



FINANCIAL AID OFFICE

50 FRIDA KAHLO WAY • SAN FRANCISCO, CA 94112 ☎ (415) 239-3575/3576 • Fax (415) 239-3917

Satisfactory Academic Progress (SAP) Policy

The Department of Education and Student Financial Assistance Programs require institutions to develop and apply consistent Qualitative (*GPA and Progression*) and Quantitative (*Max Timeframe*) standards of academic progress in determining student eligibility. SAP applies to all students whether or not they were recipients of financial aid at City College or any other college.

City College of San Francisco (CCSF) adheres to this regulation by maintaining a Satisfactory Academic Progress (SAP) Policy and evaluates SAP at the end of each term (i.e., Fall, Spring, Summer) to determine a student's eligibility. In order for students to receive any federal, state or institutional aid, students must adhere to all the following standards:

Financial Aid SAP Standards (SAP)

- **Qualitative Standard**
 - Maintain a minimum of a 2.0 or higher
 - Grades for remedial and ESL are included in the GPA calculation
 - Complete at least 66.67% of units attempted. Progression rate is calculated by dividing the total number of units completed by the total number of units attempted. (Qualitative Standard)
 - All failing/ non-passing grades and incompletes are included in the progression calculation
- **Quantitative Standard**
 - Student must complete their educational program within 150% of the published length of the program.
 - E.g., if the published length of a program is 60 units, the student may receive financial aid for up to 90 attempted units (60 units x 150% = 90 units). If students are unable to finish their program within the Maximum Timeframe, as explained, they may lose eligibility for Title IV aid.

Financial Aid Warning

Students who have not earned a 2.0 cumulative GPA or did not complete 67% of all units attempted will be placed on automatic Warning status for the subsequent semester, during which time, they will maintain financial aid eligibility.

Financial Aid Disqualification

If after warning status, a student fails to achieve the minimum Quantitative and/or Qualitative SAP standards, the student will be placed on Disqualification status and will not be eligible for future financial aid.

A student can become ineligible for two reasons:

1. Student fails to meet the minimum academic SAP standards after their "Warning" semester.
2. Student exceeds the 150% Maximum Time Frame of program of study.

A notice is posted in each student's account (myRAM Portal) and e-mail notifications are sent to the student indicating that the Satisfactory Academic Progress (SAP) statuses have been updated.

Appeals Process

Students who become ineligible may appeal their financial aid disqualification status by submitting an SAP appeal application to the financial aid office. A committee will evaluate all appeals on a case-by-case basis and decides based on the documents collected; the decision of the Financial Aid Appeals Committee is **final**. A student cannot use the same reason from a prior appeal to appeal for the current term. A notification is sent to students via email of the appeals' committee decision and will notate the student's account.

Special note: Students are allowed a **maximum of 3 lifetime appeals** regardless of the decision. *Appeals must be filed by the published deadline for the current term.*

The SAP appeal must consist of the following:

- Completion of the SAP Online Workshop (myRAM Portal)



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- SAP Appeals Application
- An Academic Plan: An agreement between the student and the institution, which ensures the student will be able to meet the institution’s SAP standards by a specific point in time. An academic plan could take the student to program completion, rather than meeting the institution’s SAP standards at a specific point in time.
 - Please plan accordingly to make an appointment with an academic counselor.
- A personal statement explaining why they were unable to meet SAP standards.
 - GPA/Progression: The student must indicate extenuating circumstances as well as third party supporting documentation and must outline corrective or preventative measures to ensure satisfactory progress in the future. Extenuating circumstances will only be reviewed for **documented** extenuating circumstances:

Reason	Acceptable Documents
Serious illness	Doctor’s note, hospital bill, etc.
Serious injury	Doctor’s note, worker compensation, hospital bill, etc.
Car accident	Insurance documents, police report, hospital bill, etc.
Death in the family	Death certificate, obituary, etc

- Wrong or difficult class, too many units in the term, bad time management, transportation issues, too many work hours, etc. are **NOT** extenuating circumstances.
- Maximum Timeframe:
 - You must include a typed, detailed personal statement, which explains why you have attempted so many units without meeting graduation, and/or transfer requirements. Address what affected your ability to complete your program on time, your current major, plan for completing required courses, date of graduation, and the number of semesters you will need at CCSF.
- If applicants approach this excess level and are applying for federal and state aid, they must submit an appeal that will be reviewed to determine whether this student’s time frame should be extended once beyond the normal time.

Approved Appeal

An approved appeal puts the student into a continuous Probation period, which will allow them to receive financial aid.

- Maximum Timeframe appeals may be approved for up to 4 consecutive terms based on their academic plan, which was provided at the time of the appeal so long as they are meeting SAP standards.
- GPA/Progression Appeals may be approved for up to a maximum of 4 consecutive terms as long as the student is following their academic plan and making academic improvement by meeting SAP standards. Students that fail to meet SAP standards during one of the approved terms, will be placed back on Disqualification.



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Attempted/Transferred Units

All attempted units/ work performed at CCSF or transferred in from other colleges may be included in determining whether students are over the allowable unit count.

Remedial and English as a Second Language (ESL) units

Remedial courses taken at CCSF will not be counted in the maximum timeframe. Up to 30 units of remedial coursework and all ESL courses taken at CCSF may be deducted from the total units accumulated. All Students who enroll in ESL or excessive remedial courses that do not apply to their degree or certificate may exhaust their financial aid eligibility

Reinstatement

Students who are denied aid due to their failure to meet SAP standards, may regain Title IV eligibility by reestablishing their eligibility by meeting the SAP standards based on their own actions, or by being approved on Appeal.

- During the semester after showing SAP success the student would be in an eligible status and could be awarded, pending availability at the time of Reinstatement. It is the student's responsibility to notify the Financial Aid Office of a successful semester.

Bachelor's Degree

Students who have a BA/BS degree or higher are not eligible to appeal the denial of aid regardless of the reason. (These total attempted units include units transferred in from other colleges).