COLLEGE *for* **AMERICA**

AT SOUTHERN NEW HAMPSHIRE UNIVERSITY

ACADEMIC CATALOG
APRIL 1 – JUNE 30, 2016

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College for America at Southern New Hampshire University Overview

College for America (CFA) is an online, competency-based college within Southern New Hampshire University (SNHU). SNHU is a not-for-profit, independent institution with no religious affiliation. SNHU's mission is to educate intellectually and culturally enriched individuals to be successful in their careers and contribute to their communities. SNHU's educational philosophy challenges students' intellectual potential and prepares them for professional lives in an ever-changing and increasingly interconnected world. It provides a supportive and close-knit learning community, delivering engaging instruction in a flexible variety of formats. Students develop the knowledge to understand a complex world, the skills to act effectively within that world and the wisdom to make good choices.

CFA Mission

We radically expand and improve the quality of higher education through low-cost, competency-based degrees that are more applicable in the workplace.

Overview of CFA Program

College for America partners with employers and other partners nationwide to offer their employees or members the chance to earn a college degree using a competency-based approach that is uniquely affordable, can be scheduled flexibly around busy lives, and is more applicable to the workplace than a traditional degree. Students master competencies rather than completing courses.

Competencies are can-do statements such as:

Can define and use marketing terminology and concepts
Can generate a variety of approaches to addressing a problem
Can distinguish fact from opinion
Can convey information by creating charts and graphs

Students demonstrate mastery of competencies by completing Projects, which typically integrate multiple competencies from different content and skill areas. Projects include learning and skill-building resources as well as rubrics with which students' work is assessed.

This competency-based approach focuses on learning, not seat time or credit hours. Students move at their own pace, which allows them to move more quickly through areas in which they have strong preparation and spend more time in areas in which they do not. No matter what educational background students bring to College for America, all graduates leave having demonstrated mastery of the same set of competencies in the most critical areas, including communication, critical and creative thinking, and collaboration and teamwork. College for America's curriculum, grounded in well-regarded frameworks for higher education, rests on the building blocks of the Lumina Foundation's Degree Qualifications Profile (DQP) and the U.S. Department of Labor competency models, among others.

Evaluation of Student Work

Each Project that a student submits is evaluated by a trained professional Reviewer who has been selected for his or her subject matter expertise as well as experience in online education. The Reviewer uses analytic, binary rubrics rather than traditional grades to provide feedback on student work and also provides text comments. For each rubric category, a student either has fulfilled the criterion or has not yet fulfilled the criterion. To complete a Project, the student must fulfill every criterion of the rubric. A student may revise and resubmit work until all rubric criteria have been satisfied.

CFA Certificate and Associate's Degree Admission Policy

CFA is not currently open to the general public. Students must be employees of a CFA partner organization or participants in a CFA partner program. All students must have a high school diploma, G.E.D., or equivalent, except in the case of specific partnerships. Students who do not possess a high school diploma, G.E.D., or equivalent are not eligible for federal financial aid.

CFA Bachelor's Degree Admission Policy

College for America offers a variety of programs for students wishing to pursue a Bachelor of Arts degree. Current BA degree offerings include:

- Bachelor of Arts in Communications *concentration in Business*
- Bachelor of Arts in Communications *concentration in Healthcare*
- Bachelor of Arts in Healthcare Management *concentration in Communications*
- Bachelor of Arts in Healthcare Management *concentration in Global Perspectives*
- Bachelor of Arts in Management *concentration in Insurance Services*
- Bachelor of Arts in Management *concentration in Logistics and Operations*
- Bachelor of Arts in Management *concentration in Public Administration*

Students may contact College for America Admissions (admissions@collegeforamerica.org, 855-764-8232), or speak to their Learning Coach to discuss their personal aspirations and which degree will work best for them

Students may enter the Bachelor of Arts Program in the following ways:

College for America Associate of Arts (AA) degree graduates:

Students with a College for America AA degree are eligible to enter a College for America BA degree program.

Students with AA, AS

Students with an associate of arts (AA) or associate of science (AS) degree from an accredited institution are eligible to enter directly into a CfA BA degree program.

Students with associate's degrees other than an AA or AS

Students with an associate's degree from an accredited institution that is other than an AA or AS (for example, an AAS) may be eligible to enter directly into a CfA BA program and will have their transcripts evaluated on a case-by-case basis. College for America may require official transcripts of all credits contributing to the awarded degree.

Students with at least 60 credits, but no degree

Students who have earned at least 60 semester college credits from one or more accredited institutions may be eligible to enter directly into a CfA BA program and will have their transcripts evaluated on a case-by-case basis. College for America requires official transcripts of all credits contributing to the 60 minimum credits.

Students with degrees or credits from an International Institution

Students who have earned degrees or credits for college-level coursework from international institutions outside of the United States or Canada may be eligible to enter a CfA BA degree program but must have their transcript(s) evaluated by an educational credential evaluation service that is recognized by the National Association of Credential Evaluation Services (NACES) or the Association of International Credentials Evaluators

(AICES). Students may also use the services of the American Association of Collegiate Registrars and Admissions Officers International Education Services (AACRAO) or the Credentials Evaluation Service of the Commission on Graduates of Foreign Nursing Schools. Students are responsible for the costs associated with this third party evaluation.

Students who enter without an associate's degree from an accredited college or university or with fewer than 60 credits from an accredited college or university will begin with the AA degree, regardless of their ultimate intention to pursue a BA degree through CfA.

Concurrent Program Enrollments

While enrolled in the CFA program, students may not enroll in other academic programs at Southern New Hampshire University. The CFA program is a full-time program. A student has the flexibility to increase his or her academic workload by engaging in multiple CFA Projects at one time, if appropriate, through a conversation with the student's Learning Coach.

Transfer among SNHU Colleges

Students in any of Southern New Hampshire University's three colleges [College for America (CFA), College of Online and Continuing Education (COCE), or University College (UC)] may wish to transfer to another of its units. Transfer procedures are described in a basic way here, but students are advised to work with their respective academic advising and admissions offices to confirm relevant details. Students may be enrolled only in one of the three SNHU colleges at one time.

CFA Student Transferring to the UC or COCE

Students currently enrolled in any College for America (CFA) program who wish to enroll in University College (UC) or the College of Online and Continuing Education (COCE) must file an Internal Transfer Application with the office of Transfer Admissions. Students will be evaluated on their academic performance in their current programs. Enrollment in a CFA program does not guarantee acceptance to a UC or COCE program.

UC or COCE Student Transferring to CFA

Students currently enrolled in a UC or COCE undergraduate program who wish to transfer to a CFA program must file an Internal Transfer Application. These must be filed with the Academic Advising Office on the Manchester Campus, or with the Office of the University Registrar.

CFA International Student Transferring to UC or COCE

All international students who wish to begin or change programs must obtain appropriate forms and begin the process in the Office of International Student Services (ISS).

Failure to file an Internal Transfer form with the appropriate office may prevent the student from registering for classes, being billed correctly for tuition and fees, or graduating in a timely manner.

Accreditation

Southern New Hampshire University is accredited by the New England Association of Schools and Colleges, Inc., (NEASC) through its Commission on Institutions of Higher Education.

Inquiries regarding the accreditation status by the New England Association should be directed to the administrative staff of Southern New Hampshire University. Individuals may also contact:

Commission on Institutions of Higher Education

New England Association of Schools and Colleges

3 Burlington Woods Drive, Suite 100, Burlington, MA 01803-4514

(781) 425-7785

cihe@neasc.org

The Commission on Institutions of Higher Education (CIHE) of the New England Association of Schools and Colleges is the regional accreditation agency for colleges and universities in the six New England states: Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island and Vermont.

NEASC's Commission on Institutions of Higher Education (CIHE) is recognized by the U.S. Department of Education as a reliable authority on the quality of education for the institutions it accredits. Recognition by the Department of Education provides access to federal financial aid for U.S. students attending institutions accredited by the Commission.

State Authorizations

As an institution that has students residing across the United States, Southern New Hampshire University (SNHU) is required to have authorization to operate in a number of states based on the activities it conducts in the states. SNHU is not required to have state authorization in all 50 states. Currently SNHU has the following state authorizations.

Maine Department of Education

23 State House Station

August, ME 04333-0023

http://www.maine.gov/education/highered

Minnesota Office of Higher Education

1450 Energy Park Drive, Suite 350

St. Paul, MN 55108-5227

http://www.ohe.state.mn.us

Southern New Hampshire University is registered as a private institution with the Minnesota Office of Higher Education pursuant to Minnesota Statutes, sections 136A.61 to 136A.71. Registration is not an endorsement of the institution. Credits earned at the institution may not transfer to all other institutions.

Montana University System

Office of Commissioner of Higher Education

2500 Broadway Street

P.O. Box 203201

Helena, MT 59620-3201

http://mus.edu

New Hampshire Department of Education

101 Pleasant Street

Concord, NH 03301

630-271-0257

Vermont Agency of Education
120 State Street
Montpelier, VT 05620-2501
http://education.vermont.gov

Wisconsin Educational Approval Board
201 W. Washington Ave., 3rd Floor
P. O. Box 8696
Madison, WI 53708
http://eab.state.wi.us/board

Wyoming Department of Education
2300 Capitol Avenue
Hathaway Building, 2nd Floor
Cheyenne, WY 82002-0050
http://edu.wyoming.gov/Programs/schools

Catalog Versions

The CFA catalog is updated quarterly to incorporate new or edited policies. Catalog policies are updated per diem and are changing constantly with the expectation that students are to adhere to policies as they are updated. If a student withdraws and later re-enrolls in the CFA program, he or she follows the policies and fulfills the program requirements associated with the catalog version in effect at the time of his or her return. CFA may update and implement policy changes at any time.

Degrees Offered

Currently, CFA offers an undergraduate Certificate in Healthcare Management Fundamentals, Associate of Arts (AA) in General Studies, Associate of Arts (AA) in Healthcare Management, Bachelor of Arts (BA) in Communications, Bachelor of Arts (BA) in Healthcare Management, and Bachelor of Arts (BA) in Management.

A College for America student may earn only one degree at each academic level.

Certificate in Healthcare Management Fundamentals

The Certificate in Healthcare Management Fundamentals requires students to master 60 Competencies in 10 key areas:

Business Essentials
Communication Skills
Critical and Creative Thinking
Digital Fluency and Information Literacy
Ethics and Social Responsibility
Healthcare Essentials
Personal Effectiveness
Quantitative Skills
Science, Society and Culture

Teamwork and Collaboration

Students demonstrate mastery of these competencies by completing Projects, which comprise Goals.

Goals for the Certificate in Healthcare Management Fundamentals

To earn the Certificate in Healthcare Fundamentals from Southern New Hampshire University through College for America, a student must complete 10 Goals:

Access Information
Communicate with Cultural Competence
Create a Positive Patient Experience
Demonstrate Ethical Behavior and Regulatory Compliance
Develop a Budget
Leverage Business Tools
Manage People
Own Your Career
Solve Problems
Speak Healthcare Fluently

On completion of each Goal, a student earns the equivalent of three semester hours of college credit from Southern New Hampshire University in a specific course. Each Certificate Goal is made up of 5-8 competencies.

