

## CCSNH Student Financial Aid Handbook

Welcome to the CCSNH Student Financial Aid Handbook. The Financial Aid Office staff of the Community College System of New Hampshire recognize that education is an investment that will last a lifetime.

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## Mission Statement

The Community College System of New Hampshire (CCSNH) is committed to assisting students and families in accessing financial resources to meet the costs of attending a post-secondary institution.

## Nondiscrimination Statement

Last Updated: 7/9/2021. See the [Summary of Recent Changes](#) section for the prior text version.

The Community College System of NH does not discriminate in the administration of its admissions and educational programs, activities, or employment practices on the basis of race, creed, color, religion, ancestry or national origin, age, sex, sexual orientation, gender identity and expression, physical or mental disability, genetic information, or law enforcement, military, veteran, or marital status. This statement is a reflection of the mission of the Community College System of NH and refers to, but is not limited to, the provisions of the following laws:

- Title VI and VII of the Civil Rights Act of 1964, as amended
- The Age Discrimination in Employment Act of 1967 (ADEA)
- Title IX of the Education Amendment of 1972
- Section 504 of the Rehabilitation Act of 1973
- The Americans with Disabilities Act of 1990 (ADA)
- Section 402 of the Vietnam Era Veteran's Readjustment Assistance Act of 1974
- NH Law Against Discrimination (RSA 354-A)
- NH Law RSA 188-F:3-a.
- Genetic Information Nondiscrimination Act of 2008

Inquiries regarding discrimination may be directed to:

CCSNH

Sara A. Sawyer

Director of Human Resources for the Community College System of New Hampshire

[ssawyer@ccsnh.edu](mailto:ssawyer@ccsnh.edu)

Great Bay Community College

Tina A. Favara, M.Ed.

Vice President of Student Success & Enrollment Management

[tfavara@ccsnh.edu](mailto:tfavara@ccsnh.edu)

Lakes Region Community College

Elizabeth Lawton

Executive Assistant to the President

[elawton@ccsnh.edu](mailto:elawton@ccsnh.edu)

Manchester Community College

Terry Chisholm  
Student Support Counselor  
[tchisholm@ccsnh.edu](mailto:tchisholm@ccsnh.edu)

Nashua Community College

Lizbeth Gonzales  
Vice President of Student and Community Affairs  
[lgonzales@ccsnh.edu](mailto:lgonzales@ccsnh.edu)

NHTI – Concord’s Community College

Laura Pantano, EdD  
Vice President of Student Affairs  
[lpantano@ccsnh.edu](mailto:lpantano@ccsnh.edu)

River Valley Community College

Jennifer Cournoyer  
Vice President of Academic and Student Affairs  
[jcournoyer@ccsnh.edu](mailto:jcournoyer@ccsnh.edu)

White Mountains Community College

Melissa LaPlante  
Director of Library Services  
[mlaplante@ccsnh.edu](mailto:mlaplante@ccsnh.edu)

Inquiries may also be directed to the NH Commission for Human Rights, 2 Industrial Park Drive, Concord, NH 03301, 603-271-2767, FAX: 603-271-6339; and/or the Equal Employment Opportunity Commission, JFK Federal Building, 475 Government Center, Boston, MA, 02203, 617-565-3200 or 1-800-669-4000, FAX: 617-565-3196, TTY: 617-565-3204 or 1-800-669-6820; and/or the US Department of Education, Office of Civil Rights, J.W. McCormack Post Office and Courthouse, Room 701, 01-0061, Boston, MA, 02109-4557, 617-223-9662, FAX: 617-223-9669, TDD:617-223-9695 or email [OCR\\_Boston@ed.gov](mailto:OCR_Boston@ed.gov).

## Institutional Financial Aid Directors

### *Alphabetical by Institution Name:*

#### **Susan Proulx**

Great Bay Community College  
320 Corporate Drive  
Portsmouth, NH 03801  
(603) 427-7600  
FAX (603) 334-6308  
[www.greatbay.edu/](http://www.greatbay.edu/)  
School code: 002583

#### **Kristen Purrington**

Lakes Region Community College  
379 Belmont Road  
Laconia, NH 03246  
(603) 524-3207  
(800) 357-2992  
FAX (603) 524-8084  
[www.lrcc.edu/](http://www.lrcc.edu/)  
School code: 007555

#### **Stephanie Weldon**

Manchester Community College  
1066 Front Street  
Manchester, NH 03102  
(603) 206-8110  
(800) 924-3445  
FAX (603) 668-3061  
[www.mccnh.edu](http://www.mccnh.edu)  
School code: 002582

#### **Shannon Carroll**

Nashua Community College  
505 Amherst Street  
Nashua, NH 03063  
(603) 542 – 7744  
FAX (603) 883-1636  
[www.nashuacc.edu/](http://www.nashuacc.edu/)  
School code: 009236

#### **Sheri Gonthier**

NHTI – Concord's Community College  
31 College Drive  
Concord, NH 03301  
(603) 230-4013  
(800) 247-0179

FAX (603) 230-9306  
[www.nhti.edu/](http://www.nhti.edu/)  
School code: 002581

**Shannon Carroll**  
River Valley Community College  
1 College Place  
Claremont, NH 03743  
(603) 542-7744  
(800) 837-0658 NH & VT  
FAX (603) 543-1844  
[www.rivervalley.edu/](http://www.rivervalley.edu/)  
School code: 007560

White Mountains Community College  
2020 Riverside Drive  
Berlin, NH 03570  
(603) 752-1113  
(800) 445-4525  
FAX (603) 752-6335  
[www.wmcc.edu/](http://www.wmcc.edu/)  
School code: 005291

