



FINANCIAL AID OFFICE

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SATISFACTORY ACADEMIC PROGRESS (SAP) POLICY *CREDIT PROGRAM*

Satisfactory Academic Progress (SAP) Standards

In accordance with Federal and State regulations, these guidelines apply to all students requesting Title IV funds regardless of whether the student has previously received financial aid. The U.S. Department of Education, Federal Student Aid mandates financial aid students to meet and maintain satisfactory academic progress standards as they progress through their financial aid eligible educational program. These standards may be different from College's standards. To determine students' financial aid eligibility at City College of San Francisco (CCSF) we use the satisfactory academic progress standards. These standards apply to all coursework taken whether or not financial aid was received in the past. As a financial aid student, you must meet all SAP standards as describe below.

- Maintain a 2.0 cumulative grade point average (GPA)
- Complete 67% of all units attempted
- Complete a financial aid eligible educational program within 150% maximum time frame (MTF)

SAP standards will be used to monitor and calculate students' academic progress at the end of every semester including summer. Students who meet SAP standards are in good financial aid standing.

Explanation of Standards

- ***Maintain a 2.0 Cumulative Grade Point Average (GPA)***

Once grades post at the end of the semester, the overall grade point average is used to calculate and determine eligibility. A, B, C, D, and F grades will be used in the calculation. P (PASS) and NP (NO PASS) grades will not be used in the calculation. Transfer coursework from prior college/university will not be included in the calculation.

- ***Complete 67% of All Units Attempted***

In addition to the GPA calculation, total unit completion will be used to determine eligibility. A, B, C, D, F, W, FW (Fail to Withdraw), P (Pass), NP (No Pass), I (Incomplete), RD (Report Delayed), or MW (Military Withdrawal) grades will be used to calculate completion rate. Transfer coursework officially submitted and evaluated by Admission and Records will also be included in the calculation. The formula used to calculate completion rate is as followed:

Total Units Earned ÷ All Units Attempted = Unit Completion Rate

- ***Complete a Financial Aid Eligible Educational Program within 150% Maximum Time Frame (MTF)***

Length of eligibility is limited to 150% of a financial aid eligible educational program. CCSF is a two-year community college where most of the associate degree and transfer programs can be completed within 60 units. Units vary for certificate programs. See formula used to calculate maximum time frame and chart on the next page. The link below will provide you with a listing of Title IV eligible Gainful Employment Programs. <http://www.ccsf.edu/GainfulEmployment/>



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Maximum Time Frame Chart

Formula: Number of units require for program x 150% = maximum time frame units

Financial Aid Eligible Educational Program	Limit of Units
Eligible Certificate	Units vary
Associate Degree	90 attempted units
Transfer Program	90 attempted units

All CCSF attempted units and transfer coursework from prior college/university will be counted in the maximum time frame calculation. Thus, 90 attempted units is the maximum for which a student can receive financial assistance (60 units x 150% = 90 units). On a case-by-case basis, student may be permitted to receive financial aid beyond the maximum time frame if there is a change in major or if a degree or transfer program requires units in excess of 90.

Students are encouraged to see a counselor and develop a Full Educational Plan to ensure that they are following the financial aid eligible educational program. Financial Aid may be received for remedial and ESL courses if the courses are a prerequisite for entrance into a financial aid eligible educational program. To ensure that a student is making progress toward a financial aid eligible educational program, student is advised to start incorporating coursework that is applicable to the educational goal after two to three semesters of remedial instruction. It is critical that student's take the correct classes required for their degree, as even passing classes with a high GPA, does not ensure the student will be able to graduate within the 150% maximum time frame. Taking courses not required for students' particular degree, may result in the student being cut off from receiving future financial aid. Students may receive financial aid pursuing one specific approved eligible program at one time.

Financial Aid Warning

Satisfactory academic progress is monitored at the end of every semester. Students who do not maintain and meet SAP policy will receive a "Warning" notification at the conclusion of the semester. Warning status is only a forewarning message, encouraging students to rectify their academic progress for the current semester, so that financial aid eligibility can be continued. Warning status lasts for one semester only, during which students may continue to receive Federal Student Aid funds.

Financial Aid Disqualification

Students who fail to make satisfactory academic progress after the warning period lose their federal student aid eligibility and will go on to disqualification status. CCSF allows students the option to submit an appeal for review. Submitting an appeal application does not guarantee reinstatement of financial aid. Students who have attempted 120 units or more are not eligible to submit a SAP Appeal. The final decision is at the sole discretion of the Appeal Committee guided by federal financial aid guidelines. If a student's financial aid is reinstated, student will be placed on "Probation." If a student does not make satisfactory academic progress during the probation term, they will be disqualified from receiving financial aid for the following term.



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Students with an Associate's Degree

Students who have earned an Associate's Degree and continue enrollment at CCSF are not making satisfactory academic progress and will be placed on financial aid disqualification. A disqualified student may submit a SAP appeal to the Financial Aid Office.

Other Provisions

The Financial Aid Office has the authority under federal regulations to place a student on warning, probation or disqualification for future financial aid due to academic history indicating a pattern of inability or unwillingness to progress, such as continued or numerous withdrawals or enrollment inconsistent with the student's educational objective, for failing to meet reasonable academic progress standards. If grades are not yet posted, any financial aid award offered is tentative until the academic record is reviewed.