AA in General Studies

The AA in General Studies requires students to master 120 Core Competencies in nine key areas:

Business Essentials
Communication Skills
Critical and Creative Thinking
Digital Fluency and Information Literacy
Ethics and Social Responsibility
Personal Effectiveness
Quantitative Skills
Science, Society and Culture
Teamwork and Collaboration

Students demonstrate mastery of these competencies by completing Projects, which comprise Goals.

Goals for the AA in General Studies, concentration in Business

To earn the AA in General Studies from Southern New Hampshire University through College for America, a student must complete 20 Goals:

Access Information
Analyze Data
Apply Economic Theories
Build Teamwork through Marketing
Chart the Evolution of Media
Confront Culture
Consider the Environment
Decode Media
Develop a Budget

Establish a Professional Presence
Evaluate Popular Psychology
Examine Ethical Perspectives
Experience Art
Experiment with Psychology
Explore Writing
Investigate Business Ethics
Leverage Business Tools
Manage People
Plan for Success
Solve Problems

On completion of each Goal, a student earns the equivalent of three semester hours of college credit from Southern New Hampshire University in a specific course.

Each AA Goal is made up of 5-8 competencies.

There are currently two Paths to completing a Goal for the AA:

- Purple Path, which includes one, complex Project (and enables students to demonstrate mastery of all 5-8 relevant competencies); and

- Blue Path, which includes both small-sized (1-2 competencies) and medium-sized (3-4 competencies) Projects. Students pursuing the Blue Path complete all Blue Projects within the Goal.

In consultation with the Learning Coach, a student selects a Path to follow for each Goal. All students need to complete at least three Purple Path Projects to earn the AA degree. Both Paths enable students to demonstrate the same competencies.

AA in Healthcare Management
The AA in Healthcare Management requires students to master 120 Core Competencies in nine key areas:

Communication Skills
Critical and Creative Thinking
Digital Fluency and Information Literacy
Ethics and Social Responsibility
Healthcare Management Essentials
Personal Effectiveness
Quantitative Skills
Science, Society and Culture
Teamwork and Collaboration

Students demonstrate mastery of these competencies by completing Projects, which comprise Goals.

Goals for the AA in Healthcare Management
To earn the AA in Healthcare Management from Southern New Hampshire University through College for America, a student must complete 20 Goals:

Access Information
Analyze Data
Apply Economic Theories
Communicate with Cultural Competence

Create a Positive Patient Experience
Decode Media
Demonstrate Ethical Behavior and Regulatory Compliance
Develop a Budget
Discover the Human Body
Evaluate Popular Psychology
Examine Ethical Perspectives
Experience Art
Experiment with Psychology
Explore Writing
Leverage Business Tools
Manage People
Own Your Career
Plan For Success
Solve Problems
Speak Healthcare Fluently

On completion of each Goal, a student earns the equivalent of three semester hours of college credit from Southern New Hampshire University in a specific course.

Each AA Goal is made up of 5-8 competencies.

There are currently two Paths to completing a Goal for the AA:

- Purple Path, which includes one, complex Project (and enables students to demonstrate mastery of all 5-8 relevant competencies); and

- Blue Path, which includes both small-sized (1-2 competencies) and medium-sized (3-4 competencies) Projects. Students pursuing the Blue Path complete all Blue Projects within the Goal.

In consultation with the Learning Coach, a student selects a Path to follow for each Goal. All students need to complete at least three Purple Path Projects to earn the AA degree. Both Paths enable students to demonstrate the same competencies.

BA in Communications, Healthcare Management, or Management
The BA in Communications or Healthcare Management requires all students to master 120 Advanced Competencies in total.

All Communications students will be required to master 96 Advanced Competencies in these key areas:

Advertising
Applied Quantitative Skills
Community and Civic Engagement
Cultural Competence
Innovation and Creativity
International and Intercultural Communications
Interpersonal and Small-group Communication
Leadership
Marketing
Media Literacy
Multimedia Communication

News Literacy
Organizational Communications
Professional Communications Skills
Public Relations
Research Skills and Web Design
Social Media
Technical Communication

All Healthcare Management students will be required to master 96 Advanced Competencies in these key areas:

Aging and End of Life Issues
Applied Quantitative Skills
Community and Civic Engagement
Cultural Competence
Fundamentals of Accounting
Health and Disease
Health Promotion and Community Health
Healthcare Human Resources
Healthcare Informatics
Healthcare Law, Ethics and Policy
Healthcare Management
Healthcare Quality Management
Innovation and Creativity
Leadership
Managed Care and Reimbursement
Professional Communications Skills
Research Skills and Web Design
The U.S. Healthcare System

All Management students will be required to master 96 Advanced Competencies in these key areas:

Applied Quantitative Skills
Business Law
Community and Civic Engagement
Change Management
Cultural Competence
Entrepreneurship
Fundamentals of Accounting
Globalization of Business
Human Resources
Innovation and Creativity
International and Intercultural Communications
Interpersonal and Small-group Communication
Leadership
Organizational Behavior
Operations Management
Professional Communications Skills
Public Relations
Research Skills and Web Design

BA Degrees and Concentrations

In addition, students seeking a BA in Communications will select a concentration in either business or healthcare management. Students seeking a BA in Healthcare Management will select a concentration in communications or global perspectives. Students seeking a BA in Management will select a concentration in Insurance Services, Logistics and Operations, or Public Administration. Each concentration requires students to master an additional 18 Advanced Competencies in the following key areas.

Double concentrations in the BA degrees are not routinely offered. Students can only be enrolled in one BA degree at any given time.

Students who would like to transfer to another CfA BA degree must consult with their Learning Coach to discuss a new Academic Plan, determine the impact on degree completion, and complete all required forms to transfer into the new BA program.

BA in Communications with a Concentration in Business

Business Law
Business Management
Fundamentals of Accounting

BA in Communications with a Concentration in Healthcare Management

Health and Disease
Healthcare Management
The U.S. Healthcare System

BA in Healthcare Management with a Concentration in Communications

Interpersonal and Small-group Communication
Marketing
Social Media

BA in Healthcare Management with a Concentration in Global Perspectives

Global Health and Environment
International and Intercultural Communications
World Geography

BA in Management with a Concentration in Insurance Services

Insurance Fundamentals and Risk Assessment
Professional Selling
Customer Service

BA in Management with a Concentration in Logistics and Operations

Project Management
Inventory Management and Logistics
Customer Service

BA in Management with a Concentration in Public Administration

Public Administration Fundamentals
State and Local Government
Ethics in Public Administration

All students seeking to earn a BA will conclude their programs with a Capstone Goal. This Goal enables students to demonstrate the 6 Advanced Competencies that will complete the 120 Advanced Competencies required for the BA degree.

Goals for the BA in Communications

To earn the BA in Communications from Southern New Hampshire University through College for America, a student must complete a total of 20 Goals.

Advertise a Product or Service
Capstone Goal
Communicate Across Cultures
Construct and Deconstruct Media
Contribute to Society
Control the Message
Convey Technical Information
Create Multimedia
Demonstrate Cultural Competence
Go Behind the News
Lead a Team
Leverage Social Media
Market a Product or Service
Negotiate Difference
Represent an Organization
Research Communications
Use Math to Solve Problems
Account for Business (For a Concentration in Business)
Manage a Business Organization (For a Concentration in Business)
Work within the Law (For a Concentration in Business)
Manage a Healthcare Organization (For a Concentration in Healthcare Management)
Navigate the US Healthcare System (For a Concentration in Healthcare Management)
Promote Health and Wellness (For a Concentration in Healthcare Management)

Goals for the BA in Healthcare Management

To earn the BA in Healthcare Management from Southern New Hampshire University through College for America, a student must complete a total of 20 Goals.

Account for Business
Address Aging and End of Life
Capstone Goal
Contribute to Society
Demonstrate Cultural Competence
Employ Healthcare Human Resources
Ensure Healthcare Quality
Foster Community Health
Handle Managed Care and Reimbursement
Lead a Team
Manage a Healthcare Organization
Navigate the US Healthcare System
Promote Health and Wellness
Provide Healthcare Legally and Ethically
Research Healthcare
Use Math to Solve Problems

Utilize Healthcare Data
Leverage Social Media (For a Concentration in Communications)
Market a Product or Service (For a Concentration in Communications)
Negotiate Difference (For a Concentration in Communications)
Conduct Business Globally (For a Concentration in Global Perspectives)
Map the World (For a Concentration in Global Perspectives)
Support Global Health (For a Concentration in Global Perspectives)

Goals for the BA in Management

To earn the BA in Healthcare Management from Southern New Hampshire University through College for America, a student must complete a total of 20 Goals.

Account for Business
Capstone Goal
Conduct Business Globally
Contribute to Society
Demonstrate Cultural Competence
Employ Human Resources
Innovate Like an Entrepreneur
Investigate Managerial Accounting
Lead a Team
Manage a Business Organization
Market a Product or Service
Negotiate Difference
Orchestrate Business Operations
Research Management
Use Math to Solve Problems
Work Within the Law
Insure Against Risk (For a Concentration in Insurance Services)
Sell Like a Professional (For a Concentration in Insurance Services)
Serve Customers Effectively (For a Concentration in Insurance Services)
Manage a Project (For a Concentration in Logistics and Operations)
Oversee Logistics (For a Concentration in Logistics and Operations)
Serve Customers Effectively (For a Concentration in Logistics and Operations)
Administer Policy Ethically (For a Concentration in Public Administration)
Explore State and Local Government (For a Concentration in Public Administration)
Navigate Public Administration (For a Concentration in Public Administration)

As in the AA, students demonstrate mastery of the relevant competencies by completing Goals, which are made up of Projects. Projects in the BA program are completed sequentially, to enable students to receive feedback and guidance from Reviewers before continuing to the next Project. On completion of each Goal, a student earns the equivalent of three semester hours of college credit from Southern New Hampshire University in a specific course. Each BA Goal is made up of 6 competencies.

Degree Requirements

Students must fulfill the following requirements to be eligible for a certificate or an undergraduate degree from CFA:

Certificate in Healthcare Fundamentals

- Mastery of 60 Competencies through the CFA program

AA in General Studies
- Mastery of 120 Core Competencies through the CFA program
- Completion of at least 3 Projects from the purple path

BA in Communications, Healthcare Management, or Management
- Satisfactory completion of all requirements for the CFA AA in General Studies degree OR approval to begin the BA program with the 120 Advanced Competencies
- Mastery of the 120 Advanced Competencies required by each degree through the CFA program

Scholastic Standing

A student's scholastic standing is determined based upon information contained in the student's academic record at the end of each term. Students must meet both qualitative and quantitative (minimum completion rate) standards to remain in good scholastic standing.

A student meets both the qualitative and quantitative requirement by mastering at least **eight** competencies during each six-month term.

A student who does not meet this standard will be allowed a scholastic warning period equal to one additional six-month term and may be subject to additional requirements.

Starting July 1, 2016, students who do not meet this standard will be notified.

