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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: September 15, 2015
Approved: Ross Gittell, Chancellor	Effective Date: September 15, 2015

421.01 TUITION AND FEES

(See Student Affairs Section 740.01 for Domicile and Tuition Rate)

1. Tuition Rates:
 - a. New Hampshire residents will pay the in-state rate of tuition.
 - b. 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.
 - c. International students (see 740.05) with a current F-1 Visa, and Day students who live outside the New England states will pay the out-of-state rate for day courses, except as may be provided below.
 - d. Continuing Education students (evening, weekend, on-line) will pay the in-state tuition rate regardless of residence.
 - e. NHTI will charge NERSP tuition based on the NERSP policy described in Student Affairs System Policy 750.05.
 - f. 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.

Furthermore, military personnel who are residents of another state but choose New Hampshire as their residence within 90 days of being discharged from the military will be considered New Hampshire residents and charged in-state tuition.

- g. A veteran, as defined under RSA 21:50, I, or a covered individual, as defined under Chapter 30 or 33 of Title 38 of the United States Code using educational assistance benefits provided under federal law, shall be charged in-state tuition while living in New Hampshire and enrolled in any institution of the Community College System of New Hampshire.
 - h. A spouse or child using educational assistance benefits provided pursuant to Chapter 30 or 33 of Title 38 of the United States Code shall be charged in-state tuition while living in New Hampshire and enrolled in any institution of the Community College System of New Hampshire.
 - i. 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.
 - j. Programs having an alternative tuition charge shall be clearly listed in college materials.
 - k. 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.
2. All tuition, fees, room and board must be paid prior to the issuance of official 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 FY15 (AY 2014-15) are per credit:

In State	\$200/credit
NERSP	\$300/credit
Out-of-State/International	\$455/credit
 5. CCSNH Presidents shall have the authority to establish and charge in-state tuition for out-of-state students whose town or city borders are within or contiguous to a 50 mile radius of college campuses, on a pilot basis for two

years effective summer term 2015. (Board approved 12/4/14)

6. A fee of \$250 per Early College course will be charged, to cover tuition and comprehensive student fees, as determined by the college president for a two year pilot period. This cost does not include academic instruction fees, individual program test fees, or individual course fees. (Board approved 2/5/15).
7. Charges for Non-credit Courses and Workshops, and Workforce Development Programs

Charges for non-credit courses, workshops and workforce development programs will be established in accordance with the specific courses or programs developed by the college's continuing education/workshop development programs. Presidents have the authority to review and approve such charges.

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
	Effective Date: August 1, 2009
Approved: Richard A. Gustafson, Chancellor	

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. \$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: Sept. 19, 2011
	Effective Date: September 19, 2011
Approved: J. Bonnie Newman, Chancellor	

421.03 TUITION DEPOSIT

A non-refundable tuition deposit of \$100.00 may be required from 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 any or all groups of students as may be deemed appropriate for his/her college.

If the deposit is required, it 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. If required, tuition deposits are due 30 days from the date of the acceptance letter and prior to the first day of classes.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Application Fee	Date Approved: March 18, 2008
Policy #: 421.04	Date of Last Amendment: May 4, 2010
	Effective Date: July 1, 2010
Approved: Richard A. Gustafson, Chancellor	

421.04 APPLICATION FEE

A \$20.00 non-refundable application fee must accompany each application for matriculation into to a degree, diploma (LPN), professional certificate or certificate program. A \$20 application fee is also charge for on-line applications. The \$20.00 fee is waived for Jobs for New Hampshire Graduates, former Running Start students, and for NH Connections Program.

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: December 21, 2010
	Effective Date: December 21, 2010
Approved: Richard A. Gustafson, Chancellor	

421.06 COMPREHENSIVE STUDENT SERVICES FEE

(Also referenced in Student Affairs Section 720.03)

The Comprehensive Student Services Fee may have two components: A Student Activities portion and an Administrative portion. Each campus determines the portion of the Comprehensive Student Services Fee that will be allocated to each, with the approval of the Finance 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, intramural and club sports, entertainment and scholarships.

The Administrative portion of the fee must be placed in a dedicated 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.

Other fees or revenue such as bookstore commissions and vending commissions are deposited into other operating accounts for use by the college administration.

1. Purchases and other expenditures from the Student Activity account must follow the purchasing policies and procedures of CCSNH.
2. 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.
3. Expenditure of funds from student accounts must be authorized by a minimum of three signatures, one of which must be the President or Treasurer of the Student Senate or the President or Treasurer of the club/organization. The second must be the VPSA or the Director of Student Life, who ascertains the appropriateness of the expenditure. The third must be the college CFO, or his/her designee. Signators are responsible for assuring that expenditures are in compliance with policy. Each college will set up procedures for the authorization of expenditures in the event of emergencies or prolonged absence of one or more of the signators (summer, e.g.).
4. With proper authorization, Student Activity account funds may be used for “gifts” to the college for items other than programs or activities—furniture, TV’s, sound systems, etc.
5. Student Activity funds may not be used to make direct donations to individuals, charitable organizations, political parties or candidates, or to support attendance at political events. However, Student Activity funds may be used to cover any initial costs associated with fundraising efforts which support charitable or political causes (purchasing raffle items, e.g.). Those funds must be repaid to the Student Activity fund upon completion of the fundraising activities, however. (Student Activity funds may be used for individual scholarships as provided in 720.03)
6. Allocations of funds, as described in number 720.03.3 above, should

complement and not supplant institutional funds. Such expenditures should be shared between the Student Activities account fund and college funds.

7. Student Activity funds may not be moved into other college accounts 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 activity 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: December 21, 2010
	Effective Date: December 21, 2010
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 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 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.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Graduation Fee	Date Approved: March 18, 2008
Policy #: 421.08	Date of Last Amendment: May 17, 2011
	Effective Date: September 1, 2011
Approved: Richard A. Gustafson, Chancellor	

421.08 GRADUATION FEE

Each student will be charged a graduation fee up to \$125.00 when he/she files an Intent to Graduate Form. The fee will be used to cover the costs associated with program completion and will be assessed to all students who have completed their program requirements regardless of their participation in the Commencement ceremony. The fee will also be charged to individuals who will be within 6 credits of completion and to whom the college has given permission to participate in the following Spring Commencement ceremony.

This fee is non-refundable, unless a student scheduled to graduate, including those who are eligible under the 6 credit rule, fails to meet mandatory requirements at the time of Commencement. However, a student eligible under the 6 credit rule who participates in the Commencement ceremony but subsequently fails to complete program requirements will not be entitled to a refund.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Expenditures for Ceremonies for Individual Departments	Date Approved: March 18, 2008
Policy #: 421.09	Date of Last Amendment: April 20, 2011
	Effective Date: April 20, 2011
Approved: Richard A. Gustafson, Chancellor	

421.09 EXPENDITURES FOR CEREMONIES FOR INDIVIDUAL DEPARTMENTS

(Also referenced in Finance Section 421.09)

1. 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 full or partial cost of such events.

2. The College may use college funds to cover the full or partial cost of departmental or program recognition events.
3. Student Activities funds may be used to support student focused college wide social or student recognition events.
4. College funds are used to support such events as commencement, convocation, orientation and the hosting of community groups or events. Such events may include college faculty, staff and guests.

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: Dec. 17, 2013
	Effective Date: January 1, 2014
Approved: Ross Gittell, Chancellor	

421.12 TRANSCRIPT FEE

Requests for transcripts must be made in writing to the college Registrar or made via the Student Information System at the appropriate CCSNH College(s). Transcripts for courses taken among the CCSNH colleges by matriculated students will be sent automatically at the end of each semester to the student's home CCSNH college.

Effective 1/1/14, there will be no transcript fee or transcript fax fee. No official transcript will be furnished until financial obligations to the appropriate CCSNH College(s) have been satisfied. Students in default of any CCSNH managed student loan payments or students that have a past due balance at any CCSNH College may view the transcript in the Registrar's office on request or may receive an unofficial transcript copy if they are incapable of inspecting the transcript in person.

(also referenced in Finance Section 421.58 and Academic Section 670.09)

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: June 21, 2011
	Effective Date: June 21, 2011
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 CCSNH College or the CCSNH Chancellor's Office as uncollectible, CCSNH shall charge a fee of \$35.00 in addition to the amount of the check, draft or money order to the person presenting the check, draft or money order to the CCSNH, to cover the costs of collection.

