

academic  
catalog  
COLLEGE FOR AMERICA



2017  
2018

## Table of Contents

<b>Table of Contents</b>	<b>2</b>
<b>Welcome</b>	<b>6</b>
Message from the President	6
<b>Policies</b>	<b>7</b>
<b>About SNHU</b>	<b>7</b>
Academic Program Improvement	7
Accreditations, State Authorization and Program Approvals	7
CfA Mission	8
College for America at Southern New Hampshire University Overview	8
History of the University	8
Overview of CfA Program	9
Required Written Arrangements	9
<b>Academic Standards</b>	<b>9</b>
Credit Hour Definition	10
Scholastic Standing	10
<b>Admissions</b>	<b>10</b>
CfA Bachelor's Degree Admission Policy	10
CfA Certificate and Associate's Degree Admission Policy	10
Readmission Policy	11
<b>Course and Program Enrollment</b>	<b>11</b>
Adding Competencies (Goals) to Your Academic Plan	11
Catalog Year	11
CfA Academic Holidays	11
CfA Academic Year	11
Change of Start Date Policy	12
Concurrent Program Enrollments	12
Creating Your Academic Plan	12
Enrollment Status	12
Leave of Absence Policy	12
Participation Policy	13
Prerequisites	13
Swapping Competencies (Goals) from your Academic Plan	14
Term Structure	14
Transfer Among SNHU Colleges	14
Transfer of Goals Between BA Degrees	14
Trial Period of Enrollment	14
Withdrawal Policy	15
<b>Financial Aid and Resources</b>	<b>15</b>
Financial Aid	16
Financial Aid Enrollment Status Criteria	16
Return of Title IV Funds	16
Standards for Federal Financial Aid Satisfactory Academic Progress (SAP)	17
Tuition and Financial Aid	18
<b>Grades and Credits</b>	<b>18</b>
Attempted Competencies	18
Evaluation of Student Work	18
Official Transcripts	19

Student Evaluation Appeal Policy	19
Transfer Credit Policy	19
Transfer in of Credits Earned at Other Educational Institutions	21
Transfer out of Competencies Mastered or Credit Equivalencies to Other Educational Institutions	21
<b>Graduation and Commencement</b>	<b>21</b>
Commencement Eligibility to Participate in the May Commencement Ceremony	21
Degree and Certificate Conferrals	21
Degree Requirements	22
Late Requests to Participate	22
Mid-Term Graduate Policy	22
Mid-Term Graduation and Federal Student Aid	22
Petition to Graduate	22
<b>Miscellaneous</b>	<b>23</b>
Catalog Versions	23
CfA Directory	23
CfA Glossary	23
College for America at SNHU ID Card	24
Disclaimer	24
<b>Records and Right to Privacy</b>	<b>24</b>
Academic Record Retention	24
Change of Student Name, Address, SSN, or DOB Change Policy	25
Notification of Rights under FERPA	26
Privacy of Student Records	27
Transcript and Competency Statement Policy	27
<b>Rights and Responsibilities</b>	<b>27</b>
Disability Access Statement	27
Nondiscrimination/Equal Opportunity	28
Right to Procedural Fairness	28
Sexual Misconduct	28
Student Academic Complaint Policy	34
University Statement of Student Rights	34
<b>Student Account and Fees</b>	<b>34</b>
Cancellation and Refund Policy	35
Financial Credit Policy	35
Grace Period Scholarship	35
Payment	35
Payment Options	35
Refund Policy	36
Tuition and Billing	38
<b>Student Affairs</b>	<b>38</b>
Student Handbook	38
<b>Student Code of Conduct</b>	<b>38</b>
Computers and Technology	38
Copyright Guidelines	38
Copyright Policy	39
Disciplinary Dismissal	40
Disciplinary Suspension	40
Graduate Access	40
Online Etiquette	40
Southern New Hampshire University Network Acceptable Use Policy	41
Standards of Academic Honesty	41

<b>Support Services</b>	<b>42</b>
Academic Support Services	42
Additional Online Student Services	42
Disability Resource Center	43
Tutor.com/CfA	44
<b>Programs</b>	<b>45</b>
Communications with concentration in Business (BA)	45
Communications with concentration in Healthcare (BA)	46
General Studies with a specialization in Business (AA)	47
Healthcare Management (AA)	47
Healthcare Management Fundamentals (Certificate)	48
Healthcare Management with concentration in Communications (BA)	48
Healthcare Management with concentration in Global Perspective (BA)	49
Management with concentration in Insurance Services (BA)	50
Management with concentration in Logistics and Operations (BA)	51
Management with concentration in Public Administration (BA)	52
<b>Courses</b>	<b>53</b>
Accounting	53
Advertising	53
Anthropology	53
Biology	53
Business	54
College for America	54
Communication	56
Economics	57
English	57
Environmental Studies	58
Finance	58
Fine Arts	58
Geography	59
Health Information Management	59
Healthcare Management	59
Human Services	60
Integrated Health Profession	60
Interdisciplinary Studies	60
International Business	60
Literature	60
Marketing	61
Organizational Leadership	61
Philosophy	63
Political Science	63
Psychology	63
Public Administration	63

Public Health	64
Quantitative Studies & Operations Management	64
Science	65
Southern New Hampshire University	65

# Welcome

## Message from the President



It gives me great pleasure to present to you the Southern New Hampshire University catalogs. A university catalog offers a comprehensive overview of the variety of programs and classes offered both on campus and online. These catalogs contain information about our history and mission, our services and outreach, our facilities and the many opportunities we provide students for meeting their life and career goals.

It's certainly an exciting time to be a student at SNHU. Fast Company has named us the 12th most innovative organization in the world in its World's 50 Most Innovative Companies. We ranked with such heavy-hitters as Apple, Google and HBO and were listed ahead of such industry giants as the National Football League, Starbucks and LinkedIn. We achieved such accolades on the basis of our innovative pathways to a degree and our core mission of providing access. Our campus-based Degree-in-Three program, which uses a competency-based model to reduce time to graduation and the cost of a degree by 25 percent. Students studying with us online are part of the second largest non-profit program in the country.

SNHU continues to give you more options to complete your degree than almost any other institution. You can blend traditional on campus courses with wholly online courses or take a mix in one of our hybrid courses. With a number of centers besides the main campus, you can access courses in a place most convenient to home or work and at a competitive cost.

We welcome you to explore all that we have to offer. We think that you'll find us to be an exciting institution that is dedicated to helping you make the most of your potential and committed to providing the types of programs that make all of your career aspirations possible. We hope that you will be part of the SNHU Community.