Participation Policy

For the first term of a program students are required to:

- Submit an Academic Plan by Day 14, and
- Submit at least one Project by Day 30.

Students not completing the Academic Plan on Day 14 will be administratively withdrawn on Day 15. Students not submitting at least one project by Day 30 will be withdrawn on Day 31.

For all remaining terms of a program students are required to:

- Submit an Academic Plan by Day 14

Students not completing the Academic Plan on Day 14 will be administratively withdrawn on Day 15.

Participation in Commencement

College for America degree candidates are eligible to participate in the commencement ceremony. Students are permitted to participate in only one commencement ceremony per degree. Participation in the ceremony does not indicate degree completion. Degree conferral is only confirmed when recorded on the official transcript. Students participating in the commencement ceremony must pay a $150.00 non-refundable graduation fee.

Eligibility to Participate in the May Commencement Ceremony: March 31st Deadline

To be eligible to participate in the May commencement (graduation) ceremony, College for America students must contact their Learning Coaches to complete the Petition to Graduate by **March 31st** of the graduation year and must meet the following criteria:

- Students must have no more than eight Competencies incomplete at the time of their petition (March 31st)
- Students must anticipate completing all program requirements by the end of their current term.
- Students must be in good academic standing.

Late Petitions to Participate

Students who petition to participate after the March 31st deadline may be approved to participate in the ceremony. However, they will not be included in the commencement booklet and may not receive the standard amount of ceremony tickets.

Mid-Term Graduate Policy

College for America students may transfer from one CfA program to another within their six-month term upon initial program completion. This allows a student to begin a new program and continue academic progress. Students are eligible to begin a new program on the next CfA term start if the initial CfA graduation review is completed by the 25th of the month. If the initial CfA graduation review is completed after the 25th of the month, the student begins his or her new program two months later. Students are not rebilled tuition until the end of the current term.

Example:

Scenario 1:

- Student's graduation review completed by April 15
- Student may begin new program on May 1

Scenario 2:

- Student completes graduation review on April 27
- Student may begin new program on June 1

Mid-Term Transfers and Federal Student Aid

If a student completes the initial program prior to the 60% point in the term, and is not transferring to another CfA program, federal financial aid may be recalculated. This recalculation may result in the return of federal financial aid funds to the Department of Education and result in a balance owed to the University.

However, if a student is transferring to another CfA program within the same term, as documented through admission to the new program and registration in new competencies applicable to the new program, federal student aid will not be recalculated. The student is not eligible for any new financial aid funds as a result of beginning a new program in the same term.

Students are encouraged to decide as early as possible whether they will transfer to a new program to avoid the possible recalculation and potential return of federal financial aid funds.

If a student begins a new program within the same term after a return of federal financial aid funds has been made, the student is eligible to have the original federal financial aid funds restored.

Students with questions about College for America programs should contact Admissions at 1-855-764-8232 admissions@collegeforamerica.org. Additional program information may be found by visiting College for America.

Student Name or Address Change Policy

A student may request a change of name from the name that is currently on record at SNHU to a different name, by providing to the Office of the Registrar his or her former name, Student ID number (if known), and a copy of documentation verifying his or her correct name. Any one of the following documents is acceptable proof of the student's correct name:

A copy* of a marriage license or marriage certificate;
A copy* of a divorce decree;
A copy* of a certificate of name change or court order verifying name change;
A copy* of a driver's license.

*The copy must be clear and legible

The request for a change of name, along with the student's former name, Student ID number (if known), and copy of supporting documentation, may be furnished to the Office of the Registrar in one of the following ways:

By email to registrar@snhu.edu (as a reminder, please do not email personally identifiable information in an unsecure manner)
By Fax to (603) 629-4647
By U.S. Postal Service to:

- Office of the University Registrar,
  SNHU, 2500 North River Road,
  Manchester, NH 03106

A student may request a change of mailing address from the address that is currently on record at SNHU to a different address, by providing to adrchg@snhu.edu his or her name, former mailing address, Student ID number (if known), and the updated mailing address.

Transcript and Competency Statement Policy

At any time, a student can request a printed copy of his or her Official SNHU Course Transcript or Official SNHU Competency Transcript for a $7.00 fee. The Official SNHU Course Transcript displays each course equivalency the student has earned with a grade of "MA" for mastery. The completion of each Goal by demonstration of mastery is equivalent to three credit hours in an analogous SNHU course. The Transcript Key indicates that "MA" is equivalent to an "A" grade. College for America students do not receive a traditional grade point average (GPA). This type of transcript is recommended for purposes of a transfer to another institution. An Official SNHU Competency Transcript provides a detailed list of every Mastered competency, which may also be provided to other institutions.

Additionally, a College for America Competency Statement (Employer Term Statement) is available free of charge. Employers requiring ongoing proof of degree progress may request a College for America Competency Statement that shows mastered competencies for the enrollment period. The Office of the University Registrar will release such documentation if the student has a signed "Authorization for Disclosure of Non-Directory Information" listing their employer, on file.

In accordance with the Federal Family Education Rights and Privacy Act (FERPA), the Office of the University Registrar will not furnish a transcript or statement to anyone other than the student, without the written permission of the student. Transcripts will not be furnished

to students or former students whose financial obligations to the University have not been satisfied.

Students may contact the Office of the University Registrar at registrar@snhu.edu or by calling 603-626-9100 to request an Official Transcript or Competency Statement. Additionally, students may request an Official Transcript via the my.snhu.edu portal.

Academic Support Services

The Learning Coach is the most important support and contact person in the College for America program. At the start of the program, each student is assigned a Learning Coach who will serve as the primary point of contact throughout the program. The Learning Coach works closely with the student to set goals, to establish a pace for finishing Projects, and to develop the student's broader support network. The support network includes an Accountability Partner, chosen by the student, who will help keep him or her motivated and on track. Students may also choose a Mentor from his or her place of work, who will help the student with career development.

The College for America program includes several other avenues of support as well. Reviewers evaluate Projects and provide timely, encouraging and specific feedback on academic work. In the case that a student must resubmit a Project, he or she will receive feedback from the same Reviewer on the resubmission. College for America also has a virtual community space in which students can receive academic and technical support from both peers and College for America staff.

Academic Honesty Policy

1. To be enrolled in CFA, all students must sign an Academic Honesty Policy form indicating that they have read and understood the policy.

All suspected violations of this policy will be brought to the attention of the Chief Academic Officer of CFA (CAO) as soon as possible. Within ten (10) business days of being made aware of a possible violation of academic honesty, and before imposing a penalty, the CAO must notify:

a. The student, via an email to the student's CFA email address, of the suspicion of dishonesty and allow the student an opportunity to discuss the situation on an informal or unofficial basis. Students must respond to the CAO's initial inquiry within 5 business days of receiving the notification;

b. The student's Learning Coach; and

c. The CFA Academic Honesty Committee (AHC), which will review the student's remaining body of work across the CFA program as expeditiously as possible.

After reviewing the student's entire CFA body of work, the AHC will determine whether the violation was an unintended mistake or a willful and calculated act of dishonesty. The AHC will document its finding in a letter to the CAO.

After receiving the final AHC letter, the CAO shall determine what penalty, if any, will be sanctioned. The CAO will communicate the outcome to the student through CFA email.

a. If the AHC determines that the violation was an unintended mistake rather than a purposeful act of dishonesty, then the CAO may use the occasion to help educate the student about standards of academic honesty. For example, the

student might be required to correct the original assignment or submit a substitute assignment.

b. If the AHC determines that the student is in violation of the academic honesty policy through a willful and calculated act of dishonesty, then the CAO shall send an email notifying the student that he or she has been formally charged with a violation of the policy and the sanction.

c. Possible sanctions include:

    i. Cancellation of mastery credit for particular competencies.

    ii. Warning: An email notice informing the student that an allegation of academic dishonesty has been substantiated and warning the student that subsequent academic honesty violations may result in more severe sanctions.

    iii. Disciplinary Probation: An email notice detailing the violation, the length of probation and any other terms of probation. Students on probation who violate academic honesty face more severe sanctions.

    iv. Disciplinary Suspension: Separation from CFA for a specified amount of time after which the student is eligible to return.

    v. Disciplinary Dismissal from CFA: Permanent separation from CFA without the possibility of readmission.

If the student denies the allegation and wishes to appeal the charge of violation of academic honesty, then no later than ten (10) business days after receiving the formal charge email, the student may request an appeal via email to the Executive Director (ED) of CFA.

The ED shall review the AHC's determination and issue a decision, notifying the student, the student's Learning Coach, the AHC, and the CAO by email. The ED's decision cannot be appealed.

Copyright Policy

Southern New Hampshire University abides by the provisions of United States Copyright Act (Title 17 of the United States Code). Any person who infringes the copyright law is liable. Review the full copyright policy:

http://family.snhu.edu/Resources/policiesandprocedures/Pages/All Policies and Procedures/Copyright.aspx

If you are interested in learning more about copyright and fair use, please visit:

http://libguides.snhu.edu/c.php?g=92258

Tuition, Financial Aid, and Registrar Assistance

SNHU has dedicated a single resource to answer all student questions related to financial aid, tuition, and registrar questions (e.g., request a transcript). This resource is called One Stop and can be reached online at CFAonestop@snhu.edu or via telephone by dialing (603) 626-9100 ext. 2730.

Financial Aid

Financial Aid is available for those who qualify.

Tuition and Billing

Tuition is billed $1,250 per 6-month enrollment term. This is a flat rate and is not assessed based on the number of competencies that the student does or does not complete.

Students are not required to purchase textbooks or other course materials or pay fees. Students must, however, have access to a computer and an Internet connection. See the *Computers and Technology* section for more information.

Payment

All bills are due on the 28th of the month of the start of the term. College for America offers multiple convenient payment options including credit card, cash, check, tuition deferment, monthly payment plans and federal financial aid, for those who qualify.

Payment Options

Payment Plan

In order to participate in a payment plan, the student must sign a Payment Plan Contract and authorize the University to deduct monthly-automated payments from a debit/credit card. If the student fails to make any scheduled payment the University reserves the right to cancel the Payment Plan Contract and the balance of tuition will become immediately due or access to the online program will be terminated.

Title IV Federal Financial Aid

Students enrolled at College for America may be eligible to receive Title IV federal financial aid. A student pursuing his or her degree may apply for Federal Title IV financial aid by completing the Free Application for Federal Student Aid (FAFSA) form. A FAFSA form may be completed at www.fafsa.gov. When prompted, list Southern New Hampshire University's federal school code: 002580. The student must meet all eligibility requirements to qualify. If you have any questions regarding eligibility, please contact One Stop at (603) 626-9100 ext. 2730.

Third Party Billing

A student eligible to participate in third party direct billing, in which a third party will authorize direct billing from the University, must first submit a third party voucher/letter to the One Stop Office. The voucher must include beginning and end dates of the academic term, other fees covered (if any) and the maximum dollar value of the voucher prior to the payment due date.

Employee Reimbursement

Many CFA corporate and community partners provide tuition reimbursement for their employees. The specific policies regarding employee tuition reimbursement are determined with each partnering organization. Students should contact their Human Resources Department for information regarding specific employee reimbursement programs.

