of this Code of Ethics and should strive to ensure that the standards of professional conduct contained therein are met.
5. In discharging his or her duties in accordance with this Code of Ethics, the chief financial officer should enjoy the following rights:
  - the right to work in a professional and supportive environment;
  - the right to have a clear, written statement of the conditions of his or her employment, procedures for professional review, and a job description outlining duties and responsibilities;
  - within scope of his or her authority and policy, the right to exercise judgment and perform duties without disruption or harassment; and
  - freedom of conscience and the right to refuse to engage in actions that violate the ethical principles contained in this Code or provisions of law.
6. Failure to adhere to this policy will subject the chief financial officer to disciplinary action within existing personnel policies.

Section: 400 – Finance	Subject: 420 - Operating Budgets – Scholarships/Tuition Waivers/Loans
Policy: NH High School Valedictorian Scholarship	Date Approved: March 18, 2008
Policy #: 421.71	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

### **421.71 NH HIGH SCHOOL VALEDICTORIAN SCHOLARSHIP**

Effective May, 2006, a one-year tuition only scholarship will be awarded to designated New Hampshire high school valedictorians, based on a cumulative grade point average, from New Hampshire NEASC accredited institutions. The recipient must enroll as a full-time matriculated student in a CCSNH college within 15 months from the time of secondary school graduation.

Section: 400 – Finance	Subject: 420 - Operating Budgets – Scholarships/Tuition Waivers/Loans
Policy: Tuition as Prizes	Date Approved: March 18, 2008
Policy #: 421.72	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

### **421.72 TUITION AS PRIZES**

The Chancellor is authorized to grant up to \$35,000 of free tuition per year as prizes for various community and educational functions with an initial allocation of \$5,000 per college. Authority to shift the allocation is given to the Chancellor if determined a campus will not utilize its full \$5,000. In addition, the amount of \$2,500 is authorized to the Chancellor for the Office of Chancellor Tuition Waiver Scholarship Opportunities.

Section: 400 – Finance	Subject: 420 - Operating Budgets – Scholarships/Tuition Waivers/Loans
Policy: Discount for Preceptors/Clinical or Practicum Supervisors	Date Approved: March 18, 2008
Policy #: 421.73	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

**421.73 DISCOUNT FOR PRECEPTORS/CLINICAL OR PRACTICUM SUPERVISORS**

Preceptors/clinical or practicum supervisors may be offered a 50% tuition voucher for one course or workshop a year on a space available basis. This voucher is not transferable and cannot be combined with any other coupon; the maximum allowable discount on a workshop is 50%.

Section: 400 – Finance	Subject: 420 - Operating Budgets – Scholarships/Tuition Waivers/Loans
Policy: Tuition Refund for Guards/Reserves Called to Active Duty	Date Approved: March 18, 2008
Policy #: 421.74	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

**421.74 TUITION REFUND FOR GUARDS/RESERVES CALLED TO ACTIVE DUTY**

A guard/reserve member called to active duty may receive a full rebate of tuition or full credit for the course(s) if the student meets all academic requirements. At the student's option, credit toward future tuition may be given if they re-enroll within three years in lieu of full rebate. This is for one semester only. Room, board and all other student fees and charges are prorated. They are also guaranteed a place in the course(s) upon return provided the course(s) still exist.

Section: 400 – Finance	Subject: 420 - Operating Budgets – Scholarships/Tuition Waivers/Loans
Policy: Competition Scholarship Awards Program	Date Approved: March 18, 2008
Policy #: 421.75	Date of Last Amendment: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	Effective Date: March 18, 2008

**421.75 COMPETITION SCHOLARSHIP AWARDS PROGRAM**

The purpose of the Competition Scholarship Award Program is to foster and award outstanding performance of high school students in vocational programs and encourage them to attend CCSNH colleges.

The Community College System Board of Trustees has been authorized to award competition scholarships amounting to a total of \$3,000 annually to deserving applicants to the CCSNH colleges who have demonstrated outstanding competence in an area for which the colleges offer advanced training.

1. Student Eligibility

- a. Candidates must be New Hampshire residents.
- b. Candidates must pursue an Associate Degree or Professional Certificate (minimum one year) program at one of the CCSNH colleges in the same field for which they have demonstrated outstanding competence.
- c. Candidates must be able to meet appropriate admissions requirements.
- d. Candidates must have received official recognition of outstanding performance in their area of expertise through statewide competitions such as SkillsUSA (formerly VICA - Vocational Industrial Clubs of America), DECA (Delta Epsilon Chi Association – Association of Marketing Students), FBLA (Future Business Leaders of America), HOSA (Health Occupation Students of America), FFA (Future Farmers of America), FCCLA (Family, Career and Community Leaders of America), TSA (Technology Student Association) or similar Statewide, school-sponsored competitions.
- e. Candidates must be high school seniors.

## 2. Program Eligibility

- a. College Eligibility:  
Eligible System programs include any Associate Degree or Professional Certificate (minimum one year) programs offered by the System's institutions.
- b. Organization Eligibility:  
Competitions from which recipients come would be SkillsUSA, DECA, FBLA, HERO, FFA or similar Statewide, school-sponsored competitions.

## 3. Award Policy

- a. Tuition grants are limited to \$500 per individual.
- b. Each year, the President or designee will elect two of their members to serve on an awards committee. The two members will recommend to the Chancellor two organizations or statewide school/industry sponsored competitions each year from which scholarship recipients will be chosen. These members will be joined by the Director of the organizations or competitions chosen for the year, and this group will determine program eligibility and choose award areas.

## 4. Award Procedures

- a. Awards will be limited to eleven (11) competition areas per organization, each year. No award area should be duplicated in another year until all other appropriate competition areas have been awarded. If a first place winner elects not to come to one of the CCSNH colleges, then a second place winner will receive the tuition grant; if that winner elects not to come, then the third place winner will be offered a grant. If the third place winner elects not to come, the Awards Committee will choose additional areas for awards as necessary.
- b. Tuition Grant Awards will be presented to the recipients by the Chancellor or designee at an appropriate awards ceremony, if such a ceremony is held.

## 5. Award Notification

The Chancellor of the Community College System will notify the selected recipient by letter. The letter will be a letter of credit to the college the student wishes to attend.