A handwritten signature in black ink that reads "Paul J. LeBlanc". The signature is written in a cursive style and is contained within a white rectangular box.

Sincerely,  
Paul J. LeBlanc  
President

# Policies

## About SNHU

### Academic Program Improvement

SNHU builds programs and courses based on real-world competencies that are grounded both in the academic canon of knowledge and the expertise of practitioners in the field. Student achievement in relation to these competencies are measured through outcomes at both the program and course level. Based on the data and feedback obtained regarding student achievement of program outcomes, SNHU modifies and improves programs and courses through an ongoing iterative process.

### Accreditations, State Authorization and Program Approvals

#### Regional Accreditation:

##### **New England Association of Schools and Colleges**

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 (CIHE). All Programs offered by SNHU are encompassed by this regional accreditation. Inquiries regarding the accreditation status by the New England Association should be [emailed 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](mailto:cihe@neasc.org)

The Commission on Institutions of Higher Education 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.

#### Degree Granting Approval:

[New Hampshire Department of Education, Division of Higher Education - Higher Education Commission](#)

Southern New Hampshire University maintains degree granting approval from the New Hampshire Department of Education, Division of Higher Education - Higher Education Commission.

#### Programmatic Accreditations:

In addition to the regional accreditation, certain SNHU undergraduate and graduate programs also carry specialized programmatic accreditations.

##### **Accreditation Council for Business Schools and Programs (ACBSP)**

Many of the undergraduate and graduate business programs offered by Southern New Hampshire University are accredited by the Accreditation Council for Business Schools and Programs (ACBSP). Business programs that are currently not listed as ACBSP accredited may become accredited upon eligibility. [Visit a list of our accredited business programs.](#)

##### **Accreditation Commission for Programs in Hospitality Administration**

SNHU's Bachelor of Science (BS) in Hospitality Administration is accredited by the [Accreditation Commission for Programs in Hospitality Administration](#).

##### **Commission on Collegiate Nursing Education (CCNE)**

The Bachelor of Science and Master of Science in Nursing programs at Southern New Hampshire University are accredited by the [Commission on Collegiate Nursing Education \(CCNE\)](#).

##### **New Hampshire State Department of Education for Teacher Certification**

Please click [here](#) to review the list of New Hampshire approved collegiate programs of preparation for the education professions.

## State Authorizations:

As an institution that has students residing across the United States, Southern New Hampshire University (SNHU) is required to obtain approval to operate (state authorization) in a number of states based on the activities it conducts in the states.

In some states SNHU is exempt from seeking approval to operate as some state regulations allow for institutions that meet specific criteria to apply for an exemption in lieu of approval to operate.

While in other states we have SARA approval to operate. The State Authorization Reciprocity Agreement is an agreement among member states, districts and territories that establishes comparable national standards for interstate offering of postsecondary distance education courses and programs. It is intended to make it easier for students to take online courses offered by postsecondary institutions based in another state. SARA is overseen by a National Council and administered by four regional education compacts.

<http://nc-sara.org/content/basic-questions-about-sara#what>

Please click [here](#) to review our state by state authorization status.

## 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.

## 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.

## History of the University

Southern New Hampshire University was founded in 1932 by H.A.B. Shapiro as the New Hampshire School of Accounting and Secretarial Science. The school remained relatively small until 1961, when it was incorporated and renamed New Hampshire College of Accounting and Commerce.

The state of New Hampshire in 1963 granted the university its charter, which gave it degree-granting authority. The first associate degrees were awarded that year, and the first bachelor's degrees were conferred three years later. The college became a nonprofit institution under a board of trustees in September 1968, and the name was shortened to New Hampshire College in 1969.

During the 1960's the college opened off-campus centers to better serve adult learners. Programs today are offered in Manchester, Salem, New Hampshire, and Brunswick, Maine, as well as internationally through HELP International College of Technology (HICT) in Malaysia and Kepler School in Rwanda.

The 1970s were a time of growth and change. The college moved from its downtown Manchester site to the now 300-acre campus on the Merrimack River in 1971. In 1974, the college introduced a Master of Business Administration program, and, in 1978, assumed human services degree programs.

In the spring of 1981, the General Court of New Hampshire authorized New Hampshire College to award the Master of Human Services degree and the Master of Science degree in business-related subjects. That same year, to accommodate the two new rapidly expanding programs, the university purchased the former Mount Saint Mary College in Hooksett, which served as the "north campus" for many years. Operations have since been reconsolidated on the main campus. In 1988, the human services programs were transferred to Springfield College in Springfield, Mass.

The college continued to expand academic offerings throughout the 1980s and 1990s. The community economic development degree was first offered in 1982 and the Culinary Arts Program was established in 1983. New liberal arts and education majors were added in the early 1990s and in the last several years. The one-of-a-kind 3Year Honors Program in Business Administration was launched in 1997 and has since inspired the Degree in Three programs which makes it possible for those entering the School of Business to graduate in just three years with no evening, weekend or summer courses. Academic offerings again expanded in 1998 to include the Ph.D. in community economic development and the Doctor of Business Administration.

The university extended its reach worldwide with the launching of its Internet-based distance-learning program, SNHU Online, in 1995.

A wave of campus expansion began in 1996 with the construction of a new residence hall; Robert Frost Hall, which houses the museum-quality McIninch Art Gallery; the Hospitality Center, home to the student-run restaurant and culinary programs; and Belknap Hall, now home to the Institute for Language Education, the School of Education and several university offices, including the Office of Undergraduate Admission.

Construction continued with the building of a new academic center, Webster Hall, which houses the Trading Room, a simulated



## College for America 2017-2018

stock trading room. New residence halls were also built on the west and east sides of campus. All classrooms and halls are wireless.

Expansion and program development led to a momentous event in the institution's history in 2001, when New Hampshire College became Southern New Hampshire University. Several new degrees were added in the 2000s, including specialized M.B.A. degrees, the M.F.A. in fiction and nonfiction writing, game design and development, Master of Education programs and many more.

In 2007, SNHU became the first carbon-neutral university in New Hampshire. Also in that timeframe SNHU significantly invested in its online education programs, forming the College of Online and Continuing Education. By 2012, COCE became the largest online degree provider in New England and the university was listed by Fast Company as the 12th most innovative organization in the world. SNHU's innovations aim to reduce costs, broaden access, improve quality and foster degree completion. SNHU is now a leader among nonprofit universities in online education.

During the 2009-2010 school years, the university opened a new academic building, which features new classrooms, student lounge and study areas, and a café, and a new dining hall. Both energy-efficient buildings were designed with sustainability in mind.