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: October 6, 2010
	Effective Date: October 6, 2010
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. Rates are established by the College President and reported to the Chancellor’s office on July 1 of each year.

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 20, 2012
	Effective Date: August 1, 2012
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.

Lakes Region CC will charge \$25 per book replacement fee for unreturned library books.

Nashua CC will charge up to \$30 per book replacement fee for unreturned library books.

NHTI will charge the cost of replacement fee for each unreturned library material.

River Valley CC will charge up to \$300 per book replacement fee for unreturned books.

River Valley CC will charge up to \$300 per video replacement fee for unreturned videos.

River Valley CC will charge up to \$3,000 per item replacement fee for unreturned equipment

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 26, 2014
	Effective Date: July 1, 2014
Approved: Richard A. Gustafson, Chancellor	

421.19 COLLEGIATE LEVEL EXAMINATION PROGRAM FEE

An administrative fee of up to \$25 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 2009	Date of Last Amendment: October 6, 2010
	Effective Date: October 6, 2010
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 Chancellor’s Office on July 1 of each year.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: DMI Clinical Surcharge	Date Approved: April 8, 2010
Policy #: 421.26	Date of Last Amendment: May 4, 2008
	Effective Date: August 1, 2010
Approved: Richard A. Gustafson, Chancellor	

421.26 DIAGNOSTIC MEDICAL SONOGRAPHY CLINICAL SURCHARGE

A fee of \$350 per semester will be charged to all students in the following programs: Diagnostic Medical Sonography, Radiologic Technology and Radiation Therapy.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Automotive Charges/Policy NCC, MCC, LRCC	Date Approved: March 16, 2010
Policy #: 421.27	Date of Last Amendment: March 16, 2008
	Effective Date: March 16, 2010
Approved: Richard A. Gustafson, Chancellor	

421.27 AUTOMOTIVE CHARGES/POLICY FOR NASHUA, MANCHESTER, AND LAKES REGION COMMUNITY COLLEGES

The Automotive Department will charge all customers, including students, the cost for all parts, plus a 10% markup. All fees, including the 10% will be deposited into the Student Training Account and will cover the following, but is not limited to:

- Parts that need to be ordered immediately
- Stock items for shop that are student related
- Supplies and emergency purchases associated with the Automotive Program
- Vendor payments for parts and supplies

The Automotive Department will charge all customers, except students a flat shop supply fee of \$10.00 for all repair orders over \$50.00 and a fee of \$5.00 for all repair orders under \$50.00. The flat shop supply fee will be deposited into the Student Training Account and will cover the following items, but is not limited to:

- Miscellaneous parts such as nuts, bolts and topping off fluids
- Supplies and tools associated with the Automotive Program

The profit generated will provide for the purchase of supplies and tools associated with the Automotive program.

All repair orders, once completed, must be paid to the business office in full within 24 hrs. Failure to do so will result in suspension of parts procurement for that student. If the repair order is not paid within 10 business days, it will go to collections. Any repair order requiring more than \$150.00 in parts will require a 50% deposit or be paid in full that day. Parts purchased are for work performed in the lab/class only and all orders must be approved by the automotive faculty members or other authorized personnel.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Automotive Charges/Policy White Mountains CC	Date Approved: March 16, 2010
Policy #: 421.28	Date of Last Amendment: January 19, 2011
	Effective Date: January 19, 2011
Approved: Richard A. Gustafson, Chancellor	

421.28 AUTOMOTIVE CHARGES/POLICY FOR WHITE MOUNTAINS COMMUNITY COLLEGE

The Automotive Department will charge automotive students a 10% over cost for parts. All other students and faculty/staff are given 10% off list price. No work is done for outside customers.

The profit generated will provide for the purchase of supplies and tools associated with the Automotive program.

Payment is required before the vehicle or parts can be released to the student, faculty or staff. In extenuating circumstances, a deferred payment is completed by the customer, however, the vehicle or parts remain on the premises until the financial obligation is remedied. Payments secured for work done are taken to the Business Office for deposit to the Automotive Club. Parts purchased are for work performed in the lab/class only and all orders must be approved by the automotive faculty.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Tuition and Fees Exemption Policy	Date Approved: May 18, 2010
Policy #: 421.29	Date of Last Amendment: May 18, 2010
Approved: Richard A. Gustafson, Chancellor	Effective Date: May 18, 2010

421.29 TUITION AND FEES EXEMPTION POLICY

In order to ensure that all tuition and fee exemptions/waivers entered into the Banner Finance System are properly authorized, the Chief Financial Officer at each college shall periodically review the exemptions/waivers recorded in the Banner Finance System. The review shall include indentifying the employee who entered the exemptions/waivers and determining he/she was authorized to do so and tracing exemptions/ waivers to appropriate supporting documentation. The

review performed by the Chief Financial Officer shall be documented to provide evidence of the control.

The Chief Financial Officer shall perform the following procedures after each semester:

1. From a complete list of the exemptions recorded prior to the date of selection and subsequent to the last date of selection,
 - Review list for reasonableness
 - Select a random sample of transactions for review
 - For each selected item examine supporting documentation to ensure all exemptions were properly authorized and exemption amounts were correctly recorded
 - Document the results of the review and, if necessary, prepare adjusting entries for submission to the System Office Budget Director

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: International Admissions Fee	Date Approved: May 17, 2011
Policy #: 421.30	Date of Last Amendment: May 17, 2011
Approved: Richard A. Gustafson, Chancellor	Effective Date: September 1, 2011

421.30 INTERNATIONAL ADMISSIONS FEE

All International Students (see 740.05) are required to submit a \$100 non-refundable International Admissions fee.

Section: 400 – Finance	Subject: 420 - Operating Budgets -Tuition/Fees
Policy: Orthopaedic Technology Clinical Surcharge	Date Approved: April 12, 2012
Policy #: 421.31	Date of Last Amendment: April 12, 2012
Approved: Richard A. Gustafson, Chancellor	Effective Date: June 1, 2012

421.31 ORTHOPAEDIC TECHNOLOGY CLINICAL SURCHARGE

A fee of \$350 will be charged to all students in the Orthopaedic Technology summer clinical experience (ORTH102) effective summer 2012.

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: November 20, 2012
	Effective Date: November 20, 2012
Approved: Ross Gittell, Chancellor	

421.53 REFUND POLICY

All refunds require that the student complete an official withdrawal form.

Effective November 20, 2012, students who officially withdraw from the college or an individual course by the end of the fourteenth (14th) calendar day of the semester will receive a 100% refund of tuition, less non-refundable fees. Students in classes that meet in a format shorter than the traditional semester (15-16 weeks) will have seven (7) calendar days from the designated start of the alternative semester to withdraw for a full refund. If the seventh (7th) or

fourteenth (14th) calendar day falls on a weekend or holiday, the drop refund date will be the first business day following the weekend or holiday. 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.

Refund procedure:

- a. Student reported to Registrar by faculty member as never attended.
- b. Registrar codes course(s) with a "NA" code (not refundable)
- c. Student contacts campus regarding charges.
- d. Registrar directs student to President.
- e. President determines if student should receive a tuition waiver or credit. If a tuition waiver is in order, President's Office notifies Bursar's Office in writing to manually process a waiver of tuition.
- f. Registrar's office retains "NA" as course status for historical purposes. The "NS" and "WE" codes WILL NO LONGER BE USED. NS and WE will be given a "do not use" status by MIS.

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 16, 2010
	Effective Date: March 16, 2010
Approved: Richard A. Gustafson, Chancellor	

421.57 ACCOUNTS RECEIVABLE WRITE OFF POLICY

For financial reporting purposes, CCSNH may write off student accounts that are one or more years old. In addition, CCSNH may write off any account that is \$100 or less. All accounts will be subject to our collection effort. 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 an official transcript.

For debt collection purposes, CCSNH may suspend collections on student accounts where the delinquency date is seven or more years old, unless the student has made recent payment arrangements. The student will continue to remain on hold.

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.