Deferred Tuition Plan

A student receiving tuition benefits from an employer may qualify for deferred tuition. A student on a Deferred Tuition Plan Contract may carry a one-term outstanding balance. Eligibility is based on completion of a Deferred Tuition Plan Contract prior to the payment due date. The Deferred Tuition Plan Contract must be renewed annually.

Financial Credit Policy

Tuition payment is due on the 28th day after the start of the term.

Other Information

- Unpaid balances are the student's responsibility to pay.
- All students with unresolved balances as of the 28th day of the term must contact the Credit Department for resolution.
- Transcripts, caps/gowns, diplomas and enrollment verifications will be withheld if the student owes any type of balance.
- Registration for future terms will be withheld if the student owes any balance over $1,251.00.
- Students with unresolved balances will be placed on financial hold; late fees will be assessed at the discretion of the University.
- An account sent to third party collections may be subject to collection and legal fees. All former collections accounts must pay up front for any future classes.
- The Financial Credit Policy is at the discretion of the Credit Department and subject to change without notice.

Standards for Federal Financial Aid Satisfactory Academic Progress (SAP)

CfA will evaluate SAP for students receiving Title IV aid on a payment period basis of each 6-month term. Federal standards require that students be evaluated on cumulative GPA and cumulative completion rate or, if GPA is not applicable, "a comparable assessment measured against a norm." (34 CFR § 668.34(a)(4)(i)). Therefore, no GPA calculation is necessary. Students will be measured based on a completion rate minimum of 67% of the annual minimum enrollment requirement, which is equivalent to mastering 17 competencies per six-month term, on average.

SAP will be measured by payment period and the maximum timeframe for Title IV eligibility will be tracked based on competencies mastered during the term.

Attempted Competencies

If a student does not master his or her registered competencies during the term, College for America will process the competencies as follows:

Competencies attempted, but not mastered by the end of the 6-month term will receive a status of "Not Mastered" (**NM**). The student may **re-**register for these competencies in a future term.

Competencies not attempted by the end of the student's current 6-month term will be administratively dropped.

Students whose registrations are dropped will be reviewed for potential adjustments based on the number of registrations reported at the beginning of the term versus the actual number of registrations attempted:

Students receiving Title IV Pell Grant funds will have their financial aid enrollment status reviewed to determine if funds must be returned due to not having attempted enough competencies equivalent to the enrollment status used to determine their original eligibility.

Federal financial aid Satisfactory Academic Progress (SAP) will be calculated based on the comparison of mastered competencies and attempted competencies, with a performance threshold of 67%.

Students must re-register for dropped or "Not **Mastered** (**NM**)" competencies in the following term by including these competencies on their Academic Plan. The re-registered competencies may again be included in determining the student's financial aid enrollment status for the new term.

Students will be notified of any adjustments to their aid eligibility through a revised award letter notice via the student's SNHU email address.

Attempted competencies are defined as a student having submitted a project or mastered the competencies in question

Enforcement

A student who does not meet the minimum standard of 17 competencies mastered per term is either placed on Warning or Suspension from Title IV aid. The student will be notified of his or her status via the student's College for America email address. This notification will come with instructions to contact his or her CfA Learning Coach.

SAP Warning

Students who fail to make Satisfactory Academic Progress (SAP) are placed on SAP Warning. Students with the SAP Warning status will retain Title IV aid eligibility for one subsequent term. A student with SAP Warning must meet SAP requirements during the term or the student will be placed on SAP Suspension.

SAP Suspension

A student on who does not meet SAP requirements for two terms is placed on SAP Suspension. A student on Suspension is not eligible for Federal Title IV aid, but may continue working in their CfA program. All future, pending Federal Title IV aid will be suspended. A student on SAP Suspension has a right to appeal this decision.

Student will receive outreach by the OneStop Department when they are eligible for reinstatement.

Financial Aid SAP Appeal:

Students who have been placed on Financial Aid Suspension will be allowed to appeal this decision.

To be considered, the appeal must include the following:

1. A completed and signed appeal form
2. A personal statement explaining the factors contributing to the inability to meet the minimum standards of academic progress. This statement should also include steps taken to remedy the circumstances, which posed the challenge that prevented academic success.
3. An updated Academic Plan completed and signed by the student. The Academic Plan must bring the student to satisfactory academic progress (SAP) prior to the completion of the next term.

Approved Appeal:

A student who has an approved appeal is placed on SAP Probation and is eligible for Title IV funding.

- Notification is sent to the student's College for America email address.

- If the minimum mastery of competencies to regain SAP eligibility has not been met after the next term, the student will be immediately suspended from Title IV eligibility with no ability to appeal.
- If student is suspended after the next term the student can continue engaging in academic activity however, the financial responsibility lies with the student until such time that the student is meeting SAP.

Denied Appeal

If a student's appeal is denied:

- Title IV aid will remain suspended.
- Student will be sent notification via email indicating the results of the appeal.
- Student can regain Title IV eligibility at the start of the next payment period by meeting SAP.
- Student can continue engaging in academic activity; however, the financial responsibility lies with the student.

Students with questions regarding Satisfactory Academic Progress (SAP) should contact the One Stop Department at (cfaonestop@snhu.edu or 1-877-455-7648).

Maximum Timeframe

2-year Associate degree candidates will be allowed 7 terms of Title IV eligibility to complete this program. Engagement in academic activity outside of this timeframe will be the financial responsibility of the student.

Withdrawal Policy:

During a student's 6-month term, withdrawal is the appropriate action if the student wants or needs to pause his or her studies for a variety of reasons (e.g. medical, military, personal).

Trial Period of Enrollment:

CfA students are offered a trial period of enrollment which allows participation in the program before deciding to make a financial commitment to enroll and becoming a regular student for Title IV financial aid purposes. During the trial period of enrollment the student does not incur a financial obligation or earn Title IV federal financial aid.

First-term students:

The trial period of enrollment is described as days 1-30 for first-term students. College for America graduates who choose to enroll into another CfA degree program are afforded a new 30 day-trial period for the first term of the new program.

Returning-term students:

Returning students are provided a 14-day drop period at the beginning of subsequent terms during which they may also elect to withdraw without financial penalty. Students who withdraw during the 14-day period at the beginning of a subsequent term are considered regular students for Title IV federal financial aid purposes. If the student is otherwise eligible for Title IV federal financial aid he or she will be treated according to the Title IV federal financial aid withdrawal requirements, potentially including a Return of Title IV calculation and/or consideration for a Post-Withdrawal Disbursement.

Any competencies earned during the trial period of enrollment are not considered mastered unless the student fully enrolls in the term.

Student Initiated Withdrawal – (Official Withdrawal)

This process involves a few simple steps:

- Student consults with the Learning Coach
- Learning Coach sends the student the Exit Survey
- Student completes the Exit Survey
- The Exit Survey is electronically routed to Support and the Last Date of Participation (LDA) is noted on the withdrawal form
- Student's status is reported as withdrawn

When this process is initiated during the first 30 days of a student's first term:

- Even if the student has engaged in preliminary academic activity, the student is dropped at no charge for non-participation.
- Any previously scheduled Title IV federal financial aid will be cancelled.

When this process is initiated during the first 14 days of any subsequent term:

- If the student has not engaged in any academic activity, the student is dropped at no charge.
  - o Any previously scheduled Title IV financial aid will be cancelled.
- If the student has engaged in academic activity the student is dropped at no charge.
  - o A Return to Title IV federal financial aid funds (R2T4) calculation is completed using the student's last date of academic activity (LDA).
  - o If eligible, a Post-Withdrawal Disbursement is offered.
  - o The student is reported as withdrawn to the National Student Clearinghouse, and any outstanding student loans will enter the applicable grace period repayment.

Administrative Withdrawal – (Unofficial Withdrawal)

Students Who Cease to Engage Prior to the 60% Point of a Term

Students who otherwise do not follow the University's withdrawal procedures and who cease to engage in all registered competencies prior to the 60% point of a term (as measured in calendar days) may be subject to recalculation of their Title IV federal financial aid eligibility. Engagement is demonstrated through submission and mastery of projects.

Students who have not engaged as of the 60% point of a term or later are identified after that term has ended. Required changes to a student's financial aid eligibility are made at that time.

If a student has not engaged in any projects or competencies during the term:

- All disbursed Title IV financial aid will be returned
- Any undisbursed Title IV financial aid will be cancelled

If a student has engaged in projects or competencies during the term:

- His or her enrollment status will be re-evaluated to exclude any competencies in which a student did not engage

- A Return of Title IV calculation will be completed using the student's last date of engagement to determine the amount of Title IV financial aid that must be returned
- If the student is eligible, a Post-Withdrawal Disbursement will be offered

Students who wish to withdraw prior to the end of a trial period of enrollment or a drop period should contact their Learning Coach and complete an Exit Survey.

Students may contact the OneStop Department with any questions related to billing or financial aid (cfaonestop@snhu.edu or 1-877-455-7648).

Readmission Policy

College for America students may need to restart their program due to a break in their studies or resulting from a program withdrawal. This policy applies to students who withdraw during the trial period of enrollment and outside the trial period of enrollment.

Students withdrawing during the trial period of enrollment:

The student should contact the CfA Support team at support@collegeforamerica.org or 1-855-764-8232 by the 20th business day of the month to discuss re-starting the program on the next term start.

The student is not responsible for tuition charges from the previous term because the withdrawal occurred during the trial period of enrollment.

The student does not retain any mastery of competencies or Goals earned during the trial period of enrollment because the process of enrollment was not completed.

Students withdrawing outside the trial period of enrollment:

The student is required to wait until the end of the current term to return (e.g.. a student withdrawing three months into the current term must wait until the end of the term, in this case an additional 3 months) per Southern New Hampshire University policy.

The student is responsible for tuition charges for the term of withdrawal outside the trial period of enrollment.

If a balance exists students are required to make payment arrangements with OneStop before being readmitted to the program. The student may contact the OneStop office at cfaonestop@snhu.edu or 1-877-455-7648.

The student should contact the CfA Support team at support@collegeforamerica.org

Cancellation and Refund Policy

With the exception of the first term, for which there is a 30-day trial period, students have 14 days from the start of the term to cancel enrollment and receive a full refund of any tuition paid for that term. If the student withdraws after the 14-day period, the student will be responsible for the full tuition amount. If the student withdraws or is dismissed from CFA, the University and/or the student may be required to return a portion of any Federal

Title IV financial aid received. A Return of Title IV calculation will be performed for any student who has received Federal Title IV financial aid to determine the amount of federal aid that must be returned to the federal government by the University and the student.

Grace Period Scholarship

A College for America student may be eligible for a Grace Period Scholarship if he or she meets the following criteria:

- The student entered the term with no more than one unfinished goal.
- The student mastered the final competencies of the entire degree in the first 14 days of the new term.
- The student is not continuing onto an additional CfA degree.
- The student's account is in good standing.

If a student needs to revise any submitted project work as a result of the review process and the mastery of said revisions extend beyond the 14th day, the student will be financially responsible for the full tuition of the new term.