## Glossary

<b>CGPA</b>	Cumulative GPA
<b>COA</b>	Cost of Attendance
<b>Census Date</b>	The date attendance is confirmed for each course and each student, prior to disbursement. This is also referred to as “freeze date.”
<b>DL</b>	Direct Student Loan – repayment is required
<b>EFC</b>	Expected Family Contribution – determined by the FAFSA
<b>FAFSA</b>	Free Application for Federal Student Aid
<b>FSA</b>	Federal Student Aid
<b>FWS</b>	Federal Work-Study Program
<b>GPA</b>	Grade Point Average
<b>Module/ Part of Term</b>	Any course scheduled to meet for less than the full semester
<b>PELL</b>	A Federal program where funds are offered to students with the highest amount of financial need – repayment is not required.
<b>PLUS</b>	Federal Parent Loan for Undergraduate Students – repayment is required.
<b>SAR</b>	Student Aid Report
<b>SEOG</b>	Federal Supplemental Educational Opportunity Grant – repayment is not required
<b>TITLE IV</b>	Federal financial aid programs authorized under Title IV of the Higher Education Act of 1965, as amended, and regulated and administered by the U.S. Department of Education.

## Accreditation

The seven institutions within CCSNH are accredited by, and are members of, the New England Commission of Higher Education (NECHE). All institutions are approved for Veterans’ benefits.

## What Is Financial Aid?

Financial aid is money to assist students and their families in paying for college. Expenses can be direct (charged directly to your college student account such as but not limited to tuition and fees) and indirect (such as but not limited to books, supplies, and transportation to/from college). There are several types of financial aid including grants, scholarships, loans and work-study.

- **Grants:** no repayment necessary; usually based on need
- **Scholarships:** typically no repayment necessary; based on merit and/or need
- **Loans:** repayment is required; loan type is based on need
- **Federal Work-Study:** work for an hourly rate; based on need

Financial aid offers may include a combination of the various types of aid.

## Who Is Eligible for Financial Aid?

Last Updated on 7/9/2021 to remove reference to selective service per the [Dear College Letter](#) published 6/11/2021 . See the [Prior Text Versions](#) section for the prior text version.

To receive federal, state, or college funds administered by CCSNH Financial Aid Offices, you must:

- demonstrate financial need (for most programs);
- be a U.S. citizen or an eligible noncitizen;
- have a valid Social Security number (with the exception of students from the Republic of the Marshall Islands, Federated States of Micronesia, or the Republic of Palau);
- be enrolled or accepted for enrollment as a regular student in an eligible degree or certificate program;
- be enrolled at least half-time to be eligible for Direct Loan Program funds;
- maintain satisfactory academic progress in college or career school;
- sign the certification statement on the *Free Application for Federal Student Aid* (FAFSA<sup>®</sup>) stating that
  - you are not in default on a federal student loan and do not owe money on a federal student grant and
  - you will use federal student aid only for educational purposes; and
- show you're qualified to obtain a college or career school education by
  - having a high school diploma or a recognized equivalent such as a General Educational Development (GED) certificate;
  - completing a high school education in a homeschool setting approved under state law (or—if state law does not require a homeschooled student to obtain a completion credential—completing a high school education in a homeschool setting that qualifies as an exemption from compulsory attendance requirements under state law); or
  - enrolling in an eligible career pathway program and meeting one of the "ability-to-benefit" alternatives described below.

If you have a Bachelor's degree, you may be eligible for student loans, but you are not eligible for Pell or SEOG grants.

An eligible certificate program requires 16 or more credit hours for completion. Federal loans are prorated for programs requiring 16 to 23 credits for completion. Students in certificate programs requiring less than 31 credits are only eligible to receive first year level loan limits.

You must be enrolled at least six credits to qualify for Direct Student Loans (DL). Audited courses, Transfer Credits, Credit by Exam and Experiential Learning Credits do not count towards eligibility.

If you want to use financial aid to pay for courses at more than one CCSNH College, you must complete a Consortium Agreement available at your home college Financial Aid Office.

**To maximize Pell grant eligibility a student must be registered for all courses prior to the primary census date within that semester. Students may contact the Financial Aid office for clarification.**

## How to Apply

Complete the Free Application for Federal Student Aid (FAFSA) at [www.studentaid.gov](http://www.studentaid.gov) each academic year you remain in college. Additional information/requirements may be requested by your home college. The [myStudentAid app](#) may be downloaded on the Google and Apple store and allows for completion of the FAFSA.

## APPLICATION PROCESS

The FAFSA is available October 1 each year. Applications are accepted all year long, but some aid is limited and offered on a first-come, first-served basis so it is best to apply as early as possible.

For the Financial Aid Office to offer aid a student must:

1. Complete the current aid year FAFSA
2. Be matriculated into a financial aid eligible program
3. Complete all the steps and requirements requested of you by the Financial Aid Office
4. Be meeting the standards of Satisfactory Academic Progress

A student can accept his/her financial aid, in part or in whole, online through the Student Information System (SIS).

Financial Aid will not disburse unless:

- The student is enrolled in enough credits to warrant the specific aid fund
- The student has completed any requirements of the aid fund

## Determining Your Eligibility

Financial aid eligibility (financial need) is determined by subtracting Expected Family Contribution (EFC) from Cost of Attendance.

$$\text{COA} - \text{EFC} = \text{Financial Need}$$

### Enrollment Status:

Enrollment status at CCSNH institutions is defined by the number of credits enrolled per semester:

Full-time:	12 or more credits in a semester
¾ time:	9 - 11 credits in a semester



½ time: 6 - 8 credits in a semester  
Less than ½ time: Less than 6 credits in a semester

### **Cost of Attendance (COA)**

The COA is an estimate of the cost of your attending college at a CCSNH institution, including tuition, fees, room and board, books and supplies, personal/miscellaneous expenses, and transportation.