Ann-Marie Hartshorn
 Director of Internal Audit
 26 College Drive

Ross Gittell
 Chancellor
 26 College Drive

Concord, NH 03301
603-230-3595
ahartshorn@ccsnh.edu

Concord, NH 03301
603-230-3501
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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 Budget – Student Accounts/Refunds
Policy: Conflict of Interest Policy for Grant Sponsored Projects Administrators	Date Approved: July 17, 2012
Policy #: 421.62	Date of Last Amendment: July 17, 2012
Approved: Ross Gittell, Chancellor	Effective Date: July 17, 2012

421.62 CONFLICT OF INTEREST POLICY FOR GRANT SPONSORED PROJECTS ADMINISTRATORS

1. Principles

All decisions made in the course of their professional responsibilities by members of the Board of Trustees, administrators, faculty, and other employees of CCSNH are to be made solely on the basis of a desire to promote the best interests of the College/System. A potential conflict of interest occurs when an individual's personal or private interests might lead an independent observer to question whether the individual's professional actions or decisions are influenced by considerations of significant personal interest, financial or otherwise.

Federal Agencies require that grantee institutions maintain an appropriate written and enforced policy on conflict of interest and that all conflicts of interest for each award be managed, reduced or eliminated prior to the expenditure of the award funds.

Each Grant Sponsored Project Administrator (commonly referred to as Grant Principal Investigators (PI)), must disclose to the college's Chief Financial Officer all significant financial interests, including those of their spouse and dependent children, (i) that would reasonably appear to be affected by the research or educational activities funded or proposed for

funding by the Grantor, or (ii) in entities whose financial interests would reasonably appear to be affected by such activities.

2. Investigators Engaged in Externally-Sponsored Research/Educational Activities

As a recipient of externally funded sponsored activities, CCSNH has an obligation to assure that there is no reasonable risk that the design, conduct, or reporting of research and/or educational activities will be biased by any conflicting financial or other interests of a Principal Investigator.¹

Principal Investigators engaged in externally sponsored activity must, in accordance with Federal² and College policy, disclose to the Chief Financial Officer (CFO) (or designee) on disclosure forms provided by the Grants & Receivables Administrator, all significant financial and other interests (including those of their spouse and dependent children) that would reasonably appear to affect or be affected by the sponsored activity. Principal Investigators may choose to disclose any other financial or related interest that could present an actual or perceived conflict of interest. Any such disclosure should provide sufficient detail to permit an accurate and objective evaluation. Said disclosure form must be completed and submitted before the contract or grant application is submitted, and the disclosure must be reviewed to determine if further action is required before the College expends any awarded funds or issues a purchase order or subcontract for the acquisition of goods and services related to that project.

Said disclosure forms must be updated at least annually or more frequently, if new reportable information is obtained during the period of an award.

If the Chief Financial Officer (or designee) determines, after reviewing the disclosure form and other available information, that financial or other interests may affect the design, conduct or reporting of research and/or educational activities or teaching/mentoring activities, the CFO shall consult with the College President (or designee). If this review confirms a potential conflict the project may be referred to the Vice-Chancellor (or designee) and the Board Finance and Audit Committee. Following review of the matter, unless there is no further action needed, the Committee will recommend in writing to the Principal Investigator, Vice Chancellor, College President and College CFO, one of the following actions:

- Accept the proposed sponsored project;
- Do not accept the proposed sponsored project;
- Accept the proposed sponsored project provided certain conditions or restrictions are imposed so that the conflict will be managed, reduced or eliminated.

Examples of possible conditions or restrictions are:

- Monitoring of research by independent reviewers;

- Public disclosure of significant financial interests;
- Modification of the research plan;
- Disqualification from participation in the portion of the sponsored funded research that would be affected by the significant financial interest;
- Divestiture of significant financial interest;
- Severance of relationships that create actual or potential conflicts.

If the Principal Investigator is dissatisfied with the Committee's recommendations, the Principal Investigator may, within ten (10) calendar days of such recommendation, appeal to the President who will consult with the Vice-Chancellor and Committee, as appropriate. After such review, if necessary, the matter will be presented to the Board of Trustees for a final determination.

Should a potential conflict of interest exist, prior to the expenditure of funds under the award, the College will report to the appropriate Federal Agency the existence of a conflicting interest (but not the nature of the interest or other details) found by the College and assure that the interest has been managed, reduced, or eliminated in accordance with this policy; and, for any interest that the College identifies as conflicting subsequent to the College's initial report under the award, the report will be made and the conflicting interest managed, reduced, or eliminated, at least on an interim basis, within sixty days of that identification.⁴

All records, including all financial disclosures and all actions taken by the College with respect to each conflicting interest, will be maintained for a period of no less than three (3) years from the date of submission of the final expenditure report or, until the resolution of any action involving these records, whichever is longer. Upon written request of a sponsoring agency, disclosure documents and related records pertaining to the specific sponsored project will be made available.⁵

Collaborators/sub-recipients/subcontractors from other institutions involved in externally-sponsored research and/or educational activities of the College must either comply with this policy or provide a certification from their institutions that they are in compliance with Federal policies regarding disclosure of conflicts of interests and that their portion of the project is in compliance with their institutional policies.

3. Compliance

All persons subject to this policy are expected to comply with it, fully and promptly. Instances of deliberate breach of this policy, including failure to file or knowingly filing incomplete, erroneous, or misleading disclosure

forms, violation of this policy, failure to comply with prescribed monitoring procedures, will be reported to the appropriate college administrator.

All known violations, disputes and other issues arising out of the application of this policy to college employees shall be referred to the college President (or designee) for appropriate action. All known violations, disputes and other issues arising out of the application of this policy to Chancellor's Office employees shall be referred to the Vice-Chancellor (or designee) for appropriate action. Matters under this policy concerning Trustees shall be reported to the Chairman of the Board of Trustees for appropriate action.

In the event of non-compliance by a Principal Investigator, the President (designee) will consult with the Vice-Chancellor regarding possible sanctions to be imposed on an Investigator that may include, but are not limited to:

- Formal admonition;
- A letter from the College President to the employee's personnel file;
- Ineligibility to participate in current and future grant programs;
- Non-renewal of appointment/position;
- Dismissal.

The Vice-Chancellor will then recommend an appropriate sanction to the President, who will make the final decision.

In addition, the College shall follow Federal regulations regarding the notification of the sponsoring agency in the event a Principal Investigator has failed to comply with this policy. The sponsoring agency may take its own action, as it deems appropriate, including the suspension of funding for the Principal Investigator until the matter is resolved.

4. Definitions

For the purposes of this policy:

"The College" shall mean all of the seven colleges that comprise the Community College System of New Hampshire.

"Trustee" shall include any current Trustee and any active Trustee Emeritus serving on any committee of the Board of Trustees.

"Faculty member" shall include any person who has a faculty appointment with the College.

"Investigator" shall mean a principal investigator, or the grant project director, co-principal investigator or co-project director and any other person

who is responsible for the design, conduct, or reporting of research or educational activities funded by any external governmental or private organization, or proposed for such funding. For purposes of financial interest, "Investigator" includes the Investigator's spouse and dependent children.

"Externally sponsored activities" shall mean all sponsored activity funded by an external source and processed thru the CCSNH Grants Department.

"Research" means a systematic investigation designed to develop or contribute to generalized knowledge including behavioral and social-sciences research. The term encompasses basic and applied research and product development." This includes any such activity for which research funding is available from a grant or cooperative agreement.¹

"Significant financial interest" shall mean any direct or indirect interest with monetary value, including but not limited to:

- Salary, other payments for services (e.g., consulting fees or honoraria), royalties or other payments that, when aggregated for the individual and the individual's spouse and dependent children over the next twelve months, are expected to exceed \$10,000;
- Equity interests (e.g. stocks, stock options or other ownership interests) that, when aggregated for the individual and the individual's spouse and dependent children, either exceeds \$10,000 in value (as determined through reference to public prices) or represents more than five percent (5%) ownership interest in any single entity;
- Intellectual property rights (e.g., patents, copyrights and royalties from such rights).

The term "significant financial interest" does **not** include:

- Salary, royalties, or other remuneration from the College;
- Income from seminars, lectures, or teaching engagements sponsored by US Federal, state, or local non-profit entities;
- Income from service on advisory committees or review panels for public or nonprofit entities.