6. SkillsUSA (formerly VICA - Vocational Industrial Clubs of America)  
Scholarship Exception

Effective with the SkillsUSA 2006 competition, the Board of Trustees approved a \$5,000 tuition scholarship to the winner in each category of the SkillsUSA Competition to be applied to any CCSNH program related to a course of study specific to the winner's competition skill. The recipient must be a matriculated student at a CCSNH college. The scholarship does not cover academic instruction fees, other fees, books, or supplies. The award will be given to the first place winner only when a minimum of five (5) students compete in the skill category. If a student has won the competition two years, he/she will receive two \$5,000 tuition scholarships.

A \$5,000 scholarship award is also available to competition winners from other states under the same guidelines and with official documentation.

The award must be used in the academic year following graduation from high school. If dual winner, the awards must be used in the following two academic years following graduation from high school. Exception to this time limit may be granted by the College President.

Section: 400 – Finance	Subject: 420 - Operating Budgets – Scholarships/Tuition Waivers/Loans
Policy: Scholarship for Police Officer Basic Academy and Corrections Academy	Date Approved: March 18, 2008
Policy #: 421.76	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

**421.76 SCHOLARSHIP FOR POLICE OFFICER BASIC ACADEMY AND  
CORRECTIONS ACADEMY**

A single scholarship will be awarded to one graduate of each Police Standards & Training Academy and Corrections Academy, for a value equal to 15 credit hours.

1. To use the award, the recipient must enroll in credit bearing courses offered by the Community College System of New Hampshire.
2. The recipient must use the scholarship within three years of its award.
3. The tuition award will be good at any of the colleges of the Community College System except the Police Standards and Training Council.

4. The award is non-transferable and is good only when applied against academic course charges. It may not be applied against college fees, books, etc.
5. Each student in the Academy will be eligible for the award providing that:
  - a. The officer is in the top six academically in the Academy class at graduation; and
  - b. The officer receives the consensus recommendation of the Academy staff.
6. The Academy staff will make recommendation based, in addition to academic standing, on such factors as need, desire, and the officer's demonstrated capacity to be a successful police officer.
  - a. The recommendation of the staff is final. No appeal will be allowed.
  - b. The academy staff will recommend a recipient and a runner-up after the final class standing has been determined.
  - c. If the chosen recipient, does not graduate with the class, the runner-up will receive the award.
7. The Chancellor of the Community College System or designee will award the scholarship in person at the Academy graduation ceremony.

Section: 400 – Finance	Subject: 420 - Operating Budgets – Scholarships/Tuition Waivers/Loans
Policy: Tuition Abatement Policy for System Employees and Dependents	Date Approved: March 18, 2008
Policy #: 421.77	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

**421.77 TUITION ABATEMENT POLICY FOR SYSTEM EMPLOYEES AND DEPENDENTS** (See RSA 188-F:15 II)

1. Full-time employees within the Community College System, who have been employed within the System for at least one calendar year, may enroll in courses sponsored within the System at no cost for tuition, provided that the course or courses have space available and there is enough paid enrollment to meet course costs. System administrators and faculty shall make every reasonable attempt to accommodate system employees in classes with high enrollments.

2. Dependents of System employees shall be allowed to enroll in system sponsored courses at one-half of the total cost of tuition under the same conditions as those listed in this paragraph.

Dependents are classified only as:

- a. Employee's spouse.
  - b. Employee's child listed as an exemption of the System employee on their most recent federal income tax form. The child shall not have reached the child's 23rd birthday on the first day of the semester.
  - c. Employee's child under the age of 23 on the first day of the semester who has been in the legal, physical custody of the employee for more than six (6) months during the preceding twelve (12) months.
  - d. The dependents of a System employee who was employed by the System for at least one year, is now deceased, and was employed full-time by the System at the time of death, shall also qualify for the 50% tuition abatement. Dependents are classified for this purpose as the spouse or child of the deceased employee who is under the age of 23 on the first day of the semester, and who other wise met the criteria set forth in paragraph (b.) or (c.) at the time of the employee's death.
3. The employee or dependent applying shall:
    - a. Request from the president or Chancellor's office an authorization application form.
    - b. Complete and sign the form providing information that shall include:
      - 1) information referred to above;
      - 2) name;
      - 3) position title;
      - 4) home institution; and
      - 5) date employee was hired.

- c. Return to the president of the employee's institute or college possession of the application for certification and signature.
- d. Present the form to the president of the institution offering the course, if different, for approval.

Upon registering for the course or courses, the completed form containing all signatures shall be presented to the cashier in lieu of the tuition payment.

Section: 400 – Finance	Subject: 420 - Operating Budgets – Scholarships/Tuition Waivers/Loans
Policy: Senior Citizen	Date Approved: March 18, 2008
Policy #: 421.78	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

**421.78 SENIOR CITIZENS**

Residents of New Hampshire who are 65 years of age and older may register for any credit course offered in the System at half price tuition under the following criteria:

- 1. Course prerequisites shall apply.
- 2. Official proof-of-age and NH residency documentation shall accompany the registration form.
- 3. Space needs shall first be met for applicants whose tuition fees are guaranteed by self-pay, scholarship or work-study.
- 4. The course shall have paid enrollment to meet costs.
- 5. All ancillary costs and charges (i.e. books, supplies, academic instruction fee, registration fee etc.) are paid by the individual.
- 6. Registrations for courses under this provision will only be accepted two (2) days prior to the start of classes.
- 7. The college offering the course may, at its discretion, cancel the course.
- 8. The college offering the course shall be the sole determining agent as to whether or not space is available.

9. No discount for workshops or other non-credit courses.

Section: 400 – Finance	Subject: 420 - Operating Budgets – Scholarships/Tuition Waivers/Loans
Policy: Policy and Procedure for Processing Tuition Waivers for Children of Fallen Firefighters and Police Officers	Date Approved: March 18, 2008
Policy #: 421.79	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

**421.79 POLICY AND PROCEDURE FOR PROCESSING TUITION WAIVERS FOR CHILDREN OF FALLEN FIREFIGHTERS AND POLICE OFFICERS.**

The following procedure has been adopted to comply with:

RSA 188-F:16: Tuition waived for Children of Certain Firefighters and Police Officers.

- I. A person who is a New Hampshire resident, who is under 25 years of age, and who enrolls in a Community College System of New Hampshire institution shall not be required to pay tuition for attendance at such school if he or she is the child of a firefighter or police officer who died while in performance of his or her duties and whose death was found to be compensable under RSA 281-A (Note – this RSA refers to firefighter who died must be a New Hampshire Resident).
- II. Any person entitled to free tuition under this section shall apply to the Community College System of New Hampshire institution he or she wishes to attend, which may require such proof as deemed necessary in order for a person to qualify for free tuition under this section.