The scholarship will not be granted until the student's CfA graduation review is complete and it is confirmed that his or her degree will be awarded:

- CfA Graduation Review may take 2-4 weeks upon completion of the program.
- CfA Grace Period Scholarship eligibility will be reviewed no later than 7 business days after graduation review is completed and case has been submitted to Support.

CfA reserves the right to determine eligibility on a case-by-case basis as needed.

Leave of Absence Policy

Students must sometimes interrupt their studies for a variety of reasons, whether financial, academic or personal. A student may leave CFA by either withdrawing from the program (this means leaving with no intention of returning) or by taking a Leave of Absence, (this means leaving the program temporarily, with the firm and stated intention of returning by a specified date within the current term).

A student choosing to take a Leave of Absence (LOA) must first contact his or her Learning Coach to discuss any conditions that may be necessary for a smooth return to CFA. In order to approve an LOA, there must be a reasonable expectation that the student will return to CFA at the end of the LOA period.

A student may request an LOA by completing a Leave of Absence form, with supporting documentation, prior to the requested start of the LOA. Students are required to fill out all information on the form. An LOA is not considered official until approved by OneStop.

The number of days in the approved leave of absence, when added to the number of days in all other approved leaves of absence for the same student, may not exceed 180 days in any 12-month period. A student on an approved Leave of Absence will not incur additional charges and is not permitted to complete competencies while the leave is in effect. Upon return, the student will resume the program with the same number of competencies mastered and conditions that were in place prior to the beginning of the Leave of Absence period.

For students who were eligible for Title IV federal financial aid and who take an approved LOA, that student will remain in an in-school status for federal Direct Loan repayment purposes. Should the student fail to return on the agreed upon LOA return date, the student will be withdrawn from the program and CFA will report the change in enrollment status as of the withdrawal date to the National Student Clearinghouse (NSC). Students are eligible for one 6-month grace period after they stop attending a school at least half-time. The withdrawal will be effective as of the beginning of the Leave of Absence.

If student is not eligible for Leave of Absence, withdrawing from the program may be recommended. Students withdrawing from the program will be required to wait until the end of their current term in order to return (ex. student who withdraws 3 months into current term will need to wait additional 3 months to return) per SNHU policy. This guideline applies to all students regardless of their financial aid status.

- A student who withdraws outside of their trial period of enrollment will be responsible for charges.
- If balance exists, students are required to make payment arrangements with OneStop before they are admitted back into the program.
  - o Please contact Support (support@collegeforamerica.org or 1-855-764-8232) and they will coordinate with OneStop (cfaonestop@snhu.edu or 1-877-455-7648) for readmissions to the program.

Next Steps

- Contact your Learning Coach to discuss your situation
- Request Leave of Absence Form from your Learning Coach or OneStop and follow instructions provided.
- Complete Leave of Absence Form
- Check your CfA email address for Leave of Absence Approval
- Contact OneStop with any questions (cfaonestop@snhu.edu or 1-877-455-7648)

Change of Start Date Policy

Students applying to College for America should choose a start date that best fits their needs on the Student Application. If a student needs to delay the start of their program, they should proceed as follows:

1. Start date change requests must be received by **Noon on the 24th of the month** before next term by contacting support@collegeforamerica.org (1-855-764-8232).

2. Start date change requests received **after Noon on the 24th of the month** and **within the student's trial period of enrollment** (first-term: days 1-30 and returning-term: days 1-14), may be made through the student's Learning Coach. Students will be required to complete an Exit Survey and will be readmitted to the start date requested.

Students are not permitted to change their start date after their trial period of enrollment has expired. Students in this situation who wish to discontinue their studies for any reason should contact their Learning Coach to initiate a Leave of Absence or Withdrawal. Students withdrawing from the program will be required to wait until the end of their current term in order to return *(ex. student who withdraws three months into current term will need to wait additional 3 months to return)* per Southern New Hampshire University policy.

A student who withdraws outside of their trial period of enrollment will be responsible for charges.

- If balance exists due to withdrawal from the program, students are required to make payment arrangements with OneStop before they are admitted back into the program.

  - o Please contact Support (support@collegeforamerica.org or 855-764-8232) and they will coordinate with OneStop (cfaonestop@snhu.edu or 877-455-7648) to reenroll the student.

- Prior to beginning your program
- Within your trial period of enrollment

CFA Academic Year

College for America enrolls students at the beginning of each month of the calendar year. An academic year for a student extends for 12 months from the date of enrollment.

CFA Academic Holidays

On four holidays per year, CFA staff is not available for coaching, technical support, and Project evaluations. Students may continue working toward competency mastery and submit Projects for evaluation every day of the year. CFA holidays are: January 1st, July 4th, Thanksgiving Day (fourth Thursday in November), and December 25th.

Official Transcripts

College for America will only accept official copies of transcripts. Transcripts are deemed official when they are sent directly from the institution or if they are sent by the student in the original unsealed envelope bearing the institution's seal and/or logo. College for America will try to request the physical official copies of student's transcripts if they have two or less separate institutions from which they are ordering. If a student lists more than two different institutions on their credit transfer form, then it is the student's responsibility to order their official transcripts. Transcripts can be sent via mail or through the electronic services of Parchment and the National Student Clearinghouse. Transcripts that have been previously opened by the student are not deemed official; therefore, we will not accept those copies and another official copy will need to be ordered. In addition, transcripts that are sent electronically directly by the student will not be accepted.

Transfer Credit Policy

Transfer of Goals Between BA Degrees

Students who change BA degree programs receive credit for all mastered Goals and associated competencies. If a previously mastered Goal exists in both degree programs the Goal is transferred and the student does not repeat the Goal. If a previously mastered Goal does not exist in both degree programs the previously mastered Goal and associated competencies remain on the student transcript although the Goal does not count toward the degree requirements in the new program. Students must complete all degree requirements for the new degree program. Goals are not substitutable between degree programs. Competencies from Goals not fully mastered do not appear on the student transcript.

Transfer in of Credits Earned at Other Educational Institutions

All students enrolling in the Certificate in Healthcare Fundamentals must begin by mastering the 60 Competencies associated with the certificate program.

As written previously in the CFA Bachelor's Degree Admission Policy, students who enroll in CFA without an associate's degree from an accredited college or university or with fewer than 60 credits from an accredited college or university must begin by mastering the 120 Core Competencies. Upon completion of the 120 Core Competencies, students will earn an associate's degree from CFA. Students who enroll in CFA with an AA or AS degree from an accredited college or university, including the CFA AA in General Studies, are entitled to bypass the 120 Core Competencies (i.e., the competencies that make up the AA degree) and begin with the 120 Advanced Competencies that lead to the BA degree, provided the

student has met or will be able to meet CFA's General Education requirements by the time of graduation.

Students who enroll in CFA and have an associate's degree from an accredited college or university that is other than an AA or AS (e.g., an AAS) or have already earned 60 college credits from an accredited college or university will be evaluated on a case-by-case basis to determine whether they may bypass the 120 Core Competencies and begin with the 120 Advanced Competencies.

Transfer out of Competencies Mastered or Credit Equivalencies to Other Educational Institutions

The University shall award three college credits for each CFA Goal that is mastered, up to 60 credits for the AA degree and up to 60 additional credits for the Advanced Competencies leading to the BA degree, for a total of 120 credits. However, CFA cannot guarantee credits earned will be accepted at another institution. The transferability of credits to another institution is solely at the discretion of that institution. If a student is planning to transfer to another institution, he or she should check with that institution on the transferability of the credits.

Three credits are earned with the mastery of each Goal. The tables that follow demonstrate which CFA Goals are equivalent to which Southern New Hampshire University courses.

Certificate in Healthcare Management Fundamentals

CFA Goal Name SNHU Course Name SNHU Course Number	Goal Description
Access Information College Composition II ENG 121	This Goal focuses on developing arguments about ethical issues and on key economic, legal and social considerations surrounding the use of information.
Communicate with Cultural Competence Cultural Competence in the Healthcare Setting CFA 221	This Goal focuses on the importance of cultural competence in interactions with patients and staff members.
Create a Positive Patient Experience The Patient Experience CFA 220	This Goal focuses on working as part of an inter-professional team to ensure a positive patient experience.
Demonstrate Ethical Behavior and Regulatory Compliance Healthcare Systems HSE 210	This Goal focuses on the multiple ethical and legal/compliance issues that arise in a healthcare environment.
Develop a Budget Personal Financial Planning FIN 250	This Goal focuses on the application of basic mathematical concepts and tools to different practical situations, including creating charts and graphs and making mathematically informed financial decisions.
Interact Effectively in the Workplace Human Relations in Administration OL 125	This Goal focuses on the role of human resource management in the workplace and developing active listening skills.
Leverage Business Tools Business Fundamentals OL 110	This Goal focuses on crucial business skills, including performing calculations in a spreadsheet, writing effective business communications, and developing solutions to business problems.
Plan for Success Success Strategies for Online Learning SNHU 107	This Goal focuses on skills that are vital for effective learning, including reflecting on past learning experiences, giving and receiving feedback, and using the web to find authoritative information.
Solve Problems in the Workplace Principles of Management OL 215	This Goal focuses on generating original solutions to practical problems in the workplace and the process of locating and using reliable information.
Speak Healthcare Fluently	This Goal focuses on the healthcare "alphabet soup" (acronyms) and fundamentals of medical

| Medical Terminology | terminology. |
| HCM 205 | |

AA in General Studies, concentration in Business

CFA Goal Name SNHU Course Name SNHU Course Number	Goal Description
Access Information College Composition II ENG 121	This Goal focuses on developing arguments about ethical issues and on key economic, legal and social considerations surrounding the use of information.
Analyze Data Macroeconomics ECO 202	This Goal focuses on applying important terms and concepts in macroeconomics to analyze financial news and using basic concepts in statistics and probability to solve graphical and numerical problems.
Apply Economic Theories Microeconomics ECO 201	This Goal focuses on applying fundamental concepts of microeconomics and performing financial calculations to analyze consumer decisions.
Build Teamwork Through Marketing Introduction to Marketing MKT 113	This Goal focuses on working individually and in a team to explore the fundamentals of marketing and to build collaboration skills.
Chart the Evolution of Media Introduction to Mass Communication COM 126	This Goal focuses on researching the historical development of mass media and evaluating its impact on individual and societal thinking in various time periods.
Confront Culture Introduction to Cultural Anthropology ATH 111	This Goal focuses on the fundamental procedures of anthropology, such as analyzing cultural artifacts and the results of archeological and ethnographic fieldwork.
Consider the Environment Environmental Science ENV 101	This Goal focuses on analyzing different ways that humans impact the environment and identifying potential solutions to environmental problems.
Decode Media Language/Practice of Media Art COM 128	This Goal focuses on applying key concepts of mass communication to evaluate and critique mass media messages, such as advertisements, websites and social media.
Develop a Budget Personal Financial Planning FIN 250	This Goal focuses on the application of basic mathematical concepts and tools to different practical situations, including creating charts and graphs and making mathematically informed financial decisions.
Establish a Professional Presence Business Communication ENG 220	This Goal focuses on practical skills necessary for job seekers, including effective and responsible use of social media, and thoughtful articulation of career goals.