¹ Title 42CFR Part 50.601 Subpart F

² Title 42 CFR Part 50, Subpart F, National Science Foundation GPM Chapter 5, sec 510

³ NIH Grant Policy Statement Part II: Terms & Conditions of NIH Grant Awards, Subpart A: General

⁴ Title 42CFR Part 50.601, Subpart F

⁵ 42 CFR 50.604 (e) Maintenance

**CCSNH Conflict of Interest Disclosure Form for
Project Investigators Involved in Grant Sponsored Activities
As required by the CCSNH Conflict of Interest Policy**

Under the CCSNH Conflict of Interest policy, all Principal Investigators and other key personnel involved in grant sponsored research and/or educational activities must complete this form and submit it to the College Chief Financial Officer who will then submit it to the Grants & Receivables Administrator. Furthermore, affected employees are required to update this form at least annually and at any time new circumstances arise that would create a potential or actual conflict of interest.

The purpose of this disclosure statement is to give the College the information needed to identify potential conflicts of interest for investigators and other key personnel involved in grant sponsored activities and to ensure that no unresolved conflict exists between their sponsored activities and their outside interests and activities. This statement conforms with current federal and College guidelines requiring disclosure of professional activities of investigators and other key personnel.

Only those interests related to grant sponsored activities need to be reported. Not all interests and financial relationships place the individual in conflict with his or her obligations to the College and to his or her profession. Not all divided interests are necessarily impermissible. Timely and complete disclosure of potential conflicts of interests is for the employee's protection, as well as that of the College/System.

Please complete the following information:

Name _____ Date _____
(type or print clearly)

College _____ Department _____

1. Ownership Interests. During the past 12 months or in the next 12 months, did/will you, your spouse, or any of your dependent children, own or control equity that represented in total more than a 5% ownership interest in any organization in your field of academic interest or specialization?

YES _____ (if 'yes' give details below) NO _____

Name of Organization	City & State	Nature of Business	Ownership Interest
_____	_____	_____	_____

2. Offices and Positions. During the past 12 months or in the next 12 months, did/will you, your spouse, or any of your dependent children serve as a director, officer, partner, employee, or agent, or in any managerial position in any organization (other than the College) that might be affected by your sponsored activities? (You need not answer with respect to governmental committees or community, political, academic, charitable, religious, social or professional nonprofit organizations.)

YES _____ (if 'yes', give details below) NO _____

Name of Organization & Description of Position	City & State	Nature of Business	Relationship of Family Member
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3. Remunerative Activities. During the past 12 months or in the next 12 months, have/will you your spouse, or any of your dependent children receive income (cash or in kind, ignoring sponsored activity's reimbursement of reasonable expenses) related to your sponsored activities from organizations (other than the College) where any such payment from any one organization exceeded \$10,000 (per annum, if salary, fees, or other continuing payments) or represented more than a 5% ownership interest for any one enterprise or entity when aggregated for you and such related individuals? (You may exclude income from activities resulting from your affiliations with governmental committees or community, political, academic, charitable, religious, social or professional nonprofit organizations.)

YES _____ (if 'yes', give details below) NO _____

Name/ Description of Organization	City & State	Nature of Business	Remuneration
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4. Outside Employment of Students and Staff. To your knowledge were any of your students or staff who work on your grant sponsored activities, employed during the past 12 months or will be employed in the next 12 months in a company or organization outside the College in which you have a financial, personal, or professional interest?

YES _____ (if 'yes', give details below) NO _____

Staff or Student Name	Employer	Percent of Time (Hrs/Year)
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5. Inventor/creator of intellectual property. Are you an inventor/creator of intellectual property related to your sponsored activities that has been patented, licensed or transferred to any outside entity?

YES _____ (if 'yes', give details below) NO _____

6. Other Transactions or Facts. In relation to your grant sponsored activities, during the past 12 months or in the next 12 months, did/will you, your spouse or any of your dependent children have an interest in any contract, sale, or other transaction to which the College was/will be a party, or are there any other situations not identified by you above that you believe may create an actual or perceived conflict of interest? (Exclude your own or your spouse's employment obligations to the College.)

YES _____ (if 'yes', give details below) NO _____

The above is an accurate and current statement of my reportable outside interests and activities.

Signature _____ Date _____

Please circle one: Principal Investigator Key Personnel

Please return the signed form in an envelope marked "Confidential" to the college Chief Financial Officer.

Administrative Review

(Refer to page#2 of the CCSNH Conflict of Interest Policy for Principal Investigators)

Based on the above disclosures, to the best of my knowledge and in my judgment:

- _____ a. No conflict of interest exists
- _____ b. Potential conflict of interest exists
- _____ c. A conflict of interest exists. Steps will be taken to manage, reduce or eliminate the conflict.
 - (1) Develop management plan for reducing/eliminating conflict
 - (2) Refer to the President/Vice-Chancellor

Signature _____ Date College _____
Chief Financial Officer

Signature _____ Date College _____
President

cc: CCSNH Grants Department

Section: 400 – Finance	Subject: 420 – Operating Budget – Student Accounts/Refunds
Policy: Segregation of Financial Duties	Date Approved: February 17, 2015
Policy #: 421.63	Date of Last Amendment: February 17, 2015
Approved: Ross Gittell, Chancellor	Effective Date: February 17, 2015

421.63 SEGREGATION OF FINANCIAL DUTIES

Segregation of duties is critical to effective internal control; it reduces the risk of both erroneous and inappropriate actions.

In general, no one individual should be assigned job functions in more than one of the following three categories: asset handling and disposition; recording transactions to the general ledger; approving, comparing, and reviewing transactions or balances.

When these functions cannot be separated, a detailed review of activities by an unrelated party is required as a compensating control activity.

Segregation of duties is a deterrent to fraud because it requires collusion with another person to perpetrate a fraudulent act.

No one person should:

1. Initiate transaction;
2. Approve transaction;
3. Record transaction;
4. Reconcile balances;
5. Handle assets; and,
6. Modify reports.

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: July 18, 2011
	Effective Date: August 1, 2011
Approved: Richard A. Gustafson, Chancellor	

421.71 NH HIGH SCHOOL VALEDICTORIAN SCHOLARSHIP

A one year tuition only scholarship, up to a maximum of 32 credits, will be awarded to designated New Hampshire high school valedictorians, based on a cumulative grade point average, from a New Hampshire NEASC accredited institution. The one year will be defined as the Fall, Spring and Summer semesters, with a start date of any of the three and applied only within the one year from the time of first semester of matriculation. The recipient must enroll as a matriculated student in a CCSNH college within 15 months from the time of secondary school graduation. The scholarship may be applied to tuition costs only at the student's college of matriculation.

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
Approved: Richard A. Gustafson, Chancellor	Effective Date: March 18, 2008

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 otherwise 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: June 25, 2015
	Effective Date: June 25, 2015
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 criteria listed below. CCSNH College Presidents may also adopt a college policy, under which the tuition fee for a New Hampshire resident 65 years or older to audit a course is waived 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.

FINANCE FORM F-1

**Application for Tuition Waiver for
Children of Fallen Firefighters and Police Officers**
(complete and submit to address indicated above)

Name of Applicant: _____
First
M.I.
Last

Social Security Number: _____ Age: _____ Date of Birth: _____

Mailing Address: _____

Present Legal Residence: _____
Street
City/Town/State
ZIP

Name/Address of institution you plan to attend or are attending:

Program of study that you plan to enroll/are enrolled in:

Date you plan to enter the institution: ____/____/____ as a
 Freshman Senior Continuing Student

Name/Address of living parent or guardian:

Name and place of employment of deceased parent who died while in performance of his or her duties:

Legal residence of deceased parent at time of death: _____

Place and date of death of deceased parent: _____

I declare, under the penalty of perjury, that the answers to the above questions are true and correct to the best of my knowledge and belief.

 Signature of Applicant Date

 Signature of Chancellor's Approval Date

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: June 17, 2014
Approved: Ross Gittell, Chancellor	Effective Date: June 17, 2014

421.80 FLEXIBLE LOAN FUND ELIGIBILITY

Repealed by System Leadership Team on June 17, 2014

Section: 400 – Finance	Subject: 420 - Operating Budgets – Scholarships/Tuition Waivers/Loans
Policy: NH Scholars Program Incentive	Date Approved: July 20, 2010
Policy #: 421.81	Date of Last Amendment: May 17, 2011
Approved: Richard A. Gustafson, Chancellor	Effective Date: May 17, 2011

421.81 NEW HAMPSHIRE SCHOLARS PROGRAM INCENTIVE

In recognition of the rigorous curriculum associated with the New Hampshire Scholars Program, the colleges of the CCSNH will offer scholarships, as defined below, to high school graduates who complete the program:

1. Each CCSNH College will provide annually a \$500 scholarship for up to 12 scholarships in high schools in its region for students who successfully complete the NH Scholars Program (max. cost = \$6000).
2. Each CCSNH College will determine annually the number of scholarships awarded to a high school and the number of high schools in which the scholarship(s) will be awarded.
3. The high school, along with the College, will be responsible for determining which graduating NH Scholars student(s) will be the recipient(s) of the scholarship and will provide a letter or certificate of award that can be used as documentation.