Procedure:

1. The student completes the application and submits to the Chancellor at the System Office for approval, along with a copy of his or her driver's license and the completed and notarized Certification of Employment form.
2. When approved, the Chancellor will sign the application, send a letter to the student with a copy of the approved application, and copy to the appropriate College/Institute Business Office.
3. The College/Institute Business Office will post the tuition waiver to the student's account (once registered), using the EXFP/ZXFP exemption detail code.



**Certification of Employment**  
**To accompany the Application for Tuition Waiver**  
**for Children of Fallen Firefighters and Police Officers**

It is hereby certified that \_\_\_\_\_ was employed at  
Name of Deceased Parent/Guardian (Please Print)

\_\_\_\_\_ and was in performance of  
Name & Location of place of employment of deceased

his or her duties at the time of his or her death on \_\_\_\_\_.  
Date

The signor below hereby declares, under penalty of perjury, that the information indicated above is true and correct to the best of their knowledge and belief.

\_\_\_\_\_  
Signature and Title of Police/Fire Department Chief

\_\_\_\_\_  
Date

State of New Hampshire

County of \_\_\_\_\_,

On this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_,

\_\_\_\_\_ personally appeared before me,

\_\_\_\_\_ who is personally known to me,

\_\_\_\_\_ whose identity I verified on the basis of \_\_\_\_\_.

\_\_\_\_\_ whose identity I verified on the oath/affirmation of \_\_\_\_\_,

a credible witness, to be the signer of the foregoing document, and he/she acknowledged that he/she signed it.

\_\_\_\_\_  
Justice of the Peace/Notary Public

My commission expires \_\_\_\_\_.

Section: 400 – Finance	Subject: 420 - Operating Budgets – Scholarships/Tuition Waivers/Loans
Policy: Flexible Loan Fund Eligibility	Date Approved: March 18, 2008
Policy #: 421.80	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

### **421.80 FLEXIBLE LOAN FUND ELIGIBILITY**

Students with disabilities enrolled at any of the Community College System Colleges are eligible to apply for a flexible loan through their campus' Coordinator of Disabilities Services.

To be eligible for the Flexible Loan Funds, students must meet the following criteria:

1. be enrolled in at least one course at one of the Community College System Colleges;
2. have a documented disability OR have completed a disability screening with the Coordinator of Disabilities Services resulting in a recommendation and referral for diagnostic testing;
3. have applied for financial aid, including Pell Grant, through the College Financial Aid Office;
4. if applicable, have accessed funds through Regional Vocational Rehabilitation, Veteran's Administration, Developmental Disabilities, Division of Mental Health and Development Services, and/or any other State or Federal Agency involved with providing financial and/or technical supports; and
5. can demonstrate, through documents, that all other financial resources available have been thoroughly explored.

**PROCEDURES:** Students must complete the following procedures to secure Flexible Loan Funds.

1. Complete an application and submit it to the Disabilities Coordinator on campus.
2. The Flexible Funds can be used for one or a combination of the following purposes:

- Education
  - Transportation
  - Housing
  - External Supports (e.g., diagnostic testing)
  - Assistive Technology
  - Physical Needs
  - Tutoring
  - Books
3. The on-campus Financial Aid Officer must sign the application to assure that financial aid applications have been completed and submitted.
  4. The student sign a release of information (application) so Disabilities Coordinator can, if necessary, discuss financial concerns with Financial Aid Officers, and/or other agency personnel who may be providing some financial support services.
  5. Decisions regarding approval of all submitted applications will be made on a monthly basis by the Flexible Fund Oversight Team. Members of the Oversight Team include a representative from each campus and from the Community College System Office.
  6. When applications for flexible funds are approved, requested amounts will be issued to the campus Disabilities Coordinator directly in the student's name. Students will be contacted by the Disabilities Coordinators when their checks are available.
  7. Students who have been approved for funds must sign a promissory note, agreeing to pay back the funds.
  8. No Interest will be charge if borrowed funds are repaid in full within six (6) months of graduation or the last day of attendance at the college.
  9. There will be a 5% yearly interest fee added to the balance of the loaned amount beginning six (6) months after graduation or the last day of attendance at the college.
  10. No deferments will be allowed on repayment of loans, unless under unusual circumstances, which will be addressed on a case-by-case basis by a Flexible Fund Oversight Committee. To be considered for a deferment, it is necessary to complete a Request for Deferment Form available through the campus Disabilities Coordinators offices.
  11. Upon receipt of the funds, students will sign the check stub that will be stapled to the promissory note.

12. Receipts and/or written proof of fund uses must be submitted to the campus Disabilities Coordinator within one month of receiving funds.
13. Receipts and/or written statements of proof of use will be attached to the Promissory notes by the Coordinator of Disabilities Services.
14. Upon graduation or last day of school attended, the promissory note, with attached receipts and check stub, will be submitted by the Disabilities Coordinator to Accounts Receivable in the Community College System Office.
15. The repayment of borrowed funds will be monitored by the Accounts Receivable Office in the Community College System Office.
16. Repayment of borrowed funds can begin at any time after funds have been received by students. Funds can be repaid in person at the Community College System Office on the NHTI campus or by mailing a check or money order to: Accounts Receivable, Community College System of NH, 26 College Drive, Concord, New Hampshire 03301.

Section: 400 – Finance	Subject: 420 - Operating Budgets – Related
Policy: Use of College Facilities	Date Approved: March 18, 2008
Policy #: 421.91	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

### **421.91 USE OF COLLEGE FACILITIES**

Whenever possible, and at the discretion of the college President, facilities may be made available for appropriate use by State agencies and institutions, educational groups and by responsible community, regional or State organizations.

The use of college facilities is subject to the following stipulations that will be incorporated in a contract between the college and the contractee.

1. Facilities must be used with due discretion and care.
2. There must be no interference with the educational schedule or undue demands made on college personnel.
3. One member of the using group is to be designated and authorized to act as the person of primary group responsibility.

4. Although classroom facilities may be made available free of charge, the using group must be responsible for meeting the following fees:
  - a. Meals and room rent - meal charges and room rent shall be established by the President of the college with the approval of the Finance and Audit Committee and the Board of Trustees.
  - b. Staff time - when staff (faculty, clerical, custodial) time is required over and above the normal day's activities, charges shall be in accordance with the policies and procedures of the New Hampshire Division of Personnel.
  - c. The cost of police protection when deemed necessary.
  - d. Any damage arising out of the usage when due to carelessness, neglect, or other unusual acts.
  - e. Any special services required or arising as a result of the usage.
  