In 2012 with support from an EDUCAUSE Next Generational Learning Challenge grant, funded by the Bill & Melinda Gates Foundation, SNHU founded its College for America. CfA is a nonprofit, competency-based college built specifically to work for working adults and their employer, and designed to strengthen the American workforce. It offers self-paced, online degrees based on definable skills and measurable results.

Improvements to the campus continued in 2013-2014 with the addition of an ultra-modern residence building, Tuckerman Hall. Tuckerman Hall boasts its own fitness center, double rooms with a shared bathroom and individual heating/cooling controls in all rooms. In the Fall of 2014, the university opened the doors to a state-of-the-art 50,000 square-foot learning commons which will house the library, learning center, individual study rooms, a café, and so much more.

In 2016-2017, the University opened two more buildings. The William and Joan Green Center for Student Success, which is home to the Deborah L. Coffin Women's Center, Center for Community Engaged Learning, Disability Services, DeColfmacker Veteran's Lounge and ROTC, International Student Services, Diversity Initiatives, Academic Advising, Enrollment Operations, Residence Life, an Audio Visual studio and other student support services. The Gustafson Center, named for President Emeritus Richard Gustafson, for Undergraduate Admissions, the Dorothy S. Rogers Career Development Center and the Office of Alumni Engagement.

SNHU continues to seek new ways to provide quality educational programs for all of our constituents, both in the U.S. and abroad.

### 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.

### Required Written Arrangements

The office of Academic Quality, Accreditation & Support at Southern New Hampshire University maintains a list of written arrangements.

Please email [accreditation@snhu.edu](mailto:accreditation@snhu.edu) with any questions.

### Academic Standards

## Credit Hour Definition

For each Goal that you master at CfA, SNHU will award you three college credits. This includes up to 30 credits for the certificate, 60 credits for the AA degree and up to 60 additional credits leading to the BA degree.

## 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.

## Admissions

### CfA Bachelor's Degree Admission Policy

Students may contact College for America Admissions ([admissions@collegeforamerica.org](mailto:admissions@collegeforamerica.org), 855-764-8232), or speak to their Advisor to discuss their personal aspirations and which degree is the best fit.

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. CFA is not currently open to the general public, but College for America may be available to immediate family members of enrolled students. Please check your company specific landing page (the site shared with you by your company), email our admissions team at [admissions@collegeforamerica.org](mailto:admissions@collegeforamerica.org) or give the Admissions team a call at 1-855-764-8232, Option 2.

An immediate family member is defined as the following:

- Spouse, and parents thereof
- Sons and daughters, and spouses thereof
- Parents, and spouses thereof
- Brothers and sisters, and spouses thereof
- Grandparents and grandchildren, and spouses thereof

### CfA Certificate and Associate's Degree Admission Policy

## College for America 2017-2018

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 is not currently open to the general public, but College for America may be available to immediate family members of enrolled students. Please check your company specific landing page (the site shared with you by your company), email our admissions team at [admissions@collegeforamerica.org](mailto:admissions@collegeforamerica.org) or give the Admissions team a call at 1-855-764-8232, Option 2.

An immediate family member is defined as the following:

- Spouse, and parents thereof
- Sons and daughters, and spouses thereof
- Parents, and spouses thereof
- Brothers and sisters, and spouses thereof
- Grandparents and grandchildren, and spouses thereof

## 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](mailto: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 Student Financial Services before being readmitted to the program. The student may contact the Student Financial Services office at [SFSCFA@snhu.edu](mailto:SFSCFA@snhu.edu) or 877-455-7648, select option 3 at the prompt.

The student should contact the CfA Support team at [support@collegeforamerica.org](mailto:support@collegeforamerica.org).

## Course and Program Enrollment

### Adding Competencies (Goals) to Your Academic Plan

Students may add Goals to their Academic Plan once they submit all of the Projects that are registered on their current Academic Plan.

### Catalog Year

A catalog year extends from July 1 to June 30. Students must follow the program requirements associated with the catalog year of their admission and/or start of study. Students who change their program of study must fulfill the program requirements associated with the catalog year in effect at the time of the program change.

Students who leave College for America for more than **one-term (6 months)** must fulfill the program requirements associated with the catalog year in effect at the time of their return. While students are always afforded the privilege of moving to a newer catalog year, they are not permitted to move back.

### CfA Academic Holidays

On observed holidays, College for America staff are not available for advising, technical support, and Project evaluations. Students, however, may continue working toward competency mastery and submit Projects for evaluation every day of the year.

CfA holidays are published inside the Help section of the Learning Environment.

### 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.

## 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](mailto: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 Advisor. 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 Advisor 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 Student Financial Services before they are admitted back into the program.
- Please contact Support ([support@collegeforamerica.org](mailto:support@collegeforamerica.org) or 855-764-8232) and they will coordinate with Student Financial Services ([SFSCFA@snhu.edu](mailto:SFSCFA@snhu.edu) or 877-455-7648, select option 3 at the prompt) to reenroll the student.

Best Times to Consider a Change to Your Start Date:

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

## 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 Advisor.

## Creating Your Academic Plan

The Academic Plan is the mechanism by which enrolled students register for competencies they intend to master during a term.

- Students enrolled in a CfA Associate's degree program must register for a minimum of 24 competencies (approximately four Goals) and a maximum of 30 competencies (five Goals) at the start of every term.
- Students enrolled in a CfA Bachelor's degree program must register for a minimum of 12 competencies (two Goals) and a maximum of 30 competencies (five Goals) at the start of every term.

## Enrollment Status

- **Full Time:** A full-time academic load in College for America is 24 competencies (or 12 credit equivalencies) within a term.
- **Three-quarter Time:** A three-quarter time academic load in College for America is 18 competencies (or 9 credit equivalencies) within a term.
- **Half-Time:** A half-time academic load in College for America is 12 competencies (or 6 credit equivalencies) within a term.
- **Less than Half-Time:** A less than half-time academic load in College for America is fewer than 12 competencies (or 6 credit equivalencies) within a term. This may result in any student loans no longer being deferred. Please check with the CfA Student Financial Services office if you have questions about this.

Please see "[Financial aid Enrollment Status Criteria](#)" policy for additional details.

## 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 Advisor 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.

## College for America 2017-2018

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 Student Financial Services.

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 Student Financial Services before they are admitted back into the program.
  - Please contact Support ([support@collegeforamerica.org](mailto:support@collegeforamerica.org) or 1-855-764-8232) and they will coordinate with Student Financial Services ([SFSCFA@snhu.edu](mailto:SFSCFA@snhu.edu) or 877-455-7648, select option 3 at the prompt) for readmissions to the program.