4. The scholarship will be applied to the first \$500 of tuition and fees only at the CCSNH College awarding the scholarship. Scholarships are not transferrable to other CCSNH Colleges.
5. The scholarship is valid for one year following the student's high school graduation date.
6. While priority will be given to high schools within their regions, Presidents, at their discretion, may offer scholarships to students outside their respective regions.

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: June 21, 2011
	Effective Date: June 21, 2011
Approved: Richard A. Gustafson, Chancellor	

421.91 USE OF COLLEGE FACILITIES

(See Facilities Section: 562.01 – Visits by Political Candidates)

As community resources, the Colleges make their facilities available for public use as long as such use does not interfere with the primary purpose of education or compromise the safety and security of students, faculty or staff. The College reserves the right to deny any use it deems not in the best interest of the College or inconsistent with its values and mission.

The College, at its discretion, may make facilities available for local non-profit agencies without charging a full rental fee.

Individuals or organizations seeking access to College facilities for specific use or in order to meet with or make solicitations to students, faculty, or staff are required to request access from the Office of the President or designee. Failure to do so may result in a request to vacate the campus immediately.

No unapproved commercial solicitations will be permitted in classrooms or offices. An approved business or organization may be allowed to set up a table and display in a public space for a designated period of time.

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 user group is to be designated and authorized to act as the person with primary group responsibility.
4. Although classroom and other facilities may be made available at less than the full rental fee, the using group is responsible for meeting the following costs:
 - a. Meals and rental fee: meal charges and room rent shall be established by the college administration, with modifications approved by the President or designee.
 - b. Staff time: when staff (faculty, clerical, custodial) time is required over and above the normal day's activities, expenses related to such time will be charged to the using group.
 - c. The cost of police coverage.
 - d. Any damage arising from facilities usage.
 - e. Any special services required or arising as a result of the usage.

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: June 17, 2014
Approved: Ross Gittell, Chancellor	Effective Date: June 17, 2014

421.93 AUDITOR EXIT INTERVIEW

Repealed by System Leadership Tem on June 17, 2014

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
Approved: Richard A. Gustafson, Chancellor	Effective Date: March 18, 2008

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 2nd 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: 430 - Contracts

Policy: Policy and Procedure for Contracts,
Leases or Arrangements

Date Approved: March 18, 2008

Policy #: 431.01

Date of Last Amendment: March 21, 2013

Effective Date: July 1, 2013

Approved: Ross Gittell, Chancellor

431.01 POLICY AND PROCEDURES FOR CONTRACTS, LEASES OR ARRANGEMENTS

1. Purpose: To establish rules and procedures relative to review and approval of contacts entered into behalf of CCSNH and its Colleges.
2. Definition of Contract: Contract shall be defined as follows for the purpose of this policy: a contract is any agreement between a component, or components, of the Community College System of New Hampshire (CCSNH) and another party, made on behalf of the CCSNH in which legally enforceable commitments are made by and to the CCSNH. Such contracts, however named to include the word “contract” or not, include but are not limited to the following:
 - a. service agreements or contracts
 - b. personal service contracts,
 - c. affiliation agreements
 - d. facility use agreements
 - e. leases
 - f. Construction/ critical maintenance contracts
 - g. memorandum of understanding/memorandum of agreement/letter of agreement/letter of understanding
 - h. adjunct faculty contracts
 - i. special service contract and/or a consortium agreement
 - j. Any other agreements by whatever name or title
 - k. “Contracts” also include oral agreements, though CCSNH does not sanction or approve the use of oral agreement.
3. Bids for services shall be formalized as follows:
 - a. For contracts/leases in the range of \$0 - \$5,000, for College/System will acquire one (1) written quote and for contracts/leases in the range of \$5,001-\$25,000 for College/System will acquire three (3) written quotes.
 - b. For contracts/leases above \$25,001, the College/System will place a request for proposal (RFP) in a local and/or state-wide newspaper for 1-3 consecutive days.
4. Signature Authority: Authority to enter into contracts, leases and other instruments or arrangements is vested with the Board of Trustees pursuant to RSA 188-F:6(e)(XI). Signatory authority has been delegated to the Chancellor and to the Presidents of each College. The President is responsible for delegation of the authority to sign contracts, leases and other instruments to appropriate employees at their respective Colleges. A

copy of the document delegating signature authority shall be kept by the CFO at each College and a copy sent to the CCSNH Director of Finance or designee. Only employees with power of attorney specifically delegated as set forth above are authorized to sign contracts, leases or other instruments on behalf of CCSNH or one of its Colleges.

5. Contract Approval Limitations:
 - a. College Presidents, or the Chancellor for system transactions, have the authority to sign contracts/leases that occur in the usual course of business, up to \$100,000.
 - b. Contracts/leases in excess of \$100,000, or those which are under \$100,000 and are unusual in the normal course of business, shall be approved by the Finance Committee.
6. Use of CCSNH Forms: Employees shall use the CCSNH forms whenever such forms exist with respect to a particular transaction. Employees shall not vary or make changes to a contractual form without submitting the form for review in accordance with Section 6 of this policy. For contracts under \$25,000, the CFO or other power of attorney may forgo the CCSNH contract forms in favor of a scope of service statement that outlines the vendor's responsibility. This statement, along with a certificate giving evidence of the vendor's appropriate insurance, will be sufficient documentation for contracts under \$25,000 unless, in the opinion of the CFO or other power of attorney, the contract risk is such that it warrants a full contract form.
7. Review Process: Each College and the System Office shall designate qualified employees who shall review any proposed contract before it is signed. For example, contracts with financial, legal, human resource, information technology and/or academic related provisions shall be reviewed by employees with the pertinent experience and qualifications. Final review and retention shall be as follows depending on the type of contract:
 - a. Contracts that have a financial component (regardless of the title of the contract). The College Chief Financial Officer (CFO) shall be responsible for review and finalization of all contracts with a financial aspect. This includes, but is not limited to, service agreements, leases, construction contracts and any agreements that contain obligations for payment either to or from the College.
 - 1) CFOs are responsible for ensuring that all contracts with a financial component comply with CCSNH policy, provide for the intended benefits to the College, and contains the terms intended

and that the contract has been reviewed by the appropriate qualified employee at the College for the type of contract at issue and is signed by an employee with power of attorney.

- 2) After review by the CFO all contracts of this type must be submitted to the System office for review and encumbrance of funds.
- b. Facility Use Agreements: Facility Use Agreements are required for use of any of the CCSNH properties by non CCSNH groups or individuals. Facility Use Agreements must be reviewed and approved by the College CFO and should be retained by the CFO.
 - c. Memoranda of Understanding and other contracts that have no financial component including Affiliation Agreements. All memoranda must comply with System policy and coverage requirements. Memoranda must be reviewed by an employee with expertise in the subject area and signed by an employee with Power of Attorney to sign such contracts. Affiliation Agreements and memoranda shall be retained by the Vice President of Academic Affairs or another individual delegated by the College President to retain such documents in a central location.
8. Performance and/or Payment before signing: Employees are discouraged from commencing performance under contracts not yet signed by all parties, and no payment shall be made on a contract that is not yet signed by all parties unless such payment is approved by a College President or the Chancellor.
 9. Common Contractual Terms and Conditions: Employees delegated authority to sign contracts, and employees who otherwise negotiate and review contracts, shall review all contracts in detail to ensure they contain the terms of the deal contemplated and shall understand common contractual terms and conditions, including the following terms and conditions and the CCSNH policy thereon:
 - a. Prohibited terms or conditions: Unless otherwise advised by the CCSNH General Counsel, no contract shall agree to the following terms or conditions:
 - 1) Insurance: Any requirement that the CCSNH carry insurance in addition to or in excess of its existing insurance coverage