5. The college President will have the authority to accept or reject requests for usage of the facilities.

Section: 400 – Finance	Subject: 420 - Operating Budgets – Related
Policy: System-wide Solvency	Date Approved: March 18, 2008
Policy #: 421.92	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

**421.92 SYSTEM-WIDE SOLVENCY**

The ultimate financial goal for the CCSNH is to be financially solvent as a system. This means that the financial condition of each college will be secondary to the overall financial condition of the System. There will be times where excess revenue and/or unexpended general funds will be transferred to other colleges in order to maintain the necessary programming in those other colleges. The following conditions apply to maintaining financial solvency in the System:

1. Each college president is accountable for keeping his/her institution financially solvent. Nothing in the above paragraph excuses the president from this accountability.
2. It is recognized that there may be times in which unanticipated emergencies occur that require the Chancellor to transfer funds from one college to another.
3. Unanticipated short falls in tuition revenue may occur despite good faith planning and/or well-executed recruitment and retention strategies. After a college has taken every possible action to address this shortfall within its own institution, the Chancellor may have to transfer funds from one college to another in order to maintain the program viability of the college and/or maintain commitments to students.
4. There may be occasions where a subsidy from other colleges to one college may be planned. This plan is to occur before the fiscal year begins. Every college would be aware of the planned subsidy and the purpose for the subsidy. Such a subsidy may be planned in order to assist the college in making a transition from financial insolvency to financial solvency without negatively impacting on the students. In another instance, such a subsidy may be planned in order to allow the college to introduce new programs that are essential to meeting the needs of the state.
5. It is recognized that there must be a balance between letting colleges use their excess revenue to grow and using those funds for subsidies. In general, a college cannot be allowed to be financially insolvent at the expense of the growth of other colleges.
6. This refocus to System-wide solvency will require an attitudinal change by everyone in the colleges towards thinking of meeting the needs of the state as opposed to just one college in one region. We must find ways that make people feel rewarded even when their efforts assist in the success of a college other than their own.

Section: 400 – Finance	Subject: 420 - Operating Budgets – Related
Policy: Auditor Exit Interview	Date Approved: March 18, 2008
Policy #: 421.93	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

### **421.93 AUDITOR EXIT INTERVIEW**

Beginning with the 2005-06 audit results, both the President and the Financial Aid Director will sign the “confirmation of issues letter” at the State auditor’s exit interview at the college. Signing the letter indicates receipt of the audit preliminary findings only. If the President believes any of the findings may be in dispute, he/she should attach a letter to that effect to the “confirmation of issues letter” and note the attachment on the “confirmation of issues letter” and any copies thereof.

Section: 400 – Finance	Subject: 420 - Operating Budgets – Related
Policy: NHTI Leaders Recognition Program	Date Approved: March 18, 2008
Policy #: 421.94	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

### **421.94 NHTI LEADERS RECOGNITION PROGRAM**

The NHTI Leaders Recognition Program is designed to attract potential high school students from the Northeast who would live in residence life and would offer skills, abilities and knowledge that would enhance and enrich the NHTI community.

#### 1. Eligibility and Requirements:

- a. The Campus Leaders Recognition Program (C.L.R.P.) would be for students who bring a special skill or attribute to the campus. For example: Valedictorian; Salutatorian; President of the Solar Car Club; President of their High School Student Government; Special athletic ability; Active involvement in community service; Active involvement in local government; Special award or citations that would benefit the NHTI community.

- b. The student would be coming directly from high school into NHTI, or within twelve (12) months of their high school graduation, and not have attended another college. Special exceptions can be made for extraordinary situations.
- c. The student must apply to NHTI and have submitted all documents required for a program of study by August 1 for the fall semester, or December 1 for the spring semester.
- d. The student must complete a C.L.R.P. application that includes current class rank, High School GPA as of completion of the 2<sup>nd</sup> quarter of their senior year, statement of special attribute certified by a Guidance Counselor, and two recommendations.
- e. The student must have completed all pre-requisites for their desired NHTI program of study.
- f. The student must be recruited to NHTI by appropriate faculty and staff.
  - (1) A NHTI sponsor will be assigned to the potential student.
  - (2) The sponsor would notify the Admission Office of the potential student.
  - (3) The complete application process, Financial Aid information, and the C.L.R.P. information would be sent to the potential student.
  - (4) Upon NHTI receiving the student's completed application the sponsor would/could become the student's mentor.
  - (5) The sponsor/mentor would present the student's qualifications to the Oversight Team.
  - (6) The Oversight Team would meet within the first week of each month and review and recommend awards or until the C.L.R.P. awards are completed for the academic year.
  - (7) The awards are based on the merits of the number of potential students at the time of each meeting.
  - (8) The Oversight Team would be made up of 3 to 5 members from the following:

- An Admission representative;
- Faculty Representative or Department Chair Representative;
- A Financial Aid Representative;
- A Student Senate Representative;
- A Student Affairs Representative.

g. The conditions of the 10 awards are:

- (1) The student will be a full time student;
- (2) The student will be in residence on campus;
- (3) The student will receive a waiver of one third (1/3) of the double room rate in the residence hall for the first semester, a waiver of two-thirds (2/3) of the double room rate in the residence hall for the second semester, and a full waiver of the double room rate for the next two semesters. The student is responsible to pay for two-thirds (2/3) of the first semester double room rate, and one third (1/3) of the second semester double room rate. If a student is in the three (3) year degree program, a consideration will be made for a continuation of the double room waiver based on the requirements of the program and availability of awards.
- (4) The award will continue if the student has achieved a minimum 2.5 GPA after completing twelve credits;
- (5) The student will remain in good academic standing while attending NHTI;
- (6) The student is in good standing within the student code of conduct;
- (7) The student is active and remains active in their area of special attribute, or a comparable attribute.
- (8) The student will be required to pay their tuition and fees, board, comprehensive fees, residence shall activity fees and any other required fees.

Section: 400 – Finance	Subject: 440 - Purchasing
Policy: Purchasing Procedure	Date Approved: May 19, 2009
Policy #: 442.01	Date of Last Amendment: May 19, 2009
	Effective Date: July 1, 2009
Approved: Richard A. Gustafson, Chancellor	

### **442.01 PURCHASING POLICIES**

Responsibility for the committing of funds for the purchase of commodities over \$2,000.00 is the responsibility of the system office Purchasing Administrator or designee, and the responsibility of purchasing for commodities under \$2,000.00 is the responsibility of the Business Administrator III or designee at the campus. The commitment of funds in the name of the College *without* an approved requisition under \$2,000.00 or an approved Purchase Order over \$2,000 becomes the financial responsibility of the individual. Each faculty and staff member who has budgetary authority to order goods and services should do so with the full knowledge of the responsibility this entails.