Next Steps:

- Contact your Advisor to discuss your situation
- Request Leave of Absence Form from Student Financial Services and follow instructions provided.
- Complete Leave of Absence Form
- Check your CFA email address for Leave of Absence Approval
- Contact Student Financial Services with any questions ([SFSCFA@snhu.edu](mailto:SFSCFA@snhu.edu) or 877-455-7648, select option 3 at the prompt)

## 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.

Students who graduate from their program and enroll in a new program during the same term must submit a project within the first 30 days of enrollment in their new program in order to remain enrolled (eg. student graduates from AA degree and begins BA degree during the term). If a student graduates from their program and does not remain enrolled the student will be responsible for their term tuition.

## Prerequisites

A prerequisite is any requirement necessary for a student to complete successfully before starting the Goal. Prerequisites are an important part of the curriculum design and provide a rational path through the curriculum. Students are ultimately responsible for knowing and adhering to prerequisites.

Pre-requisites include the following:

All students begin their program with access to only one Goal:

- Plan for Success (Certificate & AA Students)
- Demonstrate Cultural Competence (BA Students)

After all of the Projects in the first Goal are submitted, the remaining Goals on your academic plan are accessible.

For programs containing these goals, additional prerequisites include:

## College for America 2017-2018

- Investigate Managerial Accounting (prerequisite Goal: Account for Business)
- Innovate Like An Entrepreneur (must be one of the last two Goals to be completed)
- Capstone Goal (must be one of the last two Goals to be completed)

### Swapping Competencies (Goals) from your Academic Plan

Students who wish to update their term registrations may do so at any time by updating their Academic Plan.

Students may swap Goals on their Academic Plan but must remain at their current registration status (See "Creating your Academic Plan" for more information).

There are three exceptions to this policy:

- Students are not permitted to drop the first Goal in their Program:
  - Plan for Success (Certificate & AA Students)
  - Demonstrate Cultural Competence (BA Students)
- Students are not permitted to drop a prerequisite Goal without also dropping the Goal for which it is a prerequisite.
- Students are not permitted to drop a Goal containing submitted work and/or mastered competencies.

Please see "Financial aid Enrollment Status Criteria" policy for additional details.

### Term Structure

College for America enrolls students at the beginning of each month of the calendar year. Each term is six months long. Therefore, an enrollment year for a student is 12 months beginning with the date of enrollment.

### 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.

### 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.

### 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 defined 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.

**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).

**Student Initiated Withdrawal – (Official Withdrawal)**

This process involves a few simple steps:

- Student consults with their Advisor
- Advisor 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.
  - 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.
  - A Return to Title IV federal financial aid funds (R2T4) calculation is completed using the student's last date of academic activity (LDA).
  - If eligible, a Post-Withdrawal Disbursement is offered.
  - 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 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 which may leave a balance due to the University.
- 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. This recalculation may leave the student with a balance due to the University.
- 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 Advisor and complete an Exit Survey.

Students may contact the Student Financial Services at College for America with any questions related to billing or financial aid (SFSCFA@snhu.edu or 877-455-7648, select option 3 at the prompt).

**Financial Aid and Resources**

## Financial Aid

Financial Aid is available for those who qualify.

### Financial Aid Enrollment Status Criteria

As required by federal student aid rules, only competencies (and SNHU course equivalencies) required for a student's degree can be used in determining undergraduate enrollment status for financial aid purposes. In addition, a repetition of a previously passed course may only be considered once when determining enrollment status for financial aid purposes.

A student's financial aid eligibility is based on their enrollment status at the time of disbursement and throughout a given term. Additionally, students are required to participate before financial aid can be disbursed within each term. Participation is defined as the submission of a project. Students will be reviewed on a weekly basis up to the end of a term. Once a student has participated their federal financial aid will disburse.

### Return of Title IV Funds

Return of Title IV funds requirements apply to a Title IV grant and/or loan recipient or eligible recipient who withdraws or ceases attendance from Southern New Hampshire University (SNHU) before completing the payment period.

The payment period is the academic period established for which financial aid is awarded and disbursed. It is not always aligned with the registration and billing period for a program. Students are encouraged to learn and understand their program's payment period definition.

- SNHU will perform a Return to Title IV calculation and notify the student of any Federal Student Aid (FSA) fund return within 30 days of the date of withdrawal or the last date of attendance.
- SNHU has 45 days from the date of determination that the student withdrew to return all unearned FSA funds for which we are responsible for.

SNHU divides the number of days attended by the number of days in the period, excluding breaks of five days or more, and days on an approved leave of absence (applicable to College for America only). The result is the percent of earned aid, except that 100% is earned if greater than 60% of the payment period has been completed.

The percent earned multiplied by the total FSA for the payment period is the amount the student earned based upon his or her withdrawal date or last date of attendance. If this amount is greater than what was actually disbursed, then SNHU will offer the student a post-withdrawal disbursement, provided the funds meet the conditions for a late disbursement. If the amount that was actually disbursed is greater than the amount earned, the excess is considered unearned FSA.

SNHU will return a portion of any unearned FSA based upon the student's institutional charges for the payment period. Institutional charges may include tuition, book vouchers, and institutional housing and meal plans. The total amount of institutional charges is multiplied by the percent earned (100% minus the percent earned) to determine the unearned amount of institutional charges. SNHU will return the lesser of the unearned institutional charges or the total amount unearned.

### Return of Funds

SNHU will return FSA to the programs from which the student received aid during the payment period in the following order, up to the net amount disbursed from each source:

1. Direct Unsubsidized Loan
2. Direct Subsidized Loan
3. Direct PLUS Loan
4. Federal Pell Grant \*
5. Federal Supplemental Education Opportunity Grant (FSEOG)\*
6. Iraq and Afghanistan Service Grant\*
7. Federal Work Studies (FWS) funds are not included in the calculation.

\*There is a 50% grant protection allowance for the student built in to the Return to Title IV calculation. Students are also not required to return unearned funds of \$50 or less for Title IV grant programs.

Students are responsible for immediate payment on account balances that are a result of a Return to Title IV calculation.

Within the Return to Title IV calculation, there is also an amount of unearned Title IV aid due from the student.

- Title IV grant funds are typically repaid by SNHU and the student is responsible for payment to the University. However, SNHU can report a grant amount due from the student as an overpayment to the Department of Education. SNHU will waive any grant repayment and will not report an overpayment for any affected individual covered by the HEROES Act.
- Direct Loan are to be repaid in accordance with the terms and conditions outlined in the student's signed Master Promissory Note (MPN).