Evaluate Popular Psychology Introduction to Psychology PSY 108	This Goal focuses on analyzing popular psychology by applying scientific principles and utilizing psychosocial knowledge in real-world situations.
Examine Ethical Perspectives Introduction to Philosophy PHL 210	This Goal focuses on important figures, traditions and concepts in moral philosophy as well as the analysis, critique and construction of ethical arguments.
Experience Art Introduction to Humanities I FAS 201	This Goal focuses on the analysis of art history, artistic style and composition, and on effectively presenting ideas using technology.
Experiment with Psychology Research II Scientific Investigation PSY 224	This Goal focuses on calculating and evaluating data, exploring scientific processes and conducting experiments in the field of psychology.
Explore Writing World Literature: I Foundations of Culture LIT 201	This Goal focuses on analyzing and writing about literature from a variety of countries, cultures and time periods.
Investigate Business Ethics Introduction to Ethics PHL 212	This Goal focuses on some of the critical ethical issues involved in doing business in a global environment, including corporate social responsibility and globalization.
Leverage Business Tools Introduction to Business OL 110	This Goal focuses on crucial business skills, including performing calculations in a spreadsheet, writing effective business communications, and developing solutions to business problems.
Manage People Human Relations in Administration OL 125	This Goal focuses on the role of human resource management in the workplace and developing active listening skills.
Plan for Success Success Strategies for Online SNHU 107	This Goal focuses on skills that are vital for effective learning, including reflecting on past learning experiences, giving and receiving feedback, and using the web to find authoritative information.
Solve Problems Principles of Management OL 215	This Goal focuses on generating original solutions to practical problems in the workplace and the process of locating and using reliable information.

AA in Healthcare Management

CFA Goal Name SNHU Course Name SNHU Course Number	Goal Description
Access Information College Composition II ENG 121	This Goal focuses on developing arguments about ethical issues and on key economic, legal and social considerations surrounding the use of information.
Analyze Data Macroeconomics ECO 202	This Goal focuses on applying important terms and concepts in macroeconomics to analyze financial news and using basic concepts in statistics and probability to solve graphical and numerical problems.
Apply Economic Theories Microeconomics ECO 201	This Goal focuses on applying fundamental concepts of microeconomics and performing financial calculations to analyze consumer decisions.
Communicate with Cultural Competence Cultural Competence in the Healthcare Setting CFA 221	This Goal focuses on the importance of cultural competence in interactions with patients and staff members.
Create a Positive Patient Experience The Patient Experience CFA 220	This Goal focuses on working as part of an interprofessional team to ensure a positive patient experience.
Decode Media Language and Practice of Media Arts COM 128	This Goal focuses on applying key concepts of mass communication to evaluate and critique mass media messages, such as advertisements, websites and social media.
Demonstrate Ethical Behavior and Regulatory Compliance Healthcare Systems HSE 210	This Goal focuses on the multiple ethical and legal/compliance issues that arise in a healthcare environment.
Develop a Budget Personal Financial Planning FIN 250	This Goal focuses on the application of basic mathematical concepts and tools to different practical situations, including creating charts and graphs and making mathematically informed financial decisions.

Discover the Human Body Introduction to Anatomy and Physiology BIO 210	This Goal focuses on explaining key principles that impact the structure, function and regulation of human body systems and using mathematical concepts to solve problems in the healthcare workplace.
Evaluate Popular Psychology Introduction to Psychology PSY 108	This Goal focuses on analyzing popular psychology by applying scientific principles and utilizing psychosocial knowledge in real-world situations.
Examine Ethical Perspectives Introduction to Philosophy PHL 210	This Goal focuses on important figures, traditions and concepts in moral philosophy as well as the analysis, critique and construction of ethical arguments.
Experience Art Introduction to Humanities I FAS 201	This Goal focuses on the analysis of art history, artistic style and composition, and on effectively presenting ideas using technology.
Experiment with Psychology Research II Scientific Investigation PSY 224	This Goal focuses on calculating and evaluating data, exploring scientific processes and conducting experiments in the field of psychology.
Explore Writing World Literature: I Foundations of Culture LIT 201	This Goal focuses on analyzing and writing about literature from a variety of countries, cultures and time periods.
Leverage Business Tools Introduction to Business OL 110	This Goal focuses on crucial business skills, including performing calculations in a spreadsheet, writing effective business communications, and developing solutions to business problems.
Interact Effectively in the Workplace Human Relations in Administration OL 125	This Goal focuses on the role of human resource management in the workplace and developing active listening skills.
Own Your Healthcare Career Business Communications ENG 220	This Goal focuses on owning one's career, using social media responsibly and effectively, and articulating career goals.
Plan for Success Success Strategies for Online SNHU 107	This Goal focuses on skills that are vital for effective learning, including reflecting on past learning experiences, giving and receiving feedback, and using the web to find authoritative information.
Solve Problems in the Workplace Principles of Management OL 215	This Goal focuses on generating original solutions to practical problems in the workplace and the process of locating and using reliable information.

Speak Healthcare Fluently Medical Terminology HCM 205	This Goal focuses on the healthcare "alphabet soup" (acronyms) of medical terminology.

BA in Communications

CFA Goal Name SNHU Course Name SNHU Course Number	Goal Description
Advertise a Product or Service Advertising Copy and Design ADV 263	For this Goal, students analyze and create advertisements in various media, applying both historical and contemporary perspectives on advertising methods and design.
Capstone Goal Capstone CFA 499	In this goal, students apply the principles of design thinking to address a need in their workplace or community.
Communicate Across Cultures Exploring World Cultures/Mass Media COM 320	In this Goal, students identify, analyze and address the cultural differences and communications issues that arise in both international and intercultural business contexts.
Construct and Deconstruct Media The Science of Persuasion CFA 420	This Goal focuses on media literacy, which has been defined by the National Association for Media Literacy Education as the ability to "comprehend the messages we receive and effectively utilize these tools to design and distribute our own messages."
Contribute to Society The Engaged Citizen: Current Issues in the Community CFA 323	This Goal focuses on both the content knowledge and active participation needed for meaningful community and civic engagement, both globally and in the United States.
Control the Message Public Relations COM 227	In this Goal, students apply the principles and key concepts of public relations to address the challenging task of shaping an organization's public image.
Convey Technical Information Technical Writing COM 341	This Goal focuses on the clear, effective and accurate communication of technical information for different purposes and audiences.
Create Multimedia Principles of Integrated Marketing Communications MKT 229	In this Goal, students engage in the various stages necessary to design and develop a basic multimedia product, including creating a storyboard and writing a script.
Demonstrate Cultural Competence Intercultural Communication COM 220	By analyzing how culture shapes interpersonal relations and their own perspectives, students improve their abilities to communicate effectively in a variety of professional settings.
Go Behind the News Introduction to Journalism COM 235	Students demonstrate the ability to distinguish media bias from audience bias and well-researched, credible news stories from shoddy journalism.

Lead a Team Leadership OL 328	In this Goal, students work closely with others, serving both as team leaders and team members to solve complex problems.
Leverage Social Media Social Media COM 310	This Goal enables students to demonstrate strategic uses of social media for a variety of purposes, such as advertising, marketing and public relations.
Market a Product or Service Marketing Foundations Experience MKT 212	In this Goal, students focus on the key phases of the marketing process: pre-marketing analysis and research, creation of a marketing plan, and development of a marketing brief.
Negotiate Difference Interpersonal and Small-Group Communications CFA 421	This Goal focuses on the analysis of interpersonal and small-group communication.
Represent an Organization Organizational Communications COM 430	In this Goal, students demonstrate the key principles of organizational communications by developing professional documents and organizational messaging strategies.
Research Communications Special Topics in Research: Communications CFA 320	Students use a variety of sources, including scholarly materials, personal interviews and news stories, to obtain information on communications topics, and then use the research findings to inform written pieces, such as articles.
Use Math to Solve Problems Mathematics to Address Business Challenges CFA 321	Students use creative problem-solving techniques together with algebra, geometry and statistics to address real-world challenges.
Business Concentration	
Account for Business Financial Accounting ACC 201	This Goal focuses on the accounting competencies necessary for managers to interpret and evaluate the financial effects of day-to-day management decisions.
Manage a Business Organization Healthcare Management CFA 422	This Goal focuses on the practical application of management functions, theories and models in the healthcare setting, with special attention to effective decision-making and communication.
Work Within the Law Business Law I BUS 206	This Goal focuses on the legal frameworks within which businesses operate in the United States, as well as the main legal issues affecting U.S. businesses, such as torts, product liability, criminal law and contracts.
Healthcare Management Concentration	
Manage a Healthcare Organization Healthcare Management CFA 422	This Goal focuses on the practical application of management functions, theories and models in the healthcare setting, with special attention to effective decision-making and communication.

Navigate the US Healthcare System Healthcare Delivery Systems HCM 340	This Goal focuses on the structure and function of the healthcare system in the U.S.
Promote Health and Wellness Biological Concepts for Public Health PHE 321	This Goal focuses on the medical and biological concepts and terminology needed by non-clinical staff working in a healthcare setting.

BA in Healthcare Management

Account for Business Financial Accounting ACC 201	This Goal focuses on the accounting competencies necessary for non-accountants to interpret and evaluate the financial effects of day-to-day management decisions.
Address Aging and End of Life Perspectives on Aging and the End of Life CFA 405	In this Goal, students explore issues of aging, death and mortality from a wide variety of perspectives.
Capstone Goal Capstone CFA 499	In this goal, students apply the principles of design thinking to address a need in their workplace or community.
Contribute to Society The Engaged Citizen: Current Issues in the Community CFA 323	This Goal focuses on both the content knowledge and active participation needed for meaningful community and civic engagement, both globally and in the United States.
Demonstration Cultural Competence Intercultural Communication COM 220	By analyzing how culture shapes interpersonal relations and their own perspectives, students improve their abilities to communicate effectively in a variety of professional settings.
Employ Healthcare Human Resources Human Resources Strategy and Development OL 442	This Goal focuses on the practical application of human resource management functions, theories and models in the healthcare setting, with special attention given to effective decision-making and communication.
Ensure Healthcare Quality Healthcare Quality Management HMC 430	This Goal focuses on the strategies and methods healthcare organizations use to improve processes, delivery and outcomes.
Foster Community Health Contemporary Health SCI 215	In this Goal, students explore pressing issues that affect world and community health, with attention to the three major dimensions of health: physical, emotional and social.
Handle Managed Care and Reimbursement Healthcare Reimbursement Systems HCM 345	This Goal explores the impact of public policy and the business environment on healthcare organizations. Students explore ways in which managed care, Medicare, and Medicaid affect eligibility for and access to healthcare.
Lead a Team Leadership OL 328	In this Goal, students work closely with others, serving both as team leaders and team members to solve complex problems.
Manage a Healthcare Organization Healthcare Management CFA 422	This Goal focuses on the practical application of management functions, theories and models in the healthcare setting, with special attention to effective decision-making and communication.