All individuals with budgetary authority are responsible for insuring the good stewardship of our student, state and grant funds. It is the individual's responsibility to reasonably insure that they are receiving competitive pricing and fair value, that there is no conflict of interest in any transaction, and that there is no unnecessary expenditure of student, state and grant funds.

#### 1. Requisitions

Each requisition is to be completed by the campus as follows and applies to each section hereafter:

- a. The requisition is to be entered in Banner at the campus. This should be done prior to the order being placed. \*See below.
- b. Must contain vendor, quantity, unit of measure and have a complete description of items desired. All sections of requisition are to be completed.
- c. One valid written quote must be attached for requisitions under \$2,000 and three written quotes for requisitions from \$2,000 to \$10,000
- d. Must be signed by the appropriate parties. The President or designee must sign on the designated signature line.

- e. If the requisition is grant funded, it must be signed by the grant project manager.
- f. Requisition is to be marked PURP N if the commodity purchase is under \$2,000 or if using a State of NH contract where the ordering section states the contract is call in.
- g. Requisition is to be marked PURP Y if the commodity purchase is more than \$2,000 or if using a State of NH contract where the ordering section states a P-4 or P-28 is to be submitted (for us that means a system purchase order must be issued).

\* The requisition should be entered in Banner prior to the order being placed with the vendor. This ensures that there is money in the budget for the expense requested and the individual placing the order at the campus can give the vendor the requisition number at the time the order is placed. The vendor can then use the Banner requisition number as the purchase order when submitting the invoice.

- 2. All campuses and Academic Center locations are to use the Administrative Services Division of Purchase & Property contracts when applicable. The Administrative Services Division of Purchase and Property contracts can be viewed on the following link:  
[http://www.admin.state.nh.us/purchasing/Contracts\\_posteddte.asp?sort=cn](http://www.admin.state.nh.us/purchasing/Contracts_posteddte.asp?sort=cn)

NOTE: If this route is selected, the purchasing guidelines stated on the contract are to be followed. Some State of NH contracts are call in and some require a purchase order. Please read the contract before ordering.

- a. Ship To/Bill To

When the contract is call in, the ship to address will be given as the campus address and the bill to address will be given as the System Office address.

All documentation is to be forwarded to the CCSNH System Office Purchasing/Payables Department or the Grants Department if grant funded.

- 3. For all Non-Contract Commodity Purchases Below \$2,000

Each requisition is to be completed by the campus, entered in banner at the campus level, and the campus Business Administrator III or designee

may call the order in to the vendor at this time. When the order is placed with the vendor: the requisition number will be given to the vendor as the purchase order number.

No purchase order will be issued unless required by the vendor. If the vendor requires a purchase order, all of the documentation will be sent to the Purchasing Administrator at the CCSNH System Office and a purchase order will be issued and faxed, emailed, or mailed directly to the vendor.

All documentation is to be forwarded to the CCSNH System Office Purchasing/Payables Department or the Grants Department if grant funded.

a. Ship To/Bill To

When the campus is calling in the order, the ship to address will be given as the campus address and the bill to address will be given as the System Office address.

4. For All Non-Contract Purchases \$2,001 - \$10,000

The Purchasing Administrator at the CCSNH System Office will review the documentation to ensure that all requirements are met, and if so will issue a purchase order directly to the vendor. If all requirements are not met, the requisition package will be returned to the appropriate campus Business Administrator III with written documentation as to what is required. The requisition package will then have to be resubmitted with the corrected requirement(s).

All documentation supporting the purchase is to be forwarded to the CCSNH System Office Purchasing/Payables Department.

If desired, the campus Business Administrator may request the bid process by informing the Purchasing Administrator at the System Office by written request.

5. For All Non-Contract Purchases \$10,001 and Above

A formal competitive bid process will be performed either by the CCSNH Purchasing Administrator or the Department of Administrative Services Division of Purchase and Property.

A generic specification of the item(s) must be submitted with the requisition. In most cases, products are bid on the basis of specifications versus brand name. Bidding on the basis of brand has the result of selectively choosing who may and may not bid. In cases where a certain brand is required, written justification stating the reason must accompany the requisition. It is the final decision of the Purchasing Administrator to accept or reject this justification.

If the lowest bid is not selected, a written signed justification from the CCSNH Purchasing Administrator needs to be submitted as to why the lowest bid was not accepted. It is the final decision of CCSNH Chief Financial Officer or designee to accept or reject this justification.

All documentation is to then be forwarded to the CCSNH System Office or the Grants Department if grant funded.

#### 6. IT Purchases

ALL Information Technology related purchases over \$500 must have written approval from the Information Technology Administrator at the CCSNH System Office. The written approval must be submitted with the requisition, and the order CAN NOT be placed with the vendor until written approval is obtained.

#### 7. Items of Lesser Cost

If the campus has found their commodity at a lesser cost than offered on the Department of Administrative Services Purchase and Property contract, the purchase will be allowed off contract for the lesser cost. One written quote with the quote form from the state contract vendor must be attached to the requisition to prove the cost savings. If the purchase is under \$2,000 the campus will be able to order and if the purchase is between \$2,000 and 10,000 all documentation must be forwarded to the system office where Purchasing Administrator will decipher the information and issue a system purchase order.

#### 8. Emergencies

In the case of an emergency requiring immediate action, the CCSNH Purchasing Administrator must be informed of the situation as soon as possible by the campus. The Purchasing Administrator and the college will work together to address the emergency situation. Written documentation describing the emergency must be attached to the requisition stating the circumstances related to the incident.

9. No Verbal Purchase Orders

There will be no verbal purchase orders issued from the CCSNH System Office Purchasing Administrator or designee.

10. Group Discounts

When deemed appropriate and in the best interest of the Community College System of NH, requisitions shall be grouped to take advantage of quantity discounts.

11. Commodity vs. Service

The Purchasing Administrator at the System Office follows the guideline of:

- 51% or more of the emergency is parts constitutes the issuing of a purchase order
- 51% or more of the emergency is labor constitutes a service and Board approved service guidelines are to be followed

12. Exceptions

Due to their nature, Marketing and Library Expenditures will conform to a different set of purchasing policies.