### Post-Withdrawal Disbursement

As a result of the required Return to Title IV calculation, there may be instances where students have undisbursed earned aid, and must decide if they want the post withdrawal disbursement of aid applied to their account. Any earned grant funds will be



## College for America 2017-2018

automatically applied to the student account. However, any earned Direct Loan funds require student authorization. Student Financial Services will notify students in writing of the availability of any Direct Loan post-withdrawal disbursement eligibility. Students must sign and return the authorization letter within fourteen days of the date of the notice to benefit from a post-withdrawal Direct Loan disbursement. Direct Loans are to be repaid in accordance with the terms and conditions outlined in the student's signed Master Promissory Note (MPN).

### Programs Offered in Modules

A program is 'offered in modules' if a course or courses do not span the entire length of the payment period. For all programs offered in modules, a student is considered to have withdrawn for Title IV purposes if the student ceases attendance at any point prior to completing the payment period.

SNHU will 'undo' a Return to Title IV calculation for a student who ceased attendance or graduated during a payment period and returns during the same payment period. The 'undo' process restores the FSA funds to the amounts the student was originally scheduled to receive. This is applicable to programs offered by the University where students have the ability to cease attendance or graduate during a payment period.

### Return to Title IV Calculation Example

A term start date is September 7 and the end date is December 23. There is a 5 day break for Thanksgiving. The total days for the term is 103 days. The student withdraws on October 2 which is day 26 of the term. The percentage of earned aid would be 25.2% (26 days/103 days) and the unearned aid percentage is 74.8%.

- If the student received \$5,500 in Title IV aid, then the student earned \$1,386 in Title IV aid and \$4,114 is the unearned amount.
- If institutional charges are \$6,000, then the amount of earned charges would be \$1,512 and the unearned charges would be \$4,488.
- SNHU is responsible for returning the lesser of the unearned institutional charges or the total amount of unearned Title IV aid, so SNHU would return \$4,114 in this example. The student is responsible for immediate payment of this account balance.

Return of Title IV funds requirements do apply to a student who:

- Officially withdraws during a payment period; or
- Unofficially withdraws during a payment period (student stops attending without providing notification to the university); or
- Ceases attendance during a payment period; or
- Graduates during a payment period.

Return of Title IV funds requirements do not apply to a student who:

- Withdraws from some classes but remains enrolled in other courses during the same payment period at Southern New Hampshire University; or
- Never attended any classes, or for whom SNHU cannot document attendance in at least one class for the payment period or period of enrollment. If the student never attended any classes or SNHU cannot document the student's attendance in at least one class, the student did not establish eligibility for Title IV aid for the period and all funds must be returned.

## 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.

To comply with Federal requirements, student academic progress will be measured based on a completion rate minimum of 67% of attempted competencies in the term. This 67% rate is equivalent to mastering 17 competencies and attempting 24 competencies per six- month term for full time students. SAP will be measured by payment period.

The maximum timeframe for Title IV eligibility is based on 150% of the number of competencies (or credit hour equivalencies) required to complete the program. For example, an Associate of Arts degree requires mastery of 120 competencies. An associate degree student may attempt no more than 180 competencies while receiving Title IV aid.

### Enforcement

A student who does not meet the minimum of mastering 67% of attempted competencies cumulatively 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 Advisor.

### 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 Student Financial Services 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. A signed Academic Plan may be required. 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. The financial responsibility for tuition and fees 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 eligibility 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 for tuition and fees lies with the student.

Students with questions regarding Satisfactory Academic Progress (SAP) should contact the Student Financial Services by email at [sfscfa@snhu.edu](mailto:sfscfa@snhu.edu) or by phone at 1-877-455-7648.

## **Tuition and Financial Aid**

SNHU has dedicated a single resource to answer all student questions related to tuition and financial aid. This resource is called Student Financial Services and can be reached by email at [sfscfa@snhu.edu](mailto:sfscfa@snhu.edu) or via telephone by dialing 1-877-455-7648.

## **Grades and Credits**

### **Attempted Competencies**

Attempted competencies are defined as a student having submitted a project or mastered the competencies in question. 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. If funds must be returned, this may result in a balance owed to the University.
- 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.

## **Evaluation of Student Work**

## College for America 2017-2018

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.

Projects may be submitted up to 11:59pm ET on the final day of the term.

- If the project submitted results in mastered competencies, those competencies are associated with the original term of submission. These competencies will appear on the end of term statement.
  - Example: A student submits a project on the final day of their term, July 31st. The Reviewer provides feedback and indicates the competencies are mastered on August 1st. The mastered competencies are associated with the original term of submission that ended on July 31st.
- If the project submitted results in a "Not Yet", the project must be resubmitted. These competencies will not appear on the end of term statement.
  - Example: A student submits a project on the final day of their term, July 31st. The Reviewer provides feedback and indicates the competencies as "Not Yet" on August 1st. The project must be resubmitted in the student's new term, which will result in these mastered competencies associated with the new term.

If you are concerned that you may not meet competency minimums during your term, we recommend that you plan to submit your project with time remaining in the term should you need to resubmit. It is your responsibility to submit your projects in a timely manner so that you can reach any competency minimums needed.

### Official Transcripts

College for America will only accept official copies of transcripts. Transcripts are only deemed official when they are sent physically or electronically directly from the institution or sent by the student in their original sealed envelope bearing the institution's seal and/or logo. College for America will try to request the official copies of a student's transcripts if they have listed two or less institutions on their Transcript Release Form. If a student wishes to have CfA request more than two transcripts, the student will be responsible for requesting any additional transcripts that exceed the two-transcript limit.

Transcripts can be sent via mail or through an approved third party electronic delivery service. Transcripts that have been previously opened by the student are not deemed official; therefore, we cannot accept those copies and another official copy will need to be ordered. In addition, transcripts that are sent electronically directly by a personal e-mail address will not be accepted.

Student transcripts from previously attended institutions that were provided to the university for any reason become the property of SNHU and are considered official only at the time of receipt. SNHU does not provide copies of transcripts from other institutions that are part of a student's education record to the student or any other third party. In order to obtain accurate up-to-date information and assure that no protocol of the issuing institution is circumvented, a student must contact the originating school for a copy of the transcript.

### Grade Requirement

A minimum grade of "C-" is required in order to be eligible as transferrable credit. The only exception is for "CR" credit or "P" Pass grades, where the transcript key indicates the letter grade equivalency. Students will not be awarded credit for any remedial or developmental courses.