The following is a sample COA constructed for a 9-month academic year with full time attendance (24 credit hours for the year) for a student living off campus. For more information regarding the COA at your college, contact your Financial Aid Office.

Tuition (24 credit hours)	\$4,800
Room and Board	\$13,248
Fees	\$624
Books and Supplies	\$1,400
Transportation	\$2,402
Personal Expenses	\$1,800
<b>Total Sample Cost of Attendance</b>	<b>\$24,274</b>

CCSNH uses period-based budgeting. Full Time is (12+credits), Mixed is (6 –11 credits), and Less than half time is (less than 6 credits). If a student is enrolled for less than half time in a semester, their COA must be adjusted for that semester to exclude Personal Expenses and Room and Board. Additionally, when a student withdraws from a course or course(s), a review of COA is required and the COA may be modified.

## Expected Family Contribution (EFC)

Your Expected Family Contribution (EFC) reflects your (and, if you are categorized as a dependent student, your family's) ability to contribute to the Cost of Attendance. The calculations used to determine the EFC are based on the United States Department of Education's mandated formula known as the federal methodology. The Department of Education applies the formula to the information you have provided on the FAFSA application and computes a figure for your Expected Family Contribution.

Your financial aid offer is based on both your demonstrated financial need and the availability of funds. Campus-based funds (SEOG and FWS) are limited, so you should apply early in the processing cycle.

## Offering Aid

Financial aid applications are processed, and financial aid is offered, according to US Department of Education regulations for administering the various types of available aid.

Federal student aid is offered according to student cost of attendance (COA). The aid package may be generated using an estimated COA, or, if the student is enrolled, using the calculated COA based on current enrollment level. Changes to enrollment affect COA and may impact aid eligibility.

Pell Grant eligibility is determined by completing the FAFSA. **Federal Pell Grant** is available to students with significant financial need and who meet all other eligibility requirements.

The Pell Grant is prorated per semester based on a student's enrollment.

Pell Grants are limited to a maximum of 12 full-time semesters, or the equivalent regardless of the colleges the student attends. In certain situations, an eligible student can receive up to 150 percent of his or her scheduled Pell Grant for an aid year.

The **Supplemental Educational Opportunity Grant (SEOG)** is available to students with significant financial need and who meet all other eligibility requirements. Availability is dependent on limited federal funding to the Colleges. SEOG is offered to students enrolled at least half-time (6 or more credits in one or more semesters) who meet all other eligibility requirements, until funds are exhausted.

**Federal Work-Study (FWS)** provides part-time jobs for undergraduate and graduate students with *financial need*, allowing a student to earn money to help pay education expenses. The program encourages community service work and work related to the student's course of study. FWS Program eligibility is available to students enrolled at least

half-time (6 or more credits in one or more semesters) who meet all other eligibility requirements. Funds available are based on limited annual federal funding.

All students are considered for the **Federal Direct Student Loan Program**. Direct Student Loans are available to students enrolled at least half-time (6 or more credits per semester) who meet all other eligibility requirements.

[Direct Subsidized Loans](#) are loans made to eligible undergraduate students who demonstrate financial need to help cover the costs of higher education at a college or career school.

[Direct Unsubsidized Loans](#) are loans made to eligible undergraduate students. The student does not have to demonstrate financial need to be eligible for the loan.

The maximum Direct Student Loan eligibility for first- year students (30 or fewer credits earned) is \$5,500 for dependent students and \$9,500 for independent students. As noted above, for students demonstrating financial need on the FAFSA, up to \$3,500 of this total may be Subsidized Direct Student Loan; the balance will be Unsubsidized Direct Student Loan.

The maximum Direct Student Loan eligibility for second year students (31 or more credits earned) is \$6,500 for dependent students and \$10,500 for independent students. As noted above, for students demonstrating financial need on the FAFSA, up to \$4,500 of this total may be Subsidized Direct Student Loan; the balance will be Unsubsidized Direct Student Loan.

### **Aggregate Federal Student Loan Limits**

There are aggregate federal loan limits. Students who qualify may borrow up to the following amounts to complete an undergraduate degree:

- Dependent Students – up to \$31,000 of which only \$23,000 may be subsidized;
- Independent Student – up to \$57,500 of which only \$23,000 may be subsidized.

### **Federal Parent Loan for Undergraduate Students (PLUS)**

Parent Loans for Undergraduate Students (PLUS) are loans made to parents of dependent undergraduate students to help pay for education expenses not covered by other financial aid. Additional information is available through the Financial Aid Office or at <https://studentaid.gov/>.

### **Alternative Loans for Parents and Students**

These loans are offered by various lenders to assist parents and students meet educational expenses. Such funds may assist families that do not qualify for or need to supplement other forms of financial aid. Information is available at <https://www.elmselect.com/v4/>.

## **Lender Code of Conduct**

Information is available on the Code of Conduct for the Federal Direct Loan and Private Loan Programs at [CCSNH Lender Code of Conduct](#)

### **Grade Level**

Grade level is determined by the number of credits successfully completed, accepted and recorded by the Registrar's office.

First Year - 01 grade level - 0 to 30 credits earned

Second Year - 02 grade level – 31 or more credits earned

Third Year (Eligible Nursing Program Only) – 03 grade level – 61 or more credits earned

### **Special Circumstances**

The financial aid staff at CCSNH colleges calculates each financial aid offer individually, based on financial need as demonstrated by the FAFSA. The calculation is usually based on a student's and family's prior prior calendar-year income. Students and families who have experienced significant changes in family structure, size or income should contact the Financial Aid Office to discuss the situation. If a special review is appropriate, the student will be asked to complete a Special Circumstances application and will be advised what additional documentation is required.