13. Synopsis Grid – This grid is a synopsis of all the detail above. The detailed written procedures govern.

<b>PURCHASING DOLLAR LIMITS</b>	<b>CONDITIONS</b>
\$.01 - \$2,000 Non-Contract	*Campus CFO or designee may call in the order when requisition is completed and approved with one valid quote attached.
\$2,001 - \$10,000 Non-Contract	*System purchase order will be issued when the completed and approved requisition and three campus obtained valid quotations are received by the CCSNH Purchasing Administrator
\$10,001 and above Non-Contract	*System Purchase Order will be issued after the formal bidding process is completed either by the CCSNH Purchasing Administrator or the Department of Administrative Services Division of Purchase and Property

Section: 400 – Finance	Subject: 440 - Purchasing
Policy: Petty Cash	Date Approved: May 19, 2009
Policy #: 442.02	Date of Last Amendment: May 19, 2009
	Effective Date: July 1, 2009
Approved: Richard A. Gustafson, Chancellor	

### **442.02 PETTY CASH**

1. Purpose of petty cash. Colleges may use petty cash funds for minor expenditures and to fund cash drawers. Petty cash may be used to reimburse authorized expenditures up to \$100 per transaction.
2. When petty cash may not be used. Petty cash may not be used:
  - For transactions over \$100 (splitting one transaction over \$100 into 2 or more parts is specifically not allowed)
  - To make personal loans
  - To pay employees or non-employees compensation for services rendered (including honoraria or other stipends)
  - To pay moving expenses
  - To buy hazardous materials or controlled substances
  - As a check-cashing service
  - To pay for expense that is personal or otherwise not allowable according to current CCSNH policy.
3. Receipts of cash or checks by the department may not be commingled with petty cash funds.
4. Allocation of Petty Cash. The Allocation Form is used as a record of whom has been assigned responsibility of Petty Cash funds at the campuses.
5. The form must be completed every time a new person is assigned responsibility for Petty Cash funds or when a new president is appointed to the college (the president is ultimately responsible for the petty cash fund). There should be one form per campus.
6. When responsibility of any petty cash funds is changed, a reconciliation should be performed to ensure all of the funds are accounted for. Any discrepancy should be explained by the person relinquishing the funds before assigning a new responsible party.





4. College Presidents, or the Chancellor for System transactions, have the authority to sign contracts/leases up to \$100,000.
5. Contracts/leases in excess of \$100,000 shall be approved by the Finance and Audit Committee.
6. Contracts/leases below the \$100,000 amount which are unusual in any way shall also be approved by the Finance and Audit Committee.

Section: 400 – Finance	Subject: 440 - Purchasing–Gifts of Equipment
Policy: Gifts of Equipment, Supplies or Materials	Date Approved: March 18, 2008
Policy #: 443.01	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

#### **443.01 GIFTS OF EQUIPMENT, SUPPLIES, OR MATERIALS**

Acceptance of all gifts of equipment, supplies, or materials with a fair market value less than \$50,000 shall be delegated by the Chancellor to the President of each CCSNH institution. Acceptance of all gifts of equipment, supplies or materials with a fair market value in excess of \$50,000 shall be approved by the Chancellor.

1. Presidents will forward the following information to System Office: name and address of donor, items donated, approximate value, condition/usefulness of the items, and the program/purpose for which donations will be utilized.
2. Presidents will write thank you letters to donors of items less than \$50,000. Copies of these letters will be sent to the Chancellor's office.
3. The Chancellor will write thank you letters to donors of items more than \$50,000.
4. The System Office will maintain a list (database) of all donations.

Section: 400 – Finance	Subject: 440 - Purchasing–Gifts of Equipment
Policy: The Processing of Donations	Date Approved: March 18, 2008
Policy #: 443.02	Date of Last Amendment: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	Effective Date: March 18, 2008

### **443.02 THE PROCESSING OF DONATIONS**

1. The President will be alerted immediately to the fact that a company is interested in donating equipment and/or materials to the College.
2. The Stock Control Supervisor will be requested to make the initial contact with the firm to ascertain the following: general shape description, electrical and mechanical characteristics, age, condition, availability of repair parts, manuals, parts lists and net worth.
3. The above information will be passed on to the appropriate Department/Division Chairperson. If the Department/Division Chairperson decides that this equipment will enhance the educational program, the following steps will be taken:
  - a. The Department/Division Chairperson or a member of the Department/Division will personally view and evaluate the appropriateness of the equipment.
  - b. If the equipment is found to be suitable, a brief statement will be prepared explaining how this equipment will be utilized and that there is space available.
  - c. If equipment is found to be unsuitable, it will be so stated at the visitation.
  - d. In either case a follow-up thank you letter signed by the President will be drafted and sent.
  - e. On acceptance of the equipment, the Stock Control Supervisor will be directed by the President to arrange for the pick up and delivery.

Section: 400 – Finance	Subject: 440 - Purchasing–Gifts of Equipment
Policy: Disposal of Equipment	Date Approved: March 18, 2008
Policy #: 443.03	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

### **443.03 DISPOSAL OF EQUIPMENT**

When equipment (State purchased or donated) is deemed unnecessary, the following steps will be taken:

1. The Stock Control Supervisor will be notified. The list of surplus items will be sent to the CCSNH System Office and to each Stock Control Supervisor. Colleges will have five working days to determine interest in the item(s).
2. A Declaration of Surplus Property (P11) will be prepared. This includes the following facts.
  - (a) Complete description of each item including:
    - Asset tag number
    - Age and condition
    - Acquisition cost - current value if known
    - Reason for disposal
    - Approval by the President
3. If no college has need for the equipment, authorization will be granted by the President for transfer the items to the Bureau of Plant and Property Management.
4. The completed P-11 with Bureau of Plant and Property Management number and signature, along with list of items (if applicable), will be forwarded to the System Office Purchasing/Payables department for entering into the Inventory Manager System.

Section: 400 – Finance	Subject: 460 – Internal/External Audit and Compliance Operating Budgets
Policy: Information Security Plan	Date Approved: March 18, 2008
Policy #: 462.01	Date of Last Amendment: March 18, 2008
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

## **462.01 INFORMATION SECURITY PLAN**

### 1. Purpose

The Federal Trade Commission (FTC) requires financial institutions to establish policies and procedures for safeguarding customer financial information by complying with the Gramm-Leach-Bliley Act (GLBA). The GLBA also includes specific requirements regarding the privacy of customer financial information. The FTC has ruled that being in compliance with the Family Educational Rights and Privacy Act (FERPA) satisfies the privacy requirements of the GLBA, but does not satisfy the safeguarding provisions. This policy and procedures will focus on the safeguarding of customer information.