### Unit of Credit

Transfer credits are awarded in semester credits. One (1) quarter hour is equivalent to .67 semester hours

### 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 Advisor. When necessary, the Advisor will include the Assessment Team Lead and/or the Director of Academic Operations in the dialogue. If the issue cannot be resolved at that level, the student may submit an email to [resolution@collegeforamerica.org](mailto:resolution@collegeforamerica.org). The Chief Academic Officer (or designee) will review the case and make a decision. The decision of the Chief Academic Officer is final.

### Transfer Credit Policy

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

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

## College for America 2017-2018

- Students with a College for America (CfA) AA degree are eligible to enter a College for America BA degree program.

Students with Associate of Arts or Associate of Science (AS) degree:

- 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 associates 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 after their transcripts have been evaluated on a case-by-case basis. College for America requires 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 after their transcripts have been evaluated on a case-by-case basis. College for America requires official transcripts of all credits contributing to the 60-credit requirement.

College for America AA to BA Transfers:

At College for America, our associate's (AA) degrees consist of 60 credits. The bachelor's (BA) degrees consist of an additional 60 credits for a total of 120 credits needed to receive the degree. The credits from the AA degree comprise the first half of the BA degree.

College for America may only accept a total of 60 semester credits or a conferred degree that may allow students to bypass the associate's degree portion of the BA program. This allows the student to enroll directly into the BA program of their choice to complete the additional 60 credits that are needed. College for America applies block transfer credits rather than directly equating transfer courses to individual CfA courses.

### Non-Institutional Credit Sources

Courses accepted for transfer credit must be at the college level from a regionally or nationally accredited institution recognized by the Council for Higher Education Accreditation (CHEA) and/or Department of Education (USDE).

Note: If a student graduated during the time a school was actively pursuing the accreditation status, she/he will be recognized as graduate of an accredited school provided the school earns accreditation within six months of the student's graduation date.

### Other External Undergraduate Credit

CfA may accept transfer credits from a variety of sources to contribute to the 60-credit requirement that is needed to enroll directly in the bachelor's degree program. Credits earned through non-collegiate learning from the following services may be accepted as transfer credit.

- As a result of minimum scores on standardized tests AP/CLEP/DSST
- In accordance with American Council on Education (ACE) college credit recommendations
- In accordance with National College Credit Recommendation Service (NCCRS) college credit recommendations
- Nursing transfer credit will be accepted from institutions that are recognized/accredited by any of the accrediting institutions that Southern New Hampshire University recognizes. That is, the Commission on Collegiate Nursing Education (CCNE), Accreditation Commission for Education in Nursing (ACEN), National Council of State Boards of Nursing or National League for Nursing (NLN). Credits coming from institutions/programs that are not operating anymore should be directed to the Nursing department for review and decision. In addition, students who complete the NLN Nutrition exam with an absolute score of 70 or higher will receive credit for IHP-220.
- Students who pass Series 7 exam will receive 3 credits of FIN-ELE at the undergraduate level only.
- Culinary students who pass the ServSafe Certification exam will receive credit for TCI-116.
- Transfer credit will be awarded for the successful completion of the Assessment of Prior Learning (APL) program at Three Rivers Community College (TRCC) only.
- Students may be awarded transfer credit by passing certain information technology certification exams offered through verified vendors (CompTIA, Testout, and Oracle) as approved by the Dean's office.
- Students who pass the NH Certified Public Management Program (CPMP) Examination will receive nine (9) credit hours at the undergraduate level in public administration as follows: 3 credit hours in PAD-330 and 6 credits hours in PAD elective.
- Credit for Industry-Recognized Certifications Policy: CfA may award credit for industry-recognized certification(s) that are not currently assessed for college credit by ACE/NCCRS upon departmental approval.

### 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 and may only use one evaluation service. Multiple evaluations for transfer credit

## College for America 2017-2018

will not be accepted. The official transcript evaluation must be sent directly from the credential evaluation service to College for America.

The Office of the University Registrar (OUR) holds the right to waive this stipulation for English-issued transcripts received from recognized foreign institutions the OUR deems appropriate to evaluate in-house.

\*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.

### 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. View the [Program Requirements](#) for each program to determine which CFA Goals are equivalent to which Southern New Hampshire University courses.

## Graduation and Commencement

### Commencement Eligibility to Participate in the May Commencement Ceremony

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. To be eligible to participate in the May commencement (graduation) ceremony, College for America students must complete the Commencement Participation Survey 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.

Upon meeting program requirements, the Commencement Participation Survey will be sent by Student Affairs within the congratulatory graduation email. Additionally, students who have met the criteria listed above may request the Commencement Participation Survey by contacting Student Affairs at 1-855-764-8232 or [studentaffairs@collegeforamerica.org](mailto:studentaffairs@collegeforamerica.org).

### Degree and Certificate Conferrals

Only the degree and primary major will appear on the diploma. The name on the diploma must be the legal name of the graduate, or within reason. For example, a student can request their middle initial rather than their full middle name.

All credentials will be issued within 10 business days of the degree conferral date provided the student has met all financial obligations. If the student has an outstanding financial obligation, the Office of the University Registrar must be contacted once the balance is cleared. The student needs to verify his or her mailing address prior to the diploma being sent out.

If the student does not receive the diploma within ten business days after mailing (20 days if international address) at the address specified on the petition to graduate, the student should contact the Office of the University Registrar. Under this circumstance another diploma will be mailed. However, if the initial diploma mailing address was not correct, the student will need to provide an updated address and pay the cost of a replacement diploma (\$30).

Rushed mail delivery requires a standard pre-paid fee of \$20.

## Degree Requirements

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

### Certificate in Healthcare Management Fundamentals

- Mastery of 60 Competencies through the CFA program

### AA in General Studies, Healthcare Management

- 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

## Late Requests 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 Graduation and Federal Student Aid

If a student completes the initial program prior to the 60% point in the term, and is not continuing on 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 continuing on 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 or [admissions@collegeforamerica.org](mailto:admissions@collegeforamerica.org). Additional program information may be found by visiting [College for America](http://CollegeforAmerica.com).

## Petition to Graduate

In order to graduate, College for America students must complete the Petition to Graduate process by utilizing the link provided to them within their congratulatory graduation email. This email is sent to students via their College for America email address by Student Affairs upon completion of their program. College for America students will need to petition both eligible programs:

- UG - Student's Undergraduate Degree Program (ex. AA.GST)

## College for America 2017-2018

- CFA - Student's Competency Program (ex. AA.GST.CFA)

Failure to petition for both programs may result in a delay to the graduation process. Students may contact Student Affairs at 1-855-764-8232 or [studentaffairs@collegeforamerica.org](mailto:studentaffairs@collegeforamerica.org) with questions related to the Petition to Graduate link.