- 2) Confidentiality: Blanket requirements that CCSNH keep certain information confidential that may be in conflict with State or Federal access to information statutes.
- 3) Intellectual property: Any provision that the CCSNH waive its intellectual property rights in work for which it has paid and will want to use again.
- 4) Subrogation: Any requirement that the CCSNH waive its insurer's rights of subrogation for claims arising under the contract.
- 5) Unlawful purpose or Effect: Any term or performance that would be unlawful or unenforceable under applicable law.

b. Discouraged Terms or Conditions: The CCSNH discourages agreement to the following terms or conditions:

- 1) Lengthy terms. Any provision that binds the CCSNH to a term of more than three years.
- 2) Automatic Renewal Clauses: Any provision that enables a contract to renew without an affirmative act by the CCSNH.
- 3) Incorporation by reference: Any provision that incorporates by reference terms, conditions or other rules from sources not attached to the contract and not otherwise reviewed for acceptability.
- 4) Limited Notice before Termination: Any provision that enables the other party to termination without sufficient time to allow the CCSNH to make suitable alternative arrangements.
- 5) Exclusivity Clauses: Any provision that binds the CCSNH to use exclusively the other party for the duration of the contract
- 6) Releases: Any requirement that the CCSNH release any other party from certain claims.
- 7) Governing Law. Any requirement that the contract be interpreted or arbitrated under the law of a state other than New Hampshire.
- 8) Indemnification. Any requirement that the CCSNH indemnify the other party against types of claims that are not included in CCSNH insurance coverage.

c. Favored Terms or Conditions: The CCSNH encourages the use of the following terms or conditions:

- 1) Termination Rights: A provision that enables the CCSNH to terminate a contract without undue penalty and without cause.

- 2) End of Semester Expiration or Termination: A provision that enables the contract to continue until after a semester or other important operative time frame is over.
 - 3) Third Party Rights: A provision stating that the parties do not intend the contract to create any rights in persons not a party to the contract.
 - 4) Appropriation / Allocation Clauses: A clause that expressly makes the CCSNH performance contingent upon continued adequate funding.
10. Additional Notice, review and Approval Requirements: Before signing the following types of contracts, additional process and/or review as set forth below is required:
- a. Notify the CCSNH Director of Finance of the need for further approval if the contract exceeds the spending limits set forth in the CCSNH policy on purchasing;
 - b. Notify the CCSNH Director of Finance for approval if the term of the contract extends for more than three years;
 - c. Obtain a review by CCSNH General Counsel and the express approval of the CCSNH Chancellor if the contract is for the sale or purchase of real property;
 - d. Obtain review by the CCSNH General Counsel and input from CCSNH Director of Human Resources of any employment separation/termination agreement;
 - e. Comply with the CCSNH policy on rental/leasing of college facilities if the contract is to rent or lease a facility to or from another entity and use the CCSNH form of Facility Use Agreement;
11. Violations of this Policy: Any contract executed by the CCSNH in contravention of this policy is hereby declared void if at least one of its provisions materially prejudices CCSNH interests, and if the CCSNH employees authorized to execute a proper and/or amended contract does not act affirmatively to do so. Employees who sign a contract without obtaining the proper review(s) and/or the appropriate authorization may be subject to discipline and, in cases where a contract so signed exposes a College or the CCSNH to a significant liability, personal liability as well.

Section: 400 – Finance	Subject: 440 - Purchasing
Policy: Travel Reimbursement Policy	Date Approved: February 14, 2017
Policy #: 441.01	Date of Last Amendment:
Approved: Ross Gittell, Chancellor	Effective Date: February 14, 2017

441.01 TRAVEL REIMBURSEMENT POLICY

I. Policy

It is the policy of the Community College System of NH (CCSNH) to reimburse employees and authorized non-employees for reasonable and necessary expenses incurred due to authorized CCSNH business travel. This policy applies to employees and non-employees who travel on authorized CCSNH business, regardless of funding.

II. Authority

- A. The Chancellor shall have the authority and shall delegate to each college president the authority to approve/disapprove business travel expenses and reimbursement for personnel assigned to their respective CCSNH institution.
- B. Budget allocations for business travel expense reimbursement shall be determined by each CCSNH institution.
- C. An employee or non-employee may not approve their own request for business travel reimbursement.
- D. Prior approval pursuant to CCSNH institutional policy for travel requests, may be required for reimbursement.

III. Travel for Non-Employees

Non-employees of CCSNH incurring authorized CCSNH business-related travel expenses are subject to the same rules and reimbursement procedures that are applicable to CCSNH employees. All travel for non-employees must be approved by the President and/or Chancellor prior to travel occurring.

IV. Responsibility

Travelers are expected to exercise good judgment when incurring travel costs. All business travel should be planned so that the best interests of

CCSNH are served at the most reasonable rates. Travelers should verify that planned travel is authorized and eligible for reimbursement before making travel arrangements.

V. Reimbursement

- A. CCSNH shall provide reimbursement for business travel expenses only if such expenses are reasonable, properly authorized, appropriately documented, and within the guidelines of established financial and travel policies and procedures.
- B. Travelers seeking reimbursement should exercise care to ensure the appropriateness of such expenses to avoid impropriety and/or the appearance of impropriety. Excessive and/or unjustifiable costs, or cost associated with personal travel or expenses will not be reimbursed.
- C. Reimbursement for travel expenses shall be made in accordance with the CCSNH finance procedures and the provisions of established collective bargaining agreements. CCSNH shall only reimburse for expenses that have not been and will not be received from another source. A request for business- travel that does not conform to the policies and procedures established by CCSNH may be denied.

VI. Changes or Cancellations

In the event of changes to business-travel, the traveler may request reimbursement of penalty costs provided that the cancellation or plan change was directed by or made for the convenience of CCSNH, or was necessitated by an unforeseen emergency affecting the traveler. Such payments will be made in accordance with established CCSNH policies and procedures.

Section: 400 – Finance	Subject: 440 - Purchasing
Policy: Purchasing Procedure	Date Approved: May 19, 2009
Policy #: 442.01	Date of Last Amendment: July 1, 2015
Approved: Ross Gittell, Chancellor	Effective Date: July 1, 2015

442.01 PURCHASING POLICIES

1. **Delegation of Authority:** The Board of Trustees, through its policies, has delegated to the Chancellor the responsibility and authority for approval, oversight, and management of CCSNH policies and procedures for purchasing of goods and services.
2. **Source of Funds:** CCSNH purchasing procedures are applicable to all transactions regardless of the source of funds. In some cases, such as under sponsored agreements with the federal government, more stringent rules may be specified.
3. **Competitive Bids Required:** CCSNH requires competitive bids for purchases over \$25,000 to keep costs at a minimum and to give interested suppliers an equal opportunity to supply goods and services to CCSNH.
4. **Ethical Practices and Conflict of Interest:** Individuals purchasing goods and services on behalf of CCSNH must conduct business in a professional manner and, all qualified vendors must be given an equal opportunity to compete for CCSNH business. Purchasing decisions should be made with integrity and objectivity, free from any personal bias or benefit.
5. **Unauthorized Purchase:** Any individual committing CCSNH funds without proper authorization does so at his or her own risk. CCSNH may consider the purchase to be void and decline to pay. In such a case, the individual has acted at his or her own personal financial risk and the supplier may look for payment from the individual who placed the order.
6. **Timely Orders and Emergencies:** In the case of an emergency purchase greater than \$25,000, 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.

- 7. Brand Justification Requests:** Bidding on the basis of brand has the result of selectively choosing who may and may not bid. In cases where a certain brand, make or model of product is required, written justification stating the reason must accompany the requisition and include an explanation of why the specific brand, make or model of product, the services of a particular provider or commodity of a particular manufacturer, is requested; and an explanation of why other brands, makes, models, providers or manufacturers would not be acceptable.

In instances where a specific brand, make, or model is being requested by an Industry partner, or is determined to be industry standard, a certification documenting the information and signed by the industry partner should be attached to the requisition.

The request shall be granted for the brand justification by the CCSNH Chief Financial Officer or designee if it concludes that the specific brand, make or model of product, the services of a particular provider or the commodity of a particular manufacturer either a) is required for the college making the request to fulfill its mission; b) is required in order to preserve the health or safety of personnel or other persons; or c) Is necessary in view of the college's/Chancellor's Office possession of existing equipment or other commodities which would be rendered non-functional.