### **Consortium Agreements**

Colleges within the CCSNH have worked out a Consortium Agreement procedure, whereby students receiving financial aid at their home college may use that aid to take courses at other host colleges within the System. The agreement is a formal contract between the student and the home and host colleges.

A student who wishes to receive financial aid to take a course at a CCSNH college other than the home college is required to complete a Consortium Agreement with the home college Financial Aid Office. Courses taken at a host College must be approved for transfer to the student's home college academic program.

Students participating in the Consortium Agreement program give permission for the host college transcript to be presented to the home college Registrar. Courses covered by the Consortium Agreement will be taken into account in determining Satisfactory Academic Progress for Financial Aid at the home college.

Please contact the Financial Aid Office at your home college for more information.

## Return of Title IV Funds

### Treatment of Title IV Aid When a Student Withdraws

The law specifies how your school must determine the amount of Title IV program assistance that you earn if you withdraw from school. The Title IV programs that are covered by this law are Federal Pell Grants, Iraq and Afghanistan Service Grants, Direct Loans, Direct PLUS Loans, and Federal Supplemental Educational Opportunity Grants (SEOG).

Though your aid is posted to your account at the start of each period, you earn the funds as you complete the period. If you withdraw during your payment period or period of enrollment (your school can define these for you and tell you which one applies to you), the amount of Title IV program assistance that you have earned up to that point is determined by a specific formula. If you received (or your school or parent received on your behalf) less assistance than the amount that you earned, you may be able to receive those additional funds. If you received more assistance than you earned, the excess funds must be returned by the school and/ or you.

The amount of assistance that you have earned is determined on a pro rata basis. For example, if you completed 30% of your payment period or period of enrollment, you earn 30% of the assistance you were originally scheduled to receive. Once you have completed more than 60% of the payment period or period of enrollment, you earn all the assistance that you were scheduled to receive for that period.

If you did not receive all of the funds that you earned, you may be due a post-withdrawal disbursement. If your post-withdrawal disbursement includes loan funds, your school must get your permission before it can disburse them. You may choose to decline some or all of the loan funds so that you don't incur additional debt. Your school may automatically use all or a portion of your post-withdrawal disbursement of grant funds for tuition, fees, and room and board charges (as contracted with the school). The school needs your permission to use the post-withdrawal grant disbursement for all other institutional charges. If you do not give your permission (some schools ask for this when you enroll), you will be offered the funds. However, it may be in your best interest to allow the school to keep the funds to reduce your debt at the school.

There are some Title IV funds that you were scheduled to receive that cannot be disbursed to you once you withdraw because of other eligibility requirements. For example, if you are a first-time, first-year undergraduate student and you have not completed the first 30 days of your program before you withdraw, you will not receive any Direct Loan funds that you would have received had you remained enrolled past the 30th day.

If you receive (or your school or parent receive on your behalf) excess Title IV program funds that must be returned, your school must return a portion of the excess equal to the lesser of:

1. your institutional charges multiplied by the unearned percentage of your funds, or

2. the entire amount of excess funds.

The school must return this amount even if it didn't keep this amount of your Title IV program funds.

If your school is not required to return all of the excess funds, you must return the remaining amount.

For any loan funds that you must return, you (or your parent for a Direct PLUS Loan) repay in accordance with the terms of the promissory note. That is, you make scheduled payments to the holder of the loan over a period of time.

Any amount of unearned grant funds that you must return is called an overpayment. The maximum amount of a grant overpayment that you must repay is half of the grant funds you received or were scheduled to receive. You do not have to repay a grant overpayment if the original amount of the overpayment is \$50 or less. You must make arrangements with your school or the Department of Education to return the unearned grant funds.

The requirements for Title IV program funds when you withdraw are separate from any refund policy that your school may have. Therefore, you may still owe funds to the school to cover unpaid institutional charges. Your school may also charge you for any Title IV program funds that the school was required to return. If you don't already know your school's refund policy, you should ask your school for a copy. Your school can also provide you with the requirements and procedures for officially withdrawing from school.

If you have questions about your Title IV program funds, you can call the Federal Student Aid Information Center at 1-800-4-FEDAID (1-800-433-3243). TTY users may call 1-800-730-8913. Information is also available on Student Aid on the Web at <https://studentaid.gov/>.

The Registrar's Office is the official authority within the college designated to accept withdrawal notifications. If a student communicates to a staff person in the Registrar's office while that person is acting in an official capacity, that communication in whatever form (verbal or written), is considered official notification. Students are urged to submit a signed withdrawal form and/or Add/Drop form to the Registrar's Office to show their intent to withdraw. The official date of withdrawal will be the date the form is submitted to the Registrar's Office or the student verbally notifies the Registrar's Office.

Students are considered unofficially withdrawn from classes when they cease attending all classes after the add/drop period and fail to provide official notification of their intent to withdraw. Instructors will enter a grade of AF for these students. Their withdrawal date for R2T4 purposes will be the midpoint of the semester unless a different date of notification is provided by an instructor prior to the end of the semester.

When a student fails to **earn** at least one grade in a credit course per term, the withdrawal calculation must be performed. A grade of F is considered an earned F. A grade of AF is not considered an earned F.