If at any point in time it is determined that the student cannot complete their course of study within the 150% timeframe (90 units for AA/AS, other certificate programs, will vary), they will be immediately disqualified from future financial aid for the remainder of their program, even if currently they are meeting SAP standards.

Appeal Process

The Financial Aid Office has established an Appeal Committee to review appeals. The Appeal Committee will use federal guidelines to determine if a student can be reinstated for financial aid. The Financial Aid Office reserves the right to request unofficial academic transcripts from prior college/university. While the appeal is in the review process, students should be prepared to pay for their educational expenses from their own resources to secure required books and materials at the beginning of the semester. Students are advised to explore other resources on and off campus. Students who have attempted 120 units or more are not eligible to submit a SAP Appeal.

Appeal must be submitted before established semester deadlines. No exception can be made after the deadline. Due to the high volume of appeal submissions, it may take 4-5 weeks for a decision to be emailed to you. Submitting an appeal does not guarantee reinstatement of financial aid. *ONCE AN APPEAL DECISION HAS BEEN RENDERED, THE DECISION OF THE APPEAL COMMITTEE IS FINAL.*

Steps to Appeal

1. Completion of an online SAP workshop is required prior to submitting an appeal package.
2. Prepare a typed personal statement explaining your situation.
3. Complete and submit a SAP Application
4. A Full Educational Plan is a required document for appeal. It is an unofficial outline of required courses. An appointment can be scheduled with an academic counselor to develop.
5. A decision will be emailed (CCSF Gmail account) to you within 4-5 weeks from the Appeal Committee.

****Note: Any missing documentation may result in an automatic appeal denial****

Extenuating Circumstances Appeal

Students who are ineligible because of a grade point average (GPA) less than 2.0 or a completion rate of less than 67%, due to extenuating or mitigating circumstances, must submit supporting documentation of extenuating circumstances with appeal packet for review. This must be documentation of extenuating



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circumstances for the semesters where there was lack of progress, and must match up with the typed personal statement.

An ineligible student may submit a SAP Appeal Packet with a thorough and clearly typed personal statement of the extenuating circumstances surrounding failure to maintain SAP, including corrective action to be taken in order to meet SAP standards and attach documentation to support. Incorrect or contradictory appeals will be denied, and the student will not be able to resubmit their appeal during that semester. The appeal will be denied if extenuating circumstance documentation is not provided. Determination may also be based upon several factors, including Federal and State regulations, ability to meet SAP standards, the student's academic and financial aid history and the student's clearly stated and documented extenuating circumstances.

Reasons under which a student may be eligible for an Extenuating Circumstances Appeal and supported with official documentation such as:

- Serious Illness, injury or medical condition requiring doctor's care – medical records that corroborate illness and length of recuperation
- Death of an immediate family member such as parent, sibling, spouse, dependent child, or grandparent – copy of obituaries or death certificate
- Victim of a crime or unexpected disaster – provide necessary documentation to support your situation
- Extenuating circumstances that were beyond the student's control – provide necessary documentation to support your situation

Reasons under which a student may be ineligible for an Extenuating Circumstances Appeal:

- Lack of money for books
- Unaware of institutional policies and procedures
- Work schedule changes due to gain or loss of employment
- Personal issues

Please note extenuating circumstances are circumstances beyond the student's control which prevents a student from meeting SAP standards. Also, extenuating circumstances are at the sole discretion of the Appeal Committee guided by the federal financial aid guidelines. Student must be able to meet SAP standards at the end of their probation semester for appeal approval. Appeals will be denied if you are unable to meet SAP standards at the end of the semester for which an appeal is submitted.

Maximum Time Frame Appeal

Students who are disqualified due to maximum time frame will not need to submit official documentation. However, you will need to complete a SAP Appeal Packet, full student educational plan, and typed personal statement indicating why you have attempted 90 units or more. Students must include a full student educational plan. Students are allowed *one* lifetime Maximum Timeframe Appeal for consideration while attending CCSF.

Reasons a student may be eligible for a Maximum Time Frame Appeal:

- Student has reached 90 units or exceeded 150% of their educational program and enrolled in a high unit major
- Change of academic program will be considered on a case by case basis
- Student has reached the maximum time frame of attempted units, but a portion of the unit total is comprised of remedial coursework which would reduce the unit attempted total



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Note: Change in degree/major with extraordinary circumstances does not constitute sufficient reason for exceeding the 90-unit limit. If the appeal is approved, the student may receive financial aid on probation for one or more semesters until the degree is completed.

Appeal Approved

Appeal considered for approval will be placed on Probation Status and must demonstrate the student will be able to meet the SAP Policy at the end of the financial aid probation period or meet the conditions of the specified educational plan. The disbursement of funds will apply for the semester in which student was approved and forward. Eligibility for federal, state and institutional eligibility will be determined after the appeal has been approved. Continued eligibility will be based on meeting the terms and conditions of the appeal approval after each semester.

Appeal Denied

Student whose appeal is denied may regain eligibility by meeting the SAP standards and/or by meeting Committee recommendations, at which point the student may request a review of their SAP status by submitting an appeal packet for review. *ONCE AN APPEAL DECISION HAS BEEN RENDERED, THE DECISION OF THE APPEAL COMMITTEE IS FINAL. There is no SECOND APPEAL process for reconsideration.*

Disclaimer: The document is current at the time of publication. Legislation and governmental regulations are continually changing the face of student financial aid. Information is subject to change without notice. For update, check the College website and click on Financial Aid.