### 2. Policy Coordinators

The designated employee for the coordination and execution of the information security plan is the Director of Finances of Community College System of NH. The designated employee for the coordination and execution of the colleges' information system security plan is the Database Administrator (System Specialist VI) of CCSNH. All applicable correspondence and inquiries should be directed to the above personnel.

### 3. Risk Assessment

The following have been identified as relevant areas to be considered when assessing the risks to customer information:

- Employee Management and Training
- Information Systems
- Managing System Failures
- Collections Management
- Bursar's/Business Office
- Admissions
- Registrar's Office

- Financial Aid Office
- Continuing Education
- Residence Life (NHTI only)

The risk assessment associated with customer information in each of the above areas will be part of the college department information security policies and procedures.

#### 4. Policy Provisions

The Director of Finance and the Database Administrator will coordinate with the Internal Auditor to maintain the information security program. The Director of Finance, the Database Administrator, and Internal Auditor will provide guidance in complying with all privacy regulations. Each college department is responsible to secure customer information in accordance with all privacy guidelines. A written security policy that details the college's information security policies and procedures will be maintained at each college and the System Office. The college department will maintain written security policy and procedures that are applicable to their area. In addition, the college system information technology department will maintain and provide access to policies and procedures that protect against any anticipated threats to the security or integrity of electronic customer information and that guard against the unauthorized use of such information.

#### 5. Service Providers

The Community College System of NH will select appropriate service providers that are given access to customer information in the normal course of business and will contract with them to provide adequate safeguards. In the process of choosing a service provider that will have access to customer information, the evaluation process shall include the ability of the service provider to safeguard customer information. Service providers will be required to provide audited annual financials. The colleges, in conjunction with the Attorney Generals Office, on contracts effective or renewed after June 30, 2004, will ensure that all service provider contracts contain appropriate terms to protect the security of covered data.

#### 6. Policy Oversight and Evaluation

The information security plan shall be reviewed and approved by the college Presidents and the Board of Trustees. The information security plan shall be evaluated and adjusted due to changes in the College's business arrangements or operations, or as a result of testing and monitoring of the safeguards. The Director of Finance and the Database

Administrator, with guidance from the Internal Auditor, will submit any changes to the information security plan to the college Presidents and Board of Trustees for approval. Periodic auditing of each relevant area's compliance shall be done per the internal auditing schedule.

Section: 400 – Finance	Subject: 460 – Internal/External Audit and Compliance Operating Budgets
Policy: Identity Theft Prevention Program	Date Approved: April 22, 2009
Policy #: 462.02	Date of Last Amendment: April 22, 2009
	Effective Date: July 1, 2009
Approved: Richard A. Gustafson, Chancellor	

## **462.02 IDENTITY THEFT PREVENTION PROGRAM**

### **Program Adoption**

The Community College System of New Hampshire (“CCSNH”) developed this Identity Theft Prevention Program (“Program”) pursuant to the Federal Trade Commission's Red Flags Rule (“Rule”), which implements Section 114 of the Fair and Accurate Credit Transactions Act of 2003. This program was developed with oversight and approval of various CCSNH committees with approval of the program by the CCSNH Chancellor on April 22, 2009.

### **Purpose of the Program**

The purpose of this policy is to establish an Identity Theft Prevention Program designed to detect, prevent and mitigate identity theft in connection with the opening of a covered account or an existing covered account and to provide for continued administration of the Program. The Program shall include reasonable policies and procedures to:

1. Identify relevant red flags for covered accounts the colleges offer or maintain and incorporate those red flags into the program;
2. Detect red flags that have been incorporated into the Program;
3. Respond appropriately to any red flags that are detected to prevent and mitigate identity theft; and
4. Ensure the Program is updated periodically to reflect changes in risks to students and to protect the safety and soundness of the creditor from identity theft

The program shall, as appropriate, incorporate existing policies and procedures that control reasonably foreseeable identity theft risks.

## Definitions

- **Identify theft:** Fraud committed or attempted using the identifying information of another person without their authority.
- **Red flag:** A pattern, practice or specific activity that indicates the possible existence of identity theft.
- **Covered account:** An account that a creditor offers or maintains, primarily for personal, family, or household purposes that involves or is designed to permit multiple payments or transactions. Examples identified by CCSNH include, but are not limited to:
  - College covered accounts:
    - Refund of credit balances involving PLUS loans
    - Refund of credit balances, without PLUS loans
    - Deferral of tuition payments
    - Emergency loans
  - System Office covered accounts:
    - CCSNH Foundation
    - Technical Education Loan
  - Service provider covered accounts:
    - Tuition payment plans administered by ECSI, Nelnet, FACTS or other providers (refer to “Oversight of Service Provider Arrangements”)

## Identification of Relevant Red Flags

The Program considers the following risk factors in identifying relevant red flags for covered accounts:

1. The types of covered accounts as noted above;
2. The methods provided to open covered accounts -- acceptance to the College and enrollment in classes require the following information:
  - a. Registration Form and/or Application for Admission with personal identifying information
  - b. Any other documents required by the College for course registration or admission to the college and/or academic program
3. The methods provided to access covered accounts:
  - a. Disbursements obtained in person require picture identification

- b. Mailed disbursements may only be mailed to an address on file with the college
- 4. The College's previous history of identity theft.

**Red Flags Identified by the Program:**

- 1. Documents provided for identification which appear to have been altered or forged
- 2. The photograph or physical description on the identification is not consistent with the appearance of the student, faculty or staff person presenting the identification
- 3. A request made from a non-College issued E-mail account
- 4. A request to mail something to an address not listed on file
- 5. Notice from customers, victims of identity theft, law enforcement authorities, or other persons regarding possible identity theft in connection with covered accounts.

**Detection of Red Flags**

The Program will detect red flags relevant to each type of covered account as follows:

- 1. Refund of a credit balance involving a PLUS loan – As directed by federal regulation (U.S. Department of Education) these balances are required to be refunded in the parent's name and mailed to their address on file within the time period specified. Red Flags:
  - a. None as this is initiated by the Colleges and federally mandated to be mailed to the parent's address.
- 2. Refund of credit balance, non PLUS loan –The refund check can only be mailed to an address on file with the college. Red Flags:
  - a. Students who change addresses frequently
  - b. Colleges that accept change of addresses over the telephone or without proper ID
  - c. Colleges that accept address changes from a non college email address
- 3. Deferment of tuition payment – request is made in person only and requires the student's signature. Red Flag:
  - a. none.