The school will use the federal policy to determine the amount which must be returned by the school and/or the student to Title IV programs. The procedure is:

1. Determine withdrawal date
2. Determine the period of enrollment
3. Determine Amount of Earned Title IV Aid
4. Determine Amount of Unearned Title IV Aid
5. Determine Title IV Aid to be disbursed
6. Determine Title IV Aid Disbursed
7. Determine Title IV Aid to be Returned
8. Calculate the College's Responsibility
9. Determine Amount College Returns by Program
10. Determine Student's Responsibility
11. Determine Amount Student Returns by Program

Students that fall into the Return of Title IV Funds obligation category will be notified with a letter explaining the results of the school's calculation process.

The College will return funds to the appropriate aid programs as prescribed by law and regulation in the following order:

1. Federal Direct Unsubsidized Stafford Loan
2. Federal Direct Subsidized Stafford Loan
3. Federal Direct PLUS Loan
4. Federal Pell Grant
5. Federal Supplemental Education Opportunity Grant (SEOG)

The College must return funds as soon as possible but no later than 45 days from the date the College determined the student withdrew.

If a student owes federal financial aid repayments or Return of Title IV Funds, the student will be denied federal aid eligibility at any institution and will not be able to enroll until full payment arrangements are made.

Satisfactory Academic Progress (SAP) requirements apply to all financial aid recipients regardless of the funding status due to a Return of Title IV Funds calculation. Repayment of part of a student's federal financial aid does not release the student from the SAP requirements.

## Verification

Any student completing a FAFSA may be required, by the US Department of Education, to verify the information provided on the FAFSA. Students whose FAFSAs have been selected for the Verification process are required to complete the verification process with their individual college. The verification process must be complete before financial aid can be offered or disbursed. Students will be advised of the documentation needed to meet verification requirements. This documentation may include some or all of the following:

- 2021-2022 Verification Worksheet
- 2019 Federal Tax Return Transcripts for the applicant
- 2019 Federal Tax Return Transcripts of the applicant's parents if the student is considered dependent for financial aid purposes
- 2019 W2's
- 2021-2022 Verification of Identity/Statement of Educational Purpose
- Verification of untaxed income from 2019

Applicants should be aware that until all required documentation has been received and reviewed by the Financial Aid Office, no Title IV money will be offered and/or disbursed.

If the documentation verifies the information submitted on the original application, financial aid will be offered and disbursed as soon as admission, registration and class attendance can be confirmed.

If the documentation indicates the need for corrections, the corrections will be submitted electronically to the Department of Education by the Financial Aid Office. The student will receive a revised Student Aid Report from the Department of Education. Financial aid will be offered and disbursed as soon as admission, registration and class attendance can be confirmed.



## Satisfactory Academic Progress (SAP) Policy

Last Updated on 12/8/2021 . See the [Prior Text Versions](#) section for the prior text version.

The Financial Aid Office is required by federal regulations to periodically review financial aid recipients to ensure that they are making academic progress towards the completion of their program of study. Satisfactory academic progress for financial aid recipients is measured by both qualitative and quantitative standards and is an assessment of a student’s cumulative academic record while in attendance at the institution.

Qualitative - Cumulative GPA (CGPA) Component	Must have earned the required CGPA at the published intervals.
Quantitative - Pace (Completion Rate) Component	Must complete at least <a href="#">67% of the credits attempted, rounded to the nearest percent</a> .
Quantitative - Maximum Timeframe Component	Students must complete the program of study within 150% of the timeframe allowed.

In general, coursework that is taken while in attendance at the CCSNH institution is considered when reviewing a student’s academic record for satisfactory academic progress. However, there are some exceptions. Please see the section on Treatment of Repeated Courses, Audited Courses, Incompletes, Developmental/Remedial Courses, English as a Second Language Courses (ESOL), Credits by Examination, Non-punitive grades, Pass/Fail Grades, Withdrawals.

### Qualitative Standard - Cumulative GPA (CGPA) Component

A student must maintain a minimum cumulative grade point average as noted below in order to be making satisfactory academic progress. A GPA calculator is available at <https://www.ccsnh.edu/admissions/gpa-calculator/>

Total Credits Passed at Institution	Minimum Cumulative Grade Point Average Required for the Program	
	Certificate/Diploma	Associate Degree
0 – 13	1.50	1.50
14 – 27	2.00	1.70
28 – 40	2.00	1.80
41 +	2.00	2.00

### Quantitative Standard - Pace (Completion Rate Component) and Maximum Timeframe Component

The quantitative standard of the satisfactory academic policy is comprised of two elements. The first element, maximum time frame, is the time frame by which a student must complete an academic program. The second element, pace, includes determining whether a student is on track to complete the program within the set maximum time frame. Once it has become apparent a student will be unable to complete their academic program within the maximum time frame, either by falling below the pace standard or by having attempted

150% of the credits required to complete their academic program, the student becomes ineligible for Title IV aid.

#### Pace (Completion Rate Component)

A student must complete at least 67% of the total credits he/she attempted throughout his/her academic career at the college, [rounded to the nearest percent](#). All attempted credits, including transfer credits, will be included in the quantitative calculation.

For example, a student who has attempted 36 credits at the college must earn credit for at least 24 credits in order to meet the requirements of satisfactory academic progress.

#### Maximum Timeframe Component

In order to be eligible for federal student aid, students must complete the program of study within 150% of the timeframe allowed. For example, a student enrolled in a 60 credit degree program must complete the program before exceeding 90 attempted credits. For a student who changes majors, only coursework attempted that is applicable to the new program of study is counted in the maximum timeframe. Developmental and remedial classes may be excluded from the 150% calculation. Throughout enrollment, as soon as it can be determined that a student is not on target to graduate within 150% of the standard program length, financial aid will be suspended.

