



FINANCIAL AID OFFICE

50 PHELAN AVENUE • SAN FRANCISCO, CA 94112 ☎ (415) 239-3577 • www.ccsf.edu

2024-2025 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 required for program x 150% = maximum time frame units

Educational Goal	Units Required to Complete Goal	Maximum Units Allowed for Eligibility
Associate Degree	60	90
Transfer	60	90
* Eligible Certificate Program (Units Vary)	18	27

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 more than 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 revoked from receiving future financial aid. Students may receive financial aid pursuing one specific approved eligible program at one time.

Satisfactory Progress Definitions:

Good Academic Standing

Students are meeting satisfactory academic progress standards at the end of every semester.

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.



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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. Students may submit a Satisfactory Academic Progress (SAP) Appeal for review. Submitting an appeal application does not guarantee reinstatement of financial aid. If a student's financial aid is reinstated, student will be placed on "Probation

Probation

If a student's financial aid eligibility is reinstated through an approved appeal, they will be placed on "Financial Aid Probation." If a student does not make satisfactory academic progress during the probation semester(s) or meet conditions of their academic plan, they will be disqualified from receiving financial aid for future semesters.

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), they will be immediately disqualified from future financial aid for the remainder of their program, even if currently they are meeting SAP standards.

SAP Appeal Process

The Financial Aid Office has established an Appeal Committee to review appeals. The review process will use federal guidelines to determine if a student can be reinstated for financial aid. The Financial Aid Office reserves the right to request additional documentation. 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.

SAP Appeals must be submitted within the semester the student is requesting aid eligibility. The last day to Submit an SAP appeal for a given semester is the last day of classes for the semester. We cannot review retroactive appeals. The SAP Appeal review decision will be emailed to the student within 45 days of submission of a complete appeal. Submitting an appeal does not guarantee reinstatement of financial aid.

Steps to Appeal

1. Complete SAP Appeal Form
2. Completion of an online SAP workshop is required prior to submitting an appeal package.
3. A typed clear, personal statement that explains the reasons for not meeting SAP standards, including corrective action to be taken in order to meet SAP standards
4. A Comprehensive Educational Plan develop by an academic counselor. The SEP must show all the courses require to completing your educational goal-
5. A decision will be emailed (CCSF Gmail account) to you within 4-5 weeks from the Appeal Committee.



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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 circumstances for the semesters where there was lack of progress and must match up with the written explanation.

An ineligible student may submit a SAP Appeal Packet with a thorough and clear explanation of the extenuating circumstances surrounding the inability to meet SAP standards, including corrective action to be taken in order to meet SAP standards and attach documentation to support their justification. If you are unable to obtain extenuating circumstances documentation you may be required to sign a statement attesting to the veracity of the special circumstances presented as the grounds for appeal. 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 clear 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:

- Death of a relative or other significant person
- Injury or illness, including, but not limited to behavioral health conditions, of the student or a relative or another significant person
- Pregnancy or birth of a child
- Homelessness
- Loss of childcare
- Loss or change in employment
- Loss of access to personal or public transportation
- Being a victim of a serious crime, including, but not limited to, domestic abuse, even if the crime was not reported or did not result in criminal prosecution or civil liability
- Natural disaster
- Change of major, etc.

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 the following:

- Why you have attempted more than 150% of your educational program?
- Why were you unable to maintain SAP and complete your educational program within 150%?
- Why do you need more time to complete your educational program?
- Why did you/need to change your major?
- What steps have you taken or will you take to achieve and maintain SAP in completing your educational program?



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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 or ESL coursework which would reduce the unit attempted total

Note: Change in degree/major with extraordinary circumstances does not constitute sufficient reason for exceeding the 150% limit.) If the appeal is approved, the student may receive financial aid on probation until the degree is completed.

Second Level SAP Appeal

The Second Level SAP Appeal process is for students who were denied a SAP Appeal during the current term. Second level appeals are reviewed on a case-by-case basis and must include additional justification and/or supporting documentation not originally included in the SAP appeal. The second level SAP appeal decision is final. If the decision is to uphold the denial, the student is not permitted to submit additional appeal until the next semester. The student may also regain eligibility for financial aid by meeting the SAP standards by the of the term.

SAP Appeal Decision

Appeal Approval

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. 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 Denial

If an appeal is denied, you can regain eligibility by meeting SAP eligibility standards or you can request a Second Level SAP Appeal.

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

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.