Navigate the US Healthcare System Healthcare Delivery Systems HCM 340	This Goal focuses on the structure and function of the healthcare system in the U.S.
Promote Health and Wellness Biological Concepts for Public Health PHE 321	This Goal focuses on the medical and biological concepts and terminology needed by non-clinical staff working in a healthcare setting.
Provide Healthcare Legally and Ethically Ethical Considerations of Healthcare HCM 420	This Goal examines issues and trends in healthcare policy as well as legal and ethical decision-making in healthcare.
Research Healthcare Special Topics in Research: Healthcare Management CFA 322	Students use a variety of sources, including scholarly materials and personal interviews, to obtain information on healthcare topics, and use these research findings to write articles or other pieces.
Use Math to Solve Problems Mathematics to Address Business Challenges CFA 321	Students use creative problem-solving techniques together with algebra, geometry and statistics to address real-world challenges.
Utilize Healthcare Data Healthcare Data Management HCM 220	Students explore ways in which healthcare data can be used to improve patient outcomes and safeguard public health.
Communications Concentration	
Leverage Social Media Social Media COM 310	This Goal enables students to demonstrate strategic uses of social media for a variety of purposes, such as advertising, marketing and public relations.
Market a Product or Service Marketing Foundations Experience MKT 212	In this Goal, students focus on the key phases of the marketing process: pre-marketing analysis and research, creation of a marketing plan, and development of a marketing brief.
Negotiate Difference Interpersonal and Small-Group Communications CFA 421	This Goal focuses on the analysis of interpersonal and small-group communication.
Global Perspectives Concentration	
Conduct Business Globally Emerging Trends in International Business INT 440	This Goal focuses on both the macro- and micro-environments of the global business arena.
Map the World World Geography GEO 200	Students demonstrate familiarity with basic geographic tools and concepts, and examine ways in which geography helps illuminate environmental, political and social issues in the world today.
Support Global Health Issues in Global Health CFA 406	Students learn how globalization affects the prevalence of disease and consider the impact of cultural, economic and social factors on the burden of disease in regions around the world.

BA in Management

CFA Goal Name SNHU Course Name SNHU Course Number	Goal Description
Account for Business Financial Accounting ACC 201	This Goal focuses on the accounting competencies necessary for managers to interpret and evaluate the financial effects of day-to-day management decisions.
Capstone Goal Capstone CFA 499	In this goal, students apply the principles of design thinking to address a need in their workplace or community.
Conduct Business Globally Emerging Trends in International Business INT 440	This Goal focuses on both the macro- and micro-environments of the global business arena.
Contribute to Society The Engaged Citizen: Current Issues in the Community CFA 323	This Goal focuses on both the content knowledge and active participation needed for meaningful community and civic engagement, both globally and in the United States.
Demonstrate Cultural Competence Intercultural Communication COM 220	By analyzing how culture shapes interpersonal relations and their own perspectives, students improve their abilities to communicate effectively in a variety of professional settings.
Employ Human Resources Human Resource Management OL 211	This Goal focuses on the major legal and regulatory frameworks in human resources, evaluation of staff performance, and effective recruitment, selection and retention processes.
Improve Organizational Effectiveness Organizational Change and Effectiveness CFA 324	In this Goal, students evaluate the shifting models of organizations, analyze organizational change, and apply key theories to make informed management decisions.
Innovate Like an Entrepreneur Entrepreneurship OL 320	This Goal focuses on identifying business opportunities in the marketplace and on the mindset, skills and tools needed to successfully develop a new venture.
Investigate Managerial Accounting Managerial Accounting ACC 202	In this Goal, students conduct breakeven analysis, prepare operating budgets and explore cost concepts that are essential for management decisions.

Lead a Team Leadership OL 328	In this Goal, students work closely with others, serving both as team leaders and team members to solve complex problems.
Manage a Business Organization Organizational Behavior OL 342	Students use a variety of techniques to analyze common management issues, apply decision-making frameworks and communicate effectively with stakeholders.
Market a Product or Service Marketing Foundations Experience MKT 212	In this Goal, students focus on the key phases of the marketing process: pre-marketing analysis and research, creation of a marketing plan, and development of a marketing brief.
Negotiate Difference Interpersonal and Small-Group Communications CFA 421	This Goal focuses on the analysis of interpersonal and small-group communication.
Orchestrate Business Operations Operations Management CFA 421	In this Goal, students apply relevant tools and theories to manage an organization's resources and operational processes.
Research Management Special Topics in Research: Management CFA 325	Students use a variety of sources, including scholarly materials, personal interviews and news stories, to obtain information on communications topics, and then use the research findings to inform written pieces, such as articles.
Use Math to Solve Problems Mathematics to Address Business Challenges CFA 321	Students use creative problem-solving techniques together with algebra, geometry and statistics to address real-world challenges.
Work Within the Law Business Law I BUS 206	This Goal focuses on the legal frameworks within which businesses operate in the United States, as well as the main legal issues affecting U.S. businesses, such as torts, product liability, criminal law and contracts.
Insurance Services Concentration	
Insure Against Risk Risk Management FIN 260	In this Goal, students examine various types of insurance, determine how to measure and manage insurance risk, and explore the function of regulation in the insurance industry.
Sell Like a Professional Professional Selling MKT 270	This Goal focuses on the role of sales within an organization and on maximizing positive outcomes for both the customer and organization in the sales

	process.
Serve Customers Effectively Management of Services Operations QSO 310	This Goal focuses on analyzing the role of service operations management within an organization and applying best practices to serve a diverse customer base.
Logistics and Operations Concentration	
Manage a Project Project Management QSO 340	This Goal focuses on the application of essential tools and methodologies necessary for effective project management.
Oversee Logistics Logistics Management QSO 322	In this Goal, students explore the field of logistics management, use quantitative and qualitative data to analyze logistics scenarios and evaluate the efficiency of physical distribution systems.
Serve Customers Effectively Management of Services Operations QSO 310	This Goal focuses on analyzing the role of service operations management within an organization and applying best practices to serve a diverse customer base.
Public Administration Concentration	
Administer Policy Ethically Public Administrative Ethics and Theory PAD 331	This Goal focuses on theory and ethics related to public administration, with emphasis on the ethical responsibilities of public servants and issues of accountability.
Explore State and Local Government American State and Local Government POL 309	This Goal focuses on exploring the structure and function of state and local governments and on key social, economic and political factors that impact policy making.
Navigate Public Administration Public Administration PAD 330	This Goal focuses on the history, purposes and components of public administration in the United States and explores public policy implementation challenges and funding issues.

University Statement of Student Rights

The University, as a community of people, is committed to furthering scholarship, academic pursuits, and service to our society. As an institution, our purpose is to ensure all students have an equal opportunity to fulfill their intellectual potential through the pursuit of the highest standards of academic excellence. Certain rights and obligations are inherent in membership in any academic community committed to such goals:

The rights of personal and intellectual freedom, which are fundamental to the idea of a university;
Strict respect for the equal rights and dignity of others;
Dedication to the scholarly and educational purposes of the University and participation in promoting and ensuring the academic quality of the institution.

Students are responsible for obtaining, learning and observing the established University policies as listed in all official publications. In addition, students must comply with the legal and ethical standards of the institution, as well as those of the state of New Hampshire, as well as any other laws, rules and or regulations of other relevant jurisdictions. All members of the community should inform the appropriate official of any violation of conduct regulations.

Students have the right to read and to study free from undue interference, to redress of grievances, to be heard by the College for America staff when they wish to voice concerns, needs, and programming ideas, to challenge prejudicial treatment and comments, to be themselves and to be proud of their background, to have respect from others, to have a fair and equitable disciplinary process, and to ask for advice and/or assistance.

Right to Procedural Fairness

Pending action on any disciplinary allegations, the status of students shall not be altered, nor are their rights to continue working toward a degree suspended, except to protect the well-being of students or staff. Only the Chief Academic Officer may make such a determination and direct provisional suspension.

Student Academic Complaint Policy

Purpose of Policy:

The purpose of the Student Academic Complaint policy is to provide students with an avenue to seek help or resolution when they feel the academic program or services have failed to meet reasonable expectations. Examples might include complaints about the design or delivery of Projects, or about the behavior of a Learning Coach or Reviewer. The Student Academic Complaint policy does not include evaluation appeals or student refunds. See Student Evaluation Appeal Policy for more information.

Process:

A student is first encouraged to address a concern with his or her Learning Coach. If the issue cannot be resolved at that level, a student who wishes to file an academic complaint must submit an email describing the nature of the complaint (with appropriate supporting documentation) and the resolution he or she is seeking to the Chief Learning Architect. The Chief Learning Architect (or designee) will review and research the concern to determine a fair resolution in consultation with the appropriate CFA departments. Every effort will be made to resolve the issue in a timely manner, and the student will be contacted during the process so that he or she will know the complaint is under consideration. While a complaint is being reviewed, the student should continue to participate in the program unless

instructed otherwise by the Chief Learning Architect. The decision of the Chief Learning Architect is final.

Student Evaluation Appeal Policy

Purpose of Policy:

The purpose of the Student Evaluation Appeal policy is to provide students with a process to seek help or resolution when they feel that an evaluation and/or feedback for a Project are erroneous.

Process:

A student should first correspond with the Reviewer directly through the learning management system to clarify the evaluation and/or feedback. If no resolution is found through communication with the Reviewer, the student should discuss this matter with his or her Learning Coach. When necessary, the Learning Coach will include the Senior Reviewer and/or Manager of the Feedback Center in the dialogue. If the issue cannot be resolved at that level, the student may submit an email to the Chief Academic Officer. The Chief Academic Officer will review the case and make a decision. The decision of the Chief Academic Officer is final.

Privacy of Student Records

The policies and procedures concerning the privacy of student records maintained by Southern New Hampshire University are in large measure governed by the Federal Family Education Rights and Privacy Act (FERPA). CFA's policies and procedures regarding this subject are largely the same as the University's and are available by the Office of the University Registrar.

Except when requested by a student or required by federal or state regulations, an educational record will not include information concerning race, religion, nationality, political or social views or memberships in organizations. Directory information (name, address, telephone numbers, degree program, etc.) may be released or published without a student's consent unless the student notifies the University that this information is not to be released by submitting an Authorization to Prevent or Resume Disclosure of Directory Information (see Appendix B).

Only members of the University staff with a legitimate educational interest, certain federal or state agencies and other education agencies completing surveys and studies for the University will ordinarily have access to a student's record without the written consent of the student concerned. One exception provides that parents have the right to view and to have copies of their child's educational record without their child's consent providing that the child is dependent upon the parents for federal income tax purposes.

Notification of Rights under FERPA

The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. These rights include:

1. The right to inspect and review the student's education records within 45 days of the day the University receives a request for access.

   A student should submit to the University Registrar, Chief Academic Officer, or other appropriate official, a written request that identifies the record(s) the student wishes to inspect. The University official will make arrangements for access and notify the student of the time and place where the records may be inspected. If the records are not

maintained by the University official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.

The right to request the amendment of the student's education records that the student believes are inaccurate, misleading, or otherwise in violation of the student's privacy rights under FERPA.