Students may be identified and suspended as they reach the 150% time limit, but the college understands there are situations such as enrollment for a 2nd or subsequent degree, a change of major, or the non-applicability of transfer credit the could result in a student needing a reset of the Quantitative – Maximum Timeframe Component.

#### Academic Periods Included in the Review

The qualitative and quantitative standards of the Satisfactory Academic Progress policy will be used to review the academic progress for all periods of the student's enrollment. Even periods in which the student did not receive federal student aid will be included in the review. Additionally, periods for which the student was granted academic amnesty will be included in the review.

#### Timing of the Review

The Financial Aid Office of the CCSNH institution will evaluate a financial aid recipient's satisfactory academic progress upon completion of each semester within the academic year of the program the student is enrolled in.

#### Results of the Review

##### Meeting Satisfactory Academic Progress (SAP) Standards

Students who meet SAP standards will be coded as making Satisfactory Academic Progress and will retain eligibility for federal student aid for the next semester of enrollment.

### Satisfactory Academic Progress (SAP) Warning

Students who do not meet SAP standards will be placed on SAP warning for one semester. Students placed on SAP warning will retain eligibility for federal student aid for the warning semester.

At the end of the warning period, SAP standards will be reviewed. If the student meets SAP standards, he/she will be coded as making satisfactory academic progress and retain eligibility for federal student aid for the next semester of enrollment. If the student is still unable to meet SAP standards, he/she will be ineligible for federal student aid at the institution until he/she is able to meet SAP standards or granted Probation.

### Satisfactory Academic Progress (SAP) Suspension

If the student is still unable to meet SAP standards after his/her Warning Period, he/she will be ineligible for federal student aid at the institution until he/she is able to meet SAP standards or has been granted Probation.

### Satisfactory Academic Progress (SAP) Probation

A student who becomes ineligible for federal student aid may appeal for a review of that determination. If the appeal is granted, a student is assigned a SAP status of Probation. Generally, all students must have an academic plan if he/she requires more than one semester to reestablish financial aid eligibility. During Probation, the student is eligible to receive federal student aid.

### Appeal Process

A student who becomes ineligible for federal student aid may appeal for a review of that determination. The student appeal request and any supporting documentation or degree audit must be submitted to the Financial Aid Office. A successful appeal results in Probation and allows the student to be eligible for federal student aid for his/her probationary period.

A student choosing to submit an appeal of his/her SAP review results may be requested to submit the following information to the Financial Aid Office:

- 1) A written explanation of the circumstances that prevented him/her from achieving SAP standards, documentation of any extenuating circumstances, and what has changed in his/her situation that will allow him/her to achieve satisfactory academic progress unless the situation was evident. The Financial Aid Appeals Committee reserves the right to request further information from the student to support information provided in his/her explanation.
- 2) An academic plan which the student will follow to regain satisfactory academic progress.
- 3) If a student changes curriculum programs, is working toward multiple degrees/certificates, or graduates and enrolls in a second degree and then reaches 150% of the credits required for the new degree (or primary

degree/certificate in the case of multiple degrees/certificates), a degree audit or academic plan may be requested with the appeal and will be evaluated on an individual, case-by-case basis.

**Regaining Eligibility**

Unless an appeal is granted, a student can regain financial eligibility only by taking action that brings him/her into compliance with both the qualitative and quantitative components of the CCSNH institution’s satisfactory academic progress policy. Neither paying for one’s own classes nor sitting out a semester affects a student’s SAP standing, so neither is sufficient to re-establish financial aid eligibility.

If a financial aid recipient believes he/she is meeting Satisfactory Academic Progress standards then he/she can request to have his/her SAP standing reviewed upon completion of the semester. If the student is found to be meeting both the qualitative and quantitative components of the SAP policy and to not have exceeded maximum time frame, then his/her status will be updated to reflect he/she is meeting Satisfactory Academic Progress standards, and the student will be eligible to receive Title IV financial aid the next semester.

Satisfactory Academic Progress (SAP) Review FAQs:	
Question	Answer
When is my academic progress reviewed?	At the end of each semester
What academic periods are included?	All periods, even those in which the student did not receive financial aid, was in a different major, and those for which the student was granted academic amnesty
What are the results of the review?	Satisfactory Academic Standing, Warning, or Suspension
What does Warning mean for me?	Students who do not meet SAP standards will be placed on SAP warning for one semester. Students placed on SAP warning will retain their eligibility for federal student aid for their warning semester.
What happens at the end of the Warning Period?	At the end of the warning period, SAP standards will be reviewed. If the student meets SAP standards, he/she will once again be coded as making satisfactory academic progress and will retain his/her federal student aid eligibility for his/her next semester. If the student is still unable to meet SAP standards, he/she will no longer be eligible to receive federal student aid at the institution until such time that he/she is able to meet SAP standards or has been granted Probation.

What does suspension mean for me?	The student will no longer be eligible to receive federal student aid at the institution until such time that he/she is able to meet SAP standards or has been granted Probation.
Is there an appeal process if my aid is suspended?	Yes, please see the section on the Appeal process.
Can you regain Financial Aid eligibility once it has been suspended?	Yes, please see the section on Regaining Eligibility.
What does Probation mean?	A student who becomes ineligible for federal student aid may appeal for a review of that determination. If the appeal is granted, a student will be assigned a SAP status of Probation. During Probation, the student will be eligible to receive federal student aid funding.

**Treatment of Academic Amnesty, Repeated Courses, Audited Courses, Incompletes, Developmental/Remedial Courses, English as a Second Language Courses (ESOL), Credits by Examination, Non-punitive grades, Pass/Fail Grades, Withdrawals**

The following table is a breakdown of how each type of course or credit is treated in the review.