- 8. Sole Source Requests:** In cases which a campus/Chancellors Office believes that any required commodity or service is procurable from only one source or seller, the campus/Chancellor's Office shall:
- State on the requisition form the name and address of the suggested vendor that it believes is the only source of the commodity or service.
 - Submit to the Purchasing Administrator a sole source request in writing which shall include a statement of why the campus/Chancellor's Office believes that the suggested vendor is the sole source of the commodity or service requested.
 - In instances where a specific brand, make, or model is being requested by an Industry partner, or is determined to be industry standard, and/or is only available from one source or seller, a certification documenting the information and signed by the Industry partner and/or seller should be attached to the requisition.

- The request shall be granted if the sole source request demonstrates that the requested commodity or service is procurable from only one source or seller.
- 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 federally grant funded.

Purchasing Process Overview - Non- Grant Purchases:

IF	THEN
The purchase is less than \$5,000	Use the appropriate method to initiate purchase or to pay for goods or services: <ul style="list-style-type: none"> • P-Card (some services/commodities may not be purchased by P-Card. Please see P-Card procedures to confirm) • Direct Pay Invoice • Requisition Form/Purchase Order
The purchase is between \$5,001 - \$25,000	Obtain three quotes and then use one of the appropriate methods listed above to initiate purchase.
The purchase is over \$25,000 NOTE: The review and approval of proposed contracts, leases, or arrangements in the amount of \$100,000 or more and/or such proposed instruments that may be unusual by complexity or intent must be approved by the Board of Trustees Finance Committee.	College completes and receives necessary approvals on requisition and provides technical specifications for item(s) requested. Documentation is forwarded to the Chancellor’s Office and the college business office initiates a formal bid process in consultation with the Chancellor’s Office Purchasing Administrator or determines if an exception to bid is appropriate.

Non-Grant IT Purchases

All Information Technology related purchases over \$2,000 must have written approval from the System Office CIO. All software purchases must have written approval from the System Office CIO.

Purchasing Process Overview - Federal Grant Purchase

IF	THEN
<p>The purchase is for a grant and is less than \$3,000</p>	<p>Grant project director completes and receives necessary approvals on requisition form (IHR). College enters requisition in Banner and can order/purchase.</p>
<p>The purchase is for a grant and is between \$3,001 - \$25,000</p>	<p>Project director completes and receives necessary approvals on requisition form and obtains three quotes. College enters requisition in Banner and can order/purchase.</p>
<p>The purchase is over \$25,000</p> <p>Note: The bid processes is required on ALL federal and federal pass-thru projects for purchases and services over \$25,000.00. An exception to the bid process is not allowable in this instance.</p> <p>Note: The review and approval of proposed contracts, leases, or arrangements in the amount of \$100,000 or more and/or such proposed instruments that may be unusual by complexity or intent must be approved by the Board of Trustees Finance Committee.</p>	<p>Project director completes and receives necessary approvals on requisition and provides technical specifications for item(s) requested. Documentation is forwarded to the Chancellor's Office and the College business office initiates a formal bid process in consultation with the Chancellor's Office Purchasing Administrator or determines if an exception to bid is appropriate. College business office ensures the debarred and suspended vendor list has been reviewed and the vendor requested for payment is not listed as excluded on the System for Awards Management (SAM)</p>

Federal Grant IT Purchases

All Information Technology related purchases over \$2,000 must have written approval from the System Office CIO. All software purchases must have written approval from the System Office CIO.

Section: 400 – Finance	Subject: 440 - Purchasing
Policy: Petty Cash	Date Approved: May 19, 2009
Policy #: 442.02	Date of Last Amendment: June 17, 2014
Approved: Ross Gittell, Chancellor	Effective Date: June 17, 2014

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 \$300 per transaction. There are three types of petty cash funds: Administrative, Café/Restaurant and Student Activity.
2. When petty cash may not be used. Petty cash may not be used:
 - For transactions over \$300 (splitting one transaction over \$300 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.

7. The president and the campus accountant always sign the top section. The people who are actually responsible for the petty cash funds on a daily basis sign the bottom section. When any changes occur, the entire form must be completed again.
8. Revocation of a Petty Cash Fund. If it is determined that a petty cash fund is being misused or not properly accounted for, the fund will be closed.
9. Petty Cash Allotments:

	Administrative	Student Activity	Café/Restaurant
System Office	\$ 500	\$ 500	\$0
Manchester	1500	1000	0
Great Bay	1000	1000	0
NHTI	3000	1000	0
White Mountains	750	750	0
Lakes Region	1000	1000	0
River Valley	1000	1000	0
Nashua	2000	2000	1500

10. Allocation Form (next page)

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
	Effective Date: March 18, 2008
Approved: Richard A. Gustafson, Chancellor	

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.
 - d. 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 Surplus Equipment	Date Approved: March 18, 2008
Policy #: 443.03	Date of Last Amendment: July 1, 2015
Approved: Ross Gittell, Chancellor	Effective Date: July 1, 2015

443.03 DISPOSAL OF SURPLUS EQUIPMENT

Internal controls are necessary to meet the fiduciary responsibilities of the CCSNH Trustees to protect and properly monitor CCSNH resources. This policy facilitates the physical removal of surplus property, finds an alternative internal use, reduces the storage burden and maximizes CCSNH's return on salable items. In addition, timely and proper recording of disposed property is important for maintaining an accurate financial system and safeguarding CCSNH assets.

Supplies and equipment acquired through CCSNH are the property of CCSNH or a state, federal or other sponsor. Surplus property is supplies or equipment which are obsolete, damaged, unusable or in excess of need. This includes all tangible assets with the exception of real property. CCSNH/College may not unilaterally dispose of CCSNH or sponsor's property.

Each department chair, dean, director, project director or business manager is responsible for all property under his/her control. Campus CFO's are responsible for determining the appropriate disposition of all surplus property and for authorizing and accomplishing such disposition. They may delegate authority for disposition as size, condition, value, location, etc., or the item dictates. Campus Stock Control is responsible for properly recording disposal of surplus property and the campus CFO is responsible for recording any proceeds received.

Campus facilities departments are responsible for removal and transportation of surplus property, except when specified differently in an open bid. In the case of selling surplus items, it will be the responsibility of the purchaser to make their own arrangements, at their own cost, to pick up the equipment. The chancellor's office must follow the same policy/procedure.

The following procedure must be followed for the disposal of surplus property:

1. Preference for Disposition of Surplus Property: When disposing of property, the following priority should be used to determine preferred recipients of surplus property:
 - a. Other departments on campus
 - b. Other CCSNH campuses

- c. Sell or offer to a third party
- d. Scrap for monetary value
- e. Donation to a non-profit
- f. Appropriately dispose
- g. State of NH White

In regard to c) sell: if the campus deems it is best to sell an item(s) through a third party, the third party must be approved through the Chancellor's office. All item(s) must be tracked and the funds deposited into the CCSNH operations bank account. Each college and or the Chancellor's Office shall be responsible for determining the appropriate sale amount of each item and must properly record the sale and funds received from each. Each college and or the Chancellor's Office shall be responsible for establishing their own accounts for such sale(s) (banking information can be obtained by contacting the CCSNH Director of Financial Operations). All third party and PayPal accounts established must be reported to the Chancellor's Office. CCSNH Employees shall not have the authority to sell any personal items on third party accounts under the College's and or the Chancellor's Office third party account. CCSNH Employees shall have the ability to bid on any items listed with a third party, but must submit their formal bid through the third party.

Student activity funded items are to be disposed of using the same rules, with the exception of having to offer to other CCSNH campuses.

Note: Any exceptions to the above must be submitted in writing and approved by the CCSNH Director of Financial Operations.

- 2. Specific Campus Procedures:
 - a. Campus Stock Control will work with the department to determine the disposition of the item(s) declared surplus by completing the Surplus Property Request Form.
 - b. Campus Stock Control must adequately identify each piece of equipment being disposed by including: tag/barcode number, description, serial number, etc.