4. Emergency loan - Requests must be made in person by presenting a picture ID or in writing from the student's college issued e-mail account. The loan check can only be mailed to an address on file or picked up in person by showing picture ID. Red Flag:
  - a. Picture ID not appearing to be authentic or not matching the appearance of the person presenting it
  - b. Request coming from a non CCSNH e-mail account
  
5. Tuition payment plan – Students must contact an outside service provider and provide personally identifying information to them. Red Flag:
  - a. none, see Oversight of Service Provider Arrangements below

### **Program Response**

This Program shall provide for appropriate responses to detected red flags to prevent and mitigate identity theft. The appropriate responses to the relevant red flags are as follows:

1. Deny access to the covered account until other information is available to eliminate the red flag
2. Contact the student, faculty or staff member to eliminate the red flag
3. Change any passwords, security codes or other security devices that permit access to a covered account
4. Notify law enforcement
5. Determine if no response is warranted under the particular circumstances.

### **Oversight of the Program**

Responsibility for developing, implementing and updating this Program lies primarily with the Finance Office in the Systems Office (Program Administrators). The Chief Financial Officers, or CFOs, will be Program Coordinators for each campus. The Program Coordinators will work in collaboration with their campus staff and the CCSNH Finance Office to ensure the appropriate training of College's staff on the Program, for reviewing and appropriately responding to any staff reports regarding the detection of Red Flags, identifying steps for preventing and mitigating identity theft in particular circumstances and recommending periodic changes to the Program.

## **Updating the Program**

This Program will be periodically reviewed and updated by the appropriate CCSNH committees to reflect changes in risks to students and the soundness of the College from identity theft. At least once per year in October, the Program Administrators in collaboration with the campus CFOs will consider the College's experiences with identity theft, changes in identity theft methods, changes in identity theft detection and prevention methods, changes in types of accounts the College maintains and changes in the College's business arrangements with other entities. After considering these factors, the Program Administrators will determine whether changes to the Program, including the listing of Red Flags, are warranted. If warranted, the Program Administrators will update the Program.

## **Staff Training**

College staff responsible for implementing the Program shall be trained either by or under the direction of the Program Administrators in collaboration with the campus CFOs in the detection of Red Flags, and the responsive steps to be taken when a Red Flag is detected.

## **Oversight of Service Provider Arrangements**

The College shall take steps to ensure that the activity of a service provider is conducted in accordance with reasonable policies and procedures designed to detect, prevent and mitigate the risk of identity theft whenever the organization engages a service provider to perform an activity in connection with one or more covered accounts.

Current Contracts with Service Providers (2009):

1. CCSNH employs Educational Computing Services Inc. (ECSI), a Perkins Loan servicer for the purpose of billing and collection of Perkins and college loan payments. The only information that is shared with ECSI is information required to properly bill and collect loan payment as established by the Department of Education. This includes student name, address, telephone number, social security number, and date of birth. CCSNH will keep a copy on file of ECSI's compliance with FTC Red Flag Rules. CCSNH has also enrolled in ECSI's Red Flag Regulation Services which provides tagging and reporting of suspicious activity (multiple address changes, attempts to get information by calling in) on our accounts.
2. Online Payment Provider (to be determined). CCSNH's Online Payment Provider is required to be PCI compliant. PCI Compliance consists of a set of "Industry Security Requirements" adopted by the Payment Card Industry to ensure credit card transactions are secure.

Section: 400 – Finance	Subject: 460 – Internal/External Audit and Compliance Operating Budgets
Policy: Information Security for Credit Cards	Date Approved: December 15, 2009
Policy #: 462.03	Date of Last Amendment: Dec. 15, 2009
	Effective Date: December 15, 2009
Approved: Richard A. Gustafson, Chancellor	

### **462.03 INFORMATION SECURITY FOR CREDIT CARDS**

In order to protect the information contained within credit card transactions and to comply with the Payment Card Industry Data Security Standard Requirements and Security Assessment Procedures the following policies are adopted.

1. Protection of cardholder data:

Encrypted cardholder data shall not be transmitted across open, public networks. The following items shall not be stored:

- The contents of any track from the magnetic strip.
- The card-validation code or value used to verify card-not-present.
- The personal identification number (PIN or the encrypted PIN block).

The PAN (payment account number) on both the customer and college receipt shall be masked.

When it is no longer needed for business or legal reasons, media shall be destroyed (cross-cut shredded, incinerated, or pulped so that cardholder data cannot be reconstructed.)

2. Access to cardholder data

Cardholder data will be treated as follows:

Cardholder data is classified as confidential.  
Cardholder data must be held in a locked drawer or locked closet.  
Cardholder data is restricted and only accessible on a need to know basis.  
Cardholder data must be tracked when moving from office or from the secured area via a logout/login sheet. (eg A-15)

This policy will be reviewed and updated yearly, and distributed to all interested parties.

Section: 400 – Finance	Subject: 470 – Related Areas
Policy: Bank Interest and Fees	Date Approved: April 22, 2009
Policy #: 470.01	Date of Last Amendment: April 22, 2009
	Effective Date: July 1, 2009
Approved: Richard A. Gustafson, Chancellor	

### **470.01 BANK INTEREST AND FEES**

The benefits and cost of CCSNH banking activities should be reflected in the financial statements. Bank interest and fees should be recorded in Banner Finance monthly. Interest should be recorded as revenue using account #5505 and fees as expenditures using account #7Z30.

Section: 400 – Finance	Subject: 470 – Related Areas
Policy: General Funds	Date Approved: April 22, 2009
Policy #: 470.02	Date of Last Amendment: April 22, 2009
	Effective Date: July 1, 2009
Approved: Richard A. Gustafson, Chancellor	

### **470.02 GENERAL FUNDS**

CCSNH operations are supported each year in a significant way by the State Legislature's appropriation of general funds. The majority of general funds are contained in House Bill 1. The detailed budget in HB 1 can be increased or decreased by the sections contained at the end of HB 1, House Bill 2, known as the trailer bill, and/or any other legislation that affects general funds.

It is the responsibility of the System Office to record the general funds in Banner Finance and adjust them as necessary as legislations dictates. General Funds are first shown as a budgeted amount and are then recorded as revenue by location in account # 5100. As a general rule, general funds budgeted for each fiscal year are available as of July 1 of that fiscal year.