	Cumulative GPA Component	Completion Rate Component	Maximum Timeframe Component
Academic Amnesty	Y	Y	Y
Repeat Courses	Y	Y	Y
Transfer Credits	N	Y	Y
Consortium Credits	N	Y	Y
Developmental/ Remedial/ESOL	Y	Y	Y
Incompletes	Y	Y	Y
Audit Courses	N	N	N
Non-punitive Grades	N	Y	Y
Pass/Fail Grades	N	Y	Y
Withdrawals	N	Y	Y

**Academic Amnesty**

Course catalog links updated 7/9/2021. See the [Summary of Recent Changes](#) section for the prior text version.

Students who are granted academic amnesty should be aware that previous grades will be used to evaluate Satisfactory Academic Progress (Quantitative and Qualitative) for financial aid purposes even though they are not included in the new academic grade point average. The repeat course policy applies to courses under academic amnesty.

For more information on academic amnesty, refer to your school's academic catalog (see links below).

[GBCC Course Catalog](#)

[LRCC Course Catalog](#)

[MCC College Catalog](#)

[NCC College Catalog](#)

[NHTI College Catalog](#)

[RVCC College Catalog](#)

[WMCC College Catalog](#)

### Repeat Course

For one time only, financial aid will cover a repeated course that has been previously passed (and paid for with financial aid funds). For this purpose, passed means any grade higher than an "F," regardless of any program requirement of a higher qualitative grade.

Financial aid funds may be used repeatedly to pay for a course if the student failed/withdrew. However, if a student passed a course once, and uses financial aid funds for retaking it and fails, that failure counts as their paid retake. The student may not be paid for retaking the course a third time.

Credit for a course can only be earned one time. Only the most recent attempt of the repeated course is counted in the Cumulative GPA and the quantitative earned credits. Attempted credits are always part of the quantitative calculation.

### Transfer Credits

Credits that are transferred in from another institution will be excluded from the student's cumulative GPA. However, they will be included in the calculation for the maximum timeframe and completion rate components.

### Consortium Credits

All courses taken at an institution other than the home institution through an official consortium are included in the calculation for completion rate and maximum timeframe components but are excluded from the student's cumulative GPA component.

### Developmental/Remedial/ESOL Credits

Credits from these courses may be included in the calculations for all three components of the satisfactory academic progress review. A student is eligible for up to 24 credit hours of federal student aid in this category. ESOL credits are not counted against the 24 credit hour limitation. These courses may be removed from the quantitative and maximum timeframe calculations, but never from the qualitative calculation.

### Incompletes

Incompletes must generally be resolved by the end of the third week of the semester following the receipt of the incomplete grade. If not, the grade is either automatically changed to an “F” or is considered to be an “F” for all components of the satisfactory academic progress review.

### Audit Courses

Financial Aid does not cover any courses a student audits. Further, audit courses are not included for any of the calculated components.

### Credit by Examination

Financial Aid does not pay for credit by examination. Credit by Examination is included in the maximum timeframe and completion rate components of Satisfactory Academic Progress but is not included in the cumulative GPA component.

### Non-punitive Grades

Non-punitive grades will not impact the cumulative GPA component of a student’s SAP status. However, they will be included in the calculation of the maximum timeframe and the completion rate components.

### Pass/Non-Pass Grades

Pass/Non-Pass grades will not impact the cumulative GPA component of a student’s SAP status. However, they will be included in the calculation of the maximum timeframe and the completion rate components.

### Withdrawals

Withdrawals will not impact the cumulative GPA component of a student’s SAP status. However, they will be included in the calculation of the maximum timeframe and the completion rate components.

For further information about the Financial Aid Satisfactory Academic Progress policy, please contact the Financial Aid Office.

## **Is Financial Aid Taxable?**

Scholarships and grants (but not loans) which exceed the cost of tuition, fees, required books and equipment are considered taxable income under the Tax Reform Act of 1986. It is the responsibility of the student to properly report this income to the Internal Revenue Service.

<https://www.irs.gov/forms-pubs/about-publication-970>

### Information on Tax Credits

Many taxpayers are now eligible to claim educational tax credits through the Lifetime Learning Credit or the American Opportunity Tax Credit.

Please note, the colleges do not provide personal tax advice. We suggest you contact a qualified tax professional for additional information. In late January, 1098-T forms are mailed to students. These forms show eligible charges billed, and grants and /or scholarships processed in the applicable year.

Additional information is available at [www.irs.gov](http://www.irs.gov)

### **Consumer Information**

The websites of each of the CCSNH Colleges contain significant consumer information. These pages may be helpful to students seeking financial aid funding:

#### **Great Bay Community College**

<https://greatbay.edu/about/consumer-information>

#### **Lakes Region Community College**

[www.lrcc.edu/about-lrcc/consumer-information-disclosures](http://www.lrcc.edu/about-lrcc/consumer-information-disclosures)

#### **Manchester Community College**

[www.mccnh.edu/consumer-information](http://www.mccnh.edu/consumer-information)

#### **Nashua Community College**

<https://nashuacc.edu/about/institutional-info/consumer-information/>

#### **NHTI – Concord’s Community College**

[www.nhti.edu/student-resources/consumer-information](http://www.nhti.edu/student-resources/consumer-information)

#### **River Valley Community College**

<https://www.rivervalley.edu/consumer-information/?highlight=consumer%20information>

#### **White Mountains Community College**

[www.wmcc.edu/consumer-information](http://www.wmcc.edu/consumer-information)

### **Financial Aid Helpful Links**

<https://www.ccsnh.edu/paying-for-college/financial-aid-helpful-links/>

All financial aid applications will be considered without regard to race, color, religion, national origin, gender, sexual orientation, age, marital status, or the presence of any physical, sensory or mental disability.