- c. Campus Stock Control or Business Administrator must determine the estimated current market value of the property.
 - d. Campus Stock Control must notify CCSNH Supervisor of Inventory of how item(s) were disposed, by sending a copy of all documentation.
 - e. Campus Stock Control will facilitate the removal of the property.
 - f. IT equipment, including but not limited to servers, printers, personal computers, cell phones, PDA's removable storage devices, etc. must be wiped and if a hard drive is involved it must be removed and shredded prior to transfer.
 - g. The CCSNH Bill of Sale is to be used for every piece of equipment that is sold.
3. Thresholds: The following thresholds should be used when determining the appropriate procedure for the disposal of all surplus property.
- a. Surplus item(s) with an estimated current market value of \$0 (i.e., obsolete, damaged, etc.) do not have to be advertised if the property is to be scrapped. After the campus Stock Control has determined the items have a current market value of \$0, and it is approved by the campus CFO, the items may be properly disposed. Meaning the inventory tag/barcode is removed and the property being disposed of is placed directly inside of a dumpster and not left laying or sitting beside one. If an item to be disposed of is electronic or hazardous, the campus CFO will approve all such scrap requests and notify the campus Stock Control that it is approved to which they will properly remove/dispose of electronic/hazardous item(s).
 - b. Surplus item(s) with an estimated current market value per unit of at least \$1 will be submitted to the CCSNH Purchasing Administrator in the appropriate template to be posted on the CCSNH website <http://www.ccsnh.edu/surplus> . In addition, the campus may place ads at their own expense offering the item(s) for sale in local or regional newspapers or trade magazines. At the end of the minimum five (5) working day advertising period, the goods will be sold to the highest bidder. If there are no bidders for the item(s), the surplus may be donated to a non-profit organization when a recipient is known. Or, the

college may choose under option c) of Preference for Disposition of Surplus Property selling a(n) item(s) through an approved third party.

- c. If there are no bidders for the item(s) and item(s) are not donated to a non-profit organization, they will be disposed of in the appropriate manner with the coordination of the campus Business Administrator, the campus Stock Control, and campus maintenance.
4. Grant Funded Supplies & Equipment or Government Property: For tagged equipment, if the campus is unsure of the funding for a piece of surplus equipment, the department should contact the CCSNH Finance Department. For disposal of property purchased with federal grant or contract funds, the campus must obtain all necessary written approvals from the applicable sponsor and/or cognizant agency prior to advertisement or disposal. If you are unsure the particular rules for the piece(s) of equipment, please contact the CCSNH Grants Administrator. If there is a residual inventory of unused supplies and/or equipment exceeding \$5,000 in total aggregate fair market value upon termination of the grant and if the equipment and/or supplies are not needed for any other federally sponsored programs or projects, the grantee or sub grantee shall compensate the awarding agency for its share.

When the original equipment acquired under the Perkins Grant is no longer needed for the original project or for other activities currently or previously supported by Perkins, disposition of the equipment will be made as follows:

- 1) If the equipment still has useful life, it is recommended that another federal or district program use it
- 2) Items of equipment with current per-unit fair market value of less than \$250.00 may be retained, sold, or otherwise disposed of with no further obligation to the awarding agency.
- 3) Items of equipment with a current per-unit fair market value in excess of \$250.000, may be retained or sold and the awarding agency shall have a right to an amount calculated by multiplying the current market value or proceeds from sale by awarding the agency's share of the equipment.
- 4) If the item no longer has useful life, it is recommended that the item be disposed of in the following order:
 - a. Use the equipment in another Perkins-funded program at the CCSNH consortium college;
 - b. Offer "working" or equipment of value to another CCSNH consortium college;
 - c. Reassignment of the equipment by the NH Department of Education State Director;

- d. Use the equipment as trade-in when purchasing new equipment;
- e. Dispose of the equipment using the CCSNH Consortium College disposition policy.

The College Perkins Manager will be responsible for implementing the appropriate disposition method.

Property records of disposed equipment must be kept on file for not less than three years after date of disposition.

- 5. Proceeds from the Sale: In all instances, revenue from internal sales will be applied to the College's/Chancellor's Office appropriate fund and miscellaneous revenue code 5501.
- 6. Transfers: The campus stock control must complete the Equipment Transfer Sheet, and send with the piece(s) of equipment that are being transferred. A copy must also be forward to the CCSNH Inventory Supervisor. The receiving campus must complete the Equipment Transfer Sheet and forwards the competed Equipment Transfer Sheet to the CCSNH Inventory Supervisor for entry into Vertere.
- 7. Conflict of Interest: to avoid any possible Employee Conflict of Interest, or the appearance of a conflict surrounding the sale of surplus college property, the Community College System of NH (CCSNH) has determined that any College employee that would have liked to purchase items that are surplusd must follow the same procedures as an external buyers; otherwise it would be considered a "conflict of interest." Employees within the campus Business/Bursar's Office, or anyone at the Chancellor's Office that have submitted a bid for the purchase of college/Chancellor's Office surplus property will not be allowed to participate in the bid opening.

**COMMUNITY COLLEGE SYSTEM OF NEW HAMPSHIRE
BILL OF SALE**

BUYER:

Name: _____ Tel: _____
Address: _____

SELLER: Community College System of New Hampshire, COLLEGE NAME, TOWN, ZIP CODE

Department: _____ Contact _____
Person: _____

In consideration of the payment of the sum of _____ dollars and cents (\$ _____ . ____), and other good and valuable consideration, the receipt of which is acknowledged. Seller hereby sells and transfers to the Buyer the following:

WARRANTY OF TITLE. Seller hereby warrants that on the date below, Seller was the lawful owner of the item(s) listed above and that Seller had a good and lawful right to sell the same and that the title to same was free from any charge or encumbrance whatsoever and that Seller will defend said title.

GENERAL WARRANTIES. Seller makes no warranties, express or implied, except those warranties set forth in the agreement for purchase of the above-mentioned item/items between Seller and Buyer.

ACKNOWLEDGMENT, RELEASE AND WAIVER. All items are in 'as is, where is and with all faults' condition. CCSNH assumes no responsibility for, or provides any warranty for same, for its present condition, past or future maintenance, or longevity. CCSNH is neither the manufacturer nor a merchant of the item(s). The Purchaser acknowledges that no representations are being made by the College as to the condition or maintenance of the item(s), or its fitness for the purpose that the purchaser may intend for it.

Buyer hereby fully releases, absolves and holds harmless CCSNH, its trustees, officers, administrators, faculty, staff, and other employees or agents from all liability arising out of claims or actions relating to any accidents, injuries, damages or loss which arise out of the acceptance and use of the sale(s) except for liability arising from any act or omission by CCSNH determined by a court of competent jurisdiction to constitute gross negligence.

Buyer agrees not to assert any claims or actions against CCSNH, its trustees, officers, administrators, faculty, staff, employees, or agents for any harm which arises out of the sale(s) except where Buyer has a good faith belief that such harm is the result of gross negligence by CCSNH, its trustees, officers, administrators, faculty, staff, employees, or agents.

Buyer agrees that this release has been freely and voluntarily executed and that the contents have been fully and completely read and understood.

In Witness Whereof, Seller has caused this instrument to be executed in its name by a duly authorized representative on the following date:

Date: _____

Seller: CCSNH, COLLEGE NAME
print) _____

Buyer:(please

By (Seller Signature): _____
Signature: _____

Buyer

Section: 400 – Finance	Subject: 440 - Purchasing
Policy: Capital Assets	Date Approved: July 1, 2015
Policy #: 443.04	Date of Last Amendment: July 1, 2015
Approved: Ross Gittell, Chancellor	Effective Date: July 1, 2015

443.04 CAPITAL ASSETS

Capital assets are recorded at cost when purchased or constructed and at fair value at date of donation. For financial reporting purposes, equipment (including equipment acquired under capital leases), capital projects and internally generated intangibles with a projected cost of \$5,000 or more are capitalized. Cost for maintenance, repairs and minor renewals and replacements are expensed as incurred. The costs of library materials are expensed as incurred.

Depreciation and amortization of assets acquired are recorded on a straight-line basis over the estimated useful lives of the related assets, principally as follows:

	Years
Buildings	40
Building and land improvements	20
Equipment	5

When capital assets are retired or otherwise disposed of, the asset and accumulated depreciation accounts are adjusted and any resulting gain or loss is reflected in the Statement of Revenues, Expenses and Changes in Net Position.

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
Approved: Richard A. Gustafson, Chancellor	Effective Date: March 18, 2008

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 General's 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
 - Deferment 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. (e.g. 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.