A student who wishes to ask the University to amend a record should write the University official responsible for the record, clearly identify the part of the record the student wants changed, and specify why it should be changed. If the University decides not to amend the record as requested, the University will notify the student in writing of the decision and the student's right to a hearing regarding the request for amendment. Additional information regarding the hearing procedures will be provided to the student when notified of the right to a hearing.

The right to provide written consent before the University discloses personally identifiable information from the student's education records, except to the extent that FERPA authorizes disclosure without consent.

The University discloses education records without a student's prior written consent under the FERPA exception for disclosure to school officials with legitimate educational interests. A school official is a person employed by the University in an administrative, supervisory, academic or research, or support staff position (including law enforcement unit personnel and health staff); a person or company with whom the University has contracted as its agent to provide a service instead of using University employees or officials (such as an attorney, auditor, or collection agent); a person serving on the Board of Trustees; or a student serving on an official committee, such as a disciplinary or grievance committee, or assisting another school official in performing his or her tasks. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibilities for the University.

The student's education records will also be disclosed to individuals or organizations if the student has a signed "Authorization for Disclosure of Non-Directory Information" listing those specific individuals or organizations. Students who receive financial support for this program from their employers may be required to submit this form by that employer. However, College for America will not release Non-Directory Information to spouses, family members or other individuals unless the student is a child and dependent upon the parents for federal income tax purposes This form is provided in Appendix A of this document.

The right to file a complaint with the U.S. Department of Education concerning alleged failures by the University to comply with the requirements of FERPA. The name and address of the Office that administers FERPA is:

- Family Policy Compliance Office
  U.S. Department of Education
  400 Maryland Avenue, SW
  Washington, DC 20202-5901

Directory Information at SNHU

Student's name

Address(es)
Telephone listing(s)
Electronic mail address
Photograph(s)
Fields of study [major(s), minor(s), etc.]
Dates of attendance/Enrollment status
Anticipated program completion date
Class level
Participation in officially recognized activities and sports
Weight and height of members of athletic teams
Degrees, honors, and awards received
The most recent educational agency or institution attended

The primary purpose of Directory Information is to allow the University to confirm attendance to prospective employers and other third parties, and to include this type of information from your education records in certain University publications.

Directory information, which is information that is generally not considered harmful or an invasion of privacy if released, can also be disclosed to outside organizations without prior written consent. Disclosures of directory information will be limited to specific parties for specific purposes or both.

If you do not want SNHU to disclose directory information from your education records without your prior written consent, you must notify the University in writing. See the "Authorization to Prevent or Resume Disclosure of Directory Information" form in the Appendix B for this purpose.

Nondiscrimination
The College for America and Southern New Hampshire University do not discriminate on the basis of race, color, national origin, citizenship, religion, marital status, age, sex, sexual orientation or non-disqualifying disability in admission to, access to, treatment in or employment in their programs and activities. The following department has been designated to handle inquiries regarding the nondiscrimination policies: Office of Human Resources and Development, Southern New Hampshire University, 2500 North River Road, Manchester, NH 03106-1045.

Computers and Technology
Students are required to have access to a computer, an Internet connection, a webcam and an internal or external microphone. The program is not mobile-compatible, so mobile devices including cell phones and tablets are not to be used. It is recommended that Students download and install Google Chrome (free of charge). Students are not required to purchase any software. Projects can be completed using Microsoft or Google programs.

All students are expected to access their official College for America email accounts regularly to check for official University communication and to respond as necessary to such communications. Students who choose to forward email from their official university email address to a non-university email system are solely responsible for all consequences arising from such forwarding arrangements. These may include, but are not limited to, any failure by the non-university system to deliver or retain official University communications, lost or misdirected communications, including those that result in violation of FERPA privacy regulations. Students communicating from a non-university email address may be asked to resend from their College for America email in order to receive a response or action.

Online Etiquette

All students are expected to adhere to strict etiquette policies when working in the online environment. Due to the open nature of the online community, students are expected to post appropriate and relevant content that is suitable to an academic environment. Since any number of sensitive topics may be discussed, students must maintain an open mind while reading their peers' postings. Students are required to be mindful of and respectful toward the person receiving any communication. Any comments deemed disruptive to the learning environment may be permanently deleted and may result in disciplinary action.

Southern New Hampshire University Network Acceptable Use Policy

Southern New Hampshire University encourages the use and application of information technologies to support student needs. Users of Southern New Hampshire University equipment, software and computer accounts are expected to follow acceptable standards of ethics and conduct in their use of computing resources. All Southern New Hampshire University faculty, students and staff should be aware of the following acceptable use policy requirements.

Definition:

The Southern New Hampshire University network (SNHUnet) includes all computer and communication hardware, software and accounts owned by Southern New Hampshire University.

1. Every computer account issued by Southern New Hampshire University remains the property of Southern New Hampshire University. The person to whom the account is issued is responsible for the account and its use. This responsibility continues until the person is no longer a student or employee of Southern New Hampshire University, at which time all rights and responsibilities regarding the account are terminated. The individual must keep the account secure by keeping the password secret, by changing the password often and by reporting to the CFA student support helpdesk when anyone else is using the account without permission. Using another person's account or allowing someone else to use an account makes both parties potentially liable to disciplinary action.

2. The use of SNHUnet is prohibited for:

- illegal purposes
- transmitting threatening, obscene or harassing materials
- interfering with or disrupting network users, services or equipment (disruptions include, but are not limited to, distribution of unsolicited advertising, propagation of computer viruses and using the network to make unauthorized entry to any other computers accessible via the network)
- profit-making from the selling of services and/or the sale of network access
- excessive private or personal business

3. The following activities are specifically prohibited:

- tampering with Southern New Hampshire University-owned computer or communication hardware and software
- defining and/or changing IP addresses on any machine

- intercepting or attempting to intercept e-mail and file transfers
- originating or attempting to originate mail from someone else
- attempting to log on to computers without an account (other than using guest or anonymous accounts)

4. Data within computer accounts issued by Southern New Hampshire University are private. Access to data within computer accounts issued by Southern New Hampshire University without written permission of the owner is prohibited. However, if there is probable cause to believe such data files or programs contain information relevant to a Southern New Hampshire University business requirement or legal proceeding, a person other than the authorized user may examine such data files or programs. Permission for such access would be granted by Southern New Hampshire University's Vice President of Operations. Access to accounts and/or data by the Department of Computing Resources for routine computer systems maintenance work is permitted.

5. Backup copies of all data in Southern New Hampshire University computer accounts are made routinely to protect against loss of data. No exceptions can be granted.

6. Requests to waive some policies will be reviewed by the Director of the Department of Computing Resources on an individual basis. Under no circumstances will a waiver be granted that violates state, local or other laws.

7. Confirmed misuse of Southern New Hampshire University's computing resources may result in one or more of the following punitive measures:

- loss of access to computer resources
- required repayment of funds expended in unauthorized use
- expulsion from the University
- termination of employment
- legal action

The prohibited uses as defined above may also violate state and federal law; thus criminal penalties may also apply.

Voluntary Disclosure of Disability

If you have a disability and are seeking accommodations, please contact the Office of Disability Services at Southern New Hampshire University, located at 2500 North River Rd. Manchester, NH 03106, by calling 603-644-3118.

In order to be considered for services, documentation verifying a disability is required. Documentation guidelines can be accessed online at http://www.snhu.edu/1347.asp. For further information regarding Disability Services at SNHU, please visit http://www.snhu.edu/603.asp.

Disclaimer

This catalog is neither a contract nor an offer of contract. Every effort is made to ensure that the information in this catalog is accurate and up to date, but the University cannot accept liability for any errors or omissions. Fees, deadlines, academic programs, competency-based projects and policies are subject to change without notice.

Appendix A
Authorization for Disclosure of Non-Directory Information Form

The Family Educational Rights and Privacy Act of 1974 (FERPA) is a law that is designed to protect the privacy of your personal and academic information. You have the option to sign a waiver that allows College for America (CFA) at Southern New Hampshire University (SNHU) to release specific information about your education records to an individual (e.g., spouse, partner, parent or guardian) or to your employer or affiliated organization. This release may occur both on a regular basis and at the request of an individual or an organization you indicate in the form below. Please note that students whose affiliated organizations are covering tuition costs may be required by that organization to sign this form.

Below are examples of the types of information that could be released. CFA and SNHU will use our best judgment to never disclose more than necessary.

Academic Progress – orientation progress, the number of and specific competencies mastered, pace towards graduation, and last date of activity in the CFA Learning Environment
Learning Coach – name, contact information, and feedback from your Learning Coach
Billing Records – status of your tuition invoice. This information would never include personal financial records or financial aid status.
Enrollment Status – Your current status as a CFA student, including: enrolled, leave of absence/hiatus, student initiated withdrawal, Learning Coach initiated withdrawal, or administrative withdrawal.

FERPA Waiver

I hereby waive my rights under the Family Educational Rights and Privacy Act of 1974 (FERPA) and authorize faculty and staff, and/or representatives of College for America at Southern New Hampshire University to disclose my education records to the individual or organization indicated below.

Student's Printed Name	
Student's Signature	
Student's CFA Email Address	
Date of Signature	
Release to Individual Only (e.g., spouse, partner, parent, guardian, etc.)	
Individual's Relationship to Student	
Release to Organization Name	
Release to Individual at Organization	
Organization Address	

Expiration Date of Authorization: This permission will expire four years from the date of receipt.

Appendix B
Authorization to Prevent or Resume Disclosure of Directory Information Form

Student Name: Student ID:

At Southern New Hampshire University the following items are designated as "Directory Information" under the Family Educational Rights and Privacy Act (FERPA):

Student's name
Address(es)
Telephone listing(s)
Electronic mail address
Photograph(s)
Fields of study (major(s), minor(s), etc.)
Dates of attendance/Enrollment status
Anticipated program completion date
Class level
Participation in officially recognized activities and sports
Weight and height of members of athletic teams
Degrees, honors, and awards received
The most recent educational agency or institution attended

CHOOSE ONE:

☐ Authorization to Prevent Disclosure of Directory Information

Under FERPA you have the right to prevent the disclosure of directory information to non-institutional individuals and/or organizations. This means your name will be withheld from honors lists, the Commencement Program, etc. Information concerning your enrollment and graduation status will not be released to prospective employers or educational institutions. Please carefully consider the consequences of any decision to prevent disclosure of directory information. SNHU assumes no liability for honoring your instructions that directory information be withheld.

I exercise my right to block Southern New Hampshire University from releasing my directory information to non-institutional individuals and/or organizations. I have read the above paragraph and understand the consequences of my action.

Student Signature: _____Date: _____

Expiration Date of Authorization: _____ (if none is specified, the terms of this release will expire four years from the date of receipt in the Office of the University Registrar).

☐ Authorization to Resume Disclosure of Directory Information

I hereby revoke my prior disclosure block and, effective immediately; authorize Southern New Hampshire University to release directory information to non-institutional individuals and/or organizations. All other academic information, such as grades, GPA, schedule, will remain confidential.

Student Signature: _____Date: _____

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