## Miscellaneous

### Catalog Versions

The CfA catalog is updated periodically to incorporate new or edited policies. Catalog policies 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.

### CfA Directory

#### Student Financial Services

For the convenience of our students, CfA has one office for all billing and financial aid needs. Representatives are cross-trained between all financial functions at CfA and can assist with many different processes and questions.

Call us from 8:00am- 4:30pm EST on weekdays

Phone: 1-877-455-7648, Option 3

Fax: (603) 645-9667

Email: [sfscfa@snhu.edu](mailto:sfscfa@snhu.edu)

All billing and financial aid related mail should be addressed to:

College for America at SNHU

Attn: Student Financial Services

1230 Elm Street, 1st Floor

Manchester, NH 03101

#### Student Support

Call us from 9:00am to 5:00pm EST on weekdays.

Phone: 1-855-764-8232, Option 1

Email: [support@collegeforamerica.org](mailto:support@collegeforamerica.org)

#### Admissions

Call us from 9:00am to 5:00pm EST on weekdays.

Phone: 1-855-764-8232, Option 2

Email: [admissions@collegeforamerica.org](mailto:admissions@collegeforamerica.org)

Visit us on the Web

Visit our website [www.collegeforamerica.org](http://www.collegeforamerica.org) for more information.

### CfA Glossary

Below are some key terms that you will encounter during the course of your degree program. If you have any questions please talk to your Advisor.

## College for America 2017-2018

A **Competency** is a “can do” statement, such as “can define and use marketing terminology and concepts” or “can generate a variety of approaches to addressing a problem.” At CfA you master Competencies by completing Projects.

A **Goal** is an achievable amount of work containing 6 Competencies and organized into Projects.

**Projects** are workplace relevant activities that enable you to demonstrate mastery of Competencies. Some Goals provide alternative paths allowing choice in the complexity of the Projects you complete in that Goal.

**Mastery** lies at the heart of the College for America program. At CfA, you work on Projects that enable you to demonstrate what you know and are able to do. You either complete a Project by mastering a given set of Competencies, or you receive a ‘Not Yet.’

**Not Yet:** If you receive a ‘Not Yet’ from a Reviewer . . . Congratulations! A ‘Not Yet’ indicates that you are on your way to mastering the Competencies inside the Project. When you receive a ‘Not Yet,’ you also receive detailed and targeted feedback from the Reviewer so you know what you need to do in order to master the Competencies in that Project.

The Reviewer may recommend resources for you to review or offer encouraging and specific suggestions to help you move toward mastery. You can continue to submit the Project until you achieve mastery of all the Competencies. Feel free to ask the Reviewer for clarification on the feedback, the Rubric criteria, or talk to your Advisor if you have questions.

**Kudos:** Each week you should complete academic activities and earn Kudos. Kudos are participation points that help keep you on track to reaching your goals. You earn Kudos for completing academic activities. See the student handbook for more details.

**Degree Program:** A degree program is any program of study that results in the awarding of a formal, post-secondary degree. It is generally defined as the combination of the degree type (associate’s, bachelor’s) and the major/discipline of study (General Studies, Communication, Healthcare, etc.).

**Associate’s Degree:** A degree granted for the successful completion of a pre-baccalaureate program of study equivalent to two years of full-time study. An associate’s degree includes the equivalent of a minimum of 60 credit hours.

**Bachelor’s Degree:** A degree granted for the successful completion of a baccalaureate program of study equivalent to four years of full-time study. A bachelor’s degree includes the equivalent of a minimum of 120 credit hours.

**Capstone Goal:** A capstone is a culminating experience in which students apply the knowledge, skills and abilities of their degree program to a project or similar demonstration of competency. A capstone allows students to demonstrate that they can integrate their learning into a cohesive body of work.

## College for America at SNHU ID Card

The College for America at SNHU ID Card is the official identification card of Southern New Hampshire University. All College for America students may request an ID card by visiting <http://my.snhu.edu/cfa>.

- There is a \$5 fee to request a SNHU ID card and a \$25 nonrefundable fee to replace a lost or stolen SNHU ID Card. The fee will be billed to your account.

Students gain access to my.SNHU by visiting <http://my.snhu.edu/cfa> and using their assigned @snhu.edu login ID and password. If you do not have your login ID or password, please contact SNHU ITS at 1-855-877-9919.

## 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.

## Records and Right to Privacy

### Academic Record Retention

#### Introduction

Southern New Hampshire University (the “University”) requires that University student academic and course records be retained for specific periods of time. These academic records must be managed according to the guidelines outlined in this policy.

This policy establishes guidelines that set forth the minimum length of time that records should be retained. This will allow the University to:

- Meet its business and legal needs
- Optimize the use of space and minimize the cost of academic records retention

Ensure that outdated or useless records are deleted/destroyed

Record retention periods for selected academic records may be increased for various reasons including government regulation, judicial or administrative orders, contracts, pending or threatened litigation, or audit requirements. Such changes in the records retention schedule supersede the requirements listed in this schedule and will be so noted on the appropriate document. When



## College for America 2017-2018

needed, the Dean of the University Library, or designee, provides advice as to what non-current records of enduring value should be transferred to the University Archives at the Shapiro Library.

### Definitions

#### Academic Record

An academic record is anything containing academic or course related information regardless of format (paper, digital, photographic, recordings, etc.). Typical academic records include transcripts, admission documents, waivers, and other items found in student files, as well as instructor grade books, final exams, etc. Records will be retained, archived, and/or destroyed based on the retention periods defined in this policy.

#### Retention Schedules

A descriptive schedule that provides a guideline for the minimum length of time that selected records should be retained before they are deleted/destroyed or placed in archival preservation.

#### Retention Period

Minimum required length of time for maintaining records. Records may be held longer than the retention period, but should not be disposed of prior to that date.

#### Records Destruction

The physical or electronic destruction of a record after it has become obsolete or otherwise in accordance with this policy.

#### Litigation Hold

A communication issued as the result of current or anticipated litigation, audit, and government investigation or other similar matter that suspends the normal process regarding the retention and disposition of University records.

#### Associate

An employee, faculty member, or staff member of the University.

Policy

#### Purpose

The purpose of this policy is to allow the University to make sensible decisions about what information to keep and what information to discard, and to establish procedures for the maintenance, retention, preservation, and disposal of academic records.

#### Roles and Responsibilities

All employees, faculty members, or staff members of the University are responsible for being aware of, and adhering to, the provisions outlined within this Policy.

Procedure

Records for which there is a retention requirement in the retention schedule are recommended to be deleted/destroyed when they have reached the conclusion of their retention period. Academic records not specifically identified in this document should be retained a minimum of five (5) years if there is a legitimate business reason to do so, and deleted/destroyed if there is not.

Academic records should be deleted/destroyed in ways commensurate with their confidentiality and with methods which do not permit recovery, reconstruction or future use of confidential information. For example, paper records should be cross-shredded and not placed in recycle bins, electronic or machine readable records should undergo multiple overwrites, physical destruction, or degaussing. E-mails should be handled as any other record in terms of retention and disposal.

### Change of Student Name, Address, SSN, or DOB Change Policy

To request a change of name, social security number, or date of birth, a student must provide a clear and legible copy of any of the following documents:

- Driver's license
- Marriage certificate
- Divorce decree
- Social Security card
- Court order verifying name change
- Government-issued non-driver ID card
- Government-issued passport

For name changes please provide former name(s), new name, date of birth, student ID number (if known), along with the required documentation.

## College for America 2017-2018

For social security number or date of birth changes please provide name, student ID number (if known) along with the required documentation.

Please submit appropriate documentation to the Office of the Registrar in one of the following ways:

- by email to [registrar@snhu.edu](mailto:registrar@snhu.edu);
- by fax to (603) 629-4647
- by U.S. postal service to:
  - Office of the University Registrar,  
SNHU, 2500 North River Road,  
Manchester, NH 03106-1045

Students who wish to change their mailing address may do so by logging into the CfA student portal and editing their online student profile.

Students who wish to have their name updated on their diploma should contact the Registrar's office.

### 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:

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.

Students have 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)

## College for America 2017-2018

- 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.

### 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.

### 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. Students may contact the Office of the University Registrar at [registrar@snhu.edu](mailto:registrar@snhu.edu) or by calling 1-800-757-5174 to request an Official Transcript. Additionally, students may request an Official Transcript via the [my.snhu.edu/cfa](http://my.snhu.edu/cfa) portal. To request an Employer Term Statement, students may contact Student Financial Services at [sfscfa@snhu.edu](mailto:sfscfa@snhu.edu) or by calling 1-877-455-7648.

College for America students do not receive a traditional grade point average (GPA). 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. 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. Student Financial Services 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 or Student Financial Services 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.

## Rights and Responsibilities

### Disability Access Statement

Accommodations are available to provide individuals with documented disabilities equal access to facilities and programs at

## **Nondiscrimination/Equal Opportunity**

Consistent with all federal and state laws, rules, regulations and ordinances (e.g., Title VII, Title VI, Title III, Title II, the Rehabilitation Act, the Americans with Disabilities Act, and Title IX), it is the policy of Southern New Hampshire University not to engage in discrimination or harassment against any person on the basis of race, color, national origin, citizenship, religion, marital status, age, sex, sexual orientation or disability in admission to, access to, treatment in or employment in its programs and activities. It is the policy of the University to comply with all federal and state nondiscrimination, equal opportunity and affirmative action laws, orders, and regulations.

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.

## **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.

## **Sexual Misconduct**

### **Introduction**

Southern New Hampshire University, in compliance with the spirit of various federal and state laws (e.g., Title VI of the Civil Rights Act of 1964, Title IX of the Education Amendments of 1972, Title VII of the Civil Rights Act of 1964, the Violence Against Women Reauthorization Act of 2013, and other similar state and federal statutes and regulations), adopts the policy and fosters an environment where no individual may threaten the health, safety and welfare of a member of the University community; or any person on University property; or at a University sponsored or supervised activity, through the commission of a sexual assault, engaging in sexual harassment, discrimination, battery, and/or misconduct, including acquaintance rape.

The University does not condone and will not tolerate sexual misconduct, sexual harassment or sexual violence of any kind. The University prohibits rape, domestic violence, dating violence, sexual assault, stalking, and cyber-stalking, as well as discrimination or harassment based on sex.

The University encourages the reporting of sexual misconduct that is prompt and accurate. This allows the University community to quickly respond to allegations and offer immediate support to the victim. The University is committed to protecting the confidentiality of victims as permitted under law and will work closely with students who wish to obtain confidential assistance regarding an incident of sexual misconduct. Certain professionals at the University are permitted by law to offer confidentiality. Those who do not maintain the privilege to offer confidentiality are expected to keep reports private to the extent permitted under the law and University policy. This means that they may have to report to University officials, but will not broadcast the information beyond what is required by law and policy. All allegations will be thoroughly reviewed and appropriately investigated in a prompt manner, and both the complainant and the accused will be afforded equitable rights during the process.

The University does not discriminate on the basis of sex in its educational programs and in other activities operated by the University and is required by Title IX, and specifically 34 C.F.R. Part 106.9, not to discriminate in such a manner. This extends to Associates of and applicants for admission to the University. Inquiries concerning the application of Title IX may be directed to the University's Title IX Coordinator.

In an effort to promote a safe and secure campus environment and prevent acts of sexual misconduct from occurring, the University engages in ongoing prevention and awareness education programs. All incoming students and employees are required to participate in these programs, and all members of the University/university community are encouraged to participate throughout the year in ongoing campaigns and trainings focused on the prevention of sexual misconduct on campus.

### **Scope**

This policy applies to all members of the University Community including all students, faculty, staff, and other university officials, whether full or part-time and guest lecturers as well as to conduct by third parties (i.e. individuals who are neither students nor employees, including but not limited to guests and consultants) directed toward, University students, faculty, or staff members. The policy applies to these parties regardless of sexual orientation or gender identity or expression. The policy governs the conduct of all faculty, staff, administration, Associates, students, volunteers and visitors at off-campus University sponsored events, including but not limited to academic and educational programming, internships, study abroad programs, athletic events, and all other University programming, as well as the to the conduct of all faculty, staff, administration, Associates, students, volunteers and visitors occurring off-campus but having an effect on the University's educational environment or a victim's educational experience.

## Prohibited Conduct

The University strictly prohibits all forms of Sexual Misconduct. This includes discrimination, sex-based harassment, sexual battery, gender-based harassment, sexual harassment, sexual violence or assault, rape, sexual coercion or exploitation, sexual threats or intimidation, domestic violence, dating violence, stalking, and cyber-stalking. Please refer to the complete version of the Sexual Misconduct Policy for definitions