Information in this publication is subject to change without notice and does not constitute an agreement between CCSNH Colleges and the student.



## Prior Text Versions

This section contains information that was edited. The section edited has been bookmarked. The prior text versions will be archived each year as of January 1. A link to the archived changes will be provided.

### Satisfactory Academic Progress

Updated 12/8/2021

#### Qualitative Standard - Cumulative GPA (CGPA) Component

A student must maintain a minimum cumulative grade point average as noted below in order to be making satisfactory academic progress. A GPA calculator is available at

<https://www.ccsnh.edu/admissions/gpa-calculator/>

Total Credits Earned	Minimum Cumulative Grade Point Average Required for the Program	
	Certificate/Diploma	Associate Degree
0 – 13	1.50	1.50
14 – 27	2.00	1.70
28 – 40	2.00	1.80
41 +	2.00	2.00

### Non-Discrimination Statement

Updated: 7/9/2021

The Community College System of New Hampshire (CCSNH) does not discriminate in the administration of its admissions and educational programs, activities, or employment practices on the basis of race, color, religion, national origin, age, sex, disability, gender identity and expression, genetic information, veteran status, sexual orientation, or marital status. This statement is a reflection of the mission of CCSNH and refers to, but is not limited to, the provisions of the following laws:

- **Title VI and VII of the Civil Rights Act of 1964, as amended**
- **The Age Discrimination Act of 1967 (ADEA)**
- **Title IX of the Education Amendment of 1972**
- **Section 504 of the Rehabilitation Act of 1973**
- **The Americans with Disabilities Act of 1990 (ADA)**
- **Section 402 of the Vietnam Era Veteran’s Readjustment Assistance Act of 1974**
- **NH Law Against Discrimination (RSA 354-A)**
- **Genetic Information Nondiscrimination Act of 2008**

Inquiries regarding discrimination may be directed to:

CCSNH

Sara A. Sawyer

Director of Human Resources for the Community College System of New Hampshire

[ssawyer@ccsnh.edu](mailto:ssawyer@ccsnh.edu)

Great Bay Community College

Tina A. Favara, M.Ed.

Vice President of Student Success & Enrollment Management

[tfavara@ccsnh.edu](mailto:tfavara@ccsnh.edu)

Lakes Region Community College

Elizabeth Lawton

Executive Assistant to the President

[elawton@ccsnh.edu](mailto:elawton@ccsnh.edu)

Manchester Community College

Terry Chisholm

Student Support Counselor

[tchisholm@ccsnh.edu](mailto:tchisholm@ccsnh.edu)

Nashua Community College

Lizbeth Gonzales

Vice President of Student and Community Affairs

[lgonzales@ccsnh.edu](mailto:lgonzales@ccsnh.edu)

NHTI – Concord’s Community College

Laura Pantano, EdD

Vice President of Student Affairs

[lpantano@ccsnh.edu](mailto:lpantano@ccsnh.edu)

River Valley Community College

Jennifer Cournoyer

Vice President of Academic and Student Affairs

[jcournoyer@ccsnh.edu](mailto:jcournoyer@ccsnh.edu)

White Mountains Community College

Melissa LaPlante

Director of Library Services

[mlaplante@ccsnh.edu](mailto:mlaplante@ccsnh.edu)

Inquiries may also be directed to the US Department of Education, Office of Civil Rights, J.W. McCormack Post Office and Courthouse, Room 701, 01-0061, Boston, MA, 02109-4557, 617-223-9662, FAX: 617-223-9669, TDD:617-223-9695, or Email: [OCR\\_Boston@ed.gov](mailto:OCR_Boston@ed.gov) ; the NH Commission for Human Rights, 2 Chennell Drive, Concord, NH 03301, 603-271-2767, FAX: 603-271-6339; and/or the Equal Employment Opportunity Commission, JFK Federal Building, 475 Government Center, Boston, MA, 02203, 617-565-3200 or 1-800-669-4000, FAX: 617-565-3196, TTY: 617-565-3204 or 1-800-669-6820.

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[Who is Eligible for Financial Aid?](#)

Updated: 7/9/2021

To receive federal, state, or college funds administered by CCSNH Financial Aid Offices, you must:

- demonstrate financial need (for most programs);
- be a U.S. citizen or an eligible noncitizen;
- have a valid Social Security number (with the exception of students from the Republic of the Marshall Islands, Federated States of Micronesia, or the Republic of Palau);
- be registered with selective service, if you're a male (you must register between the ages of 18 and 25);
- be enrolled or accepted for enrollment as a regular student in an eligible degree or certificate program;
- be enrolled at least half-time to be eligible for Direct Loan Program funds;
- maintain satisfactory academic progress in college or career school;
- sign the certification statement on the *Free Application for Federal Student Aid* (FAFSA®) stating that
  - you are not in default on a federal student loan and do not owe money on a federal student grant and
  - you will use federal student aid only for educational purposes; and
- show you're qualified to obtain a college or career school education by
  - having a high school diploma or a recognized equivalent such as a General Educational Development (GED) certificate;
  - completing a high school education in a homeschool setting approved under state law (or—if state law does not require a homeschooled student to obtain a completion credential—completing a high school education in a homeschool setting that qualifies as an exemption from compulsory attendance requirements under state law); or
  - enrolling in an eligible career pathway program and meeting one of the "ability-to-benefit" alternatives described below.

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### [Academic Amnesty](#)

Course catalog links updated:7/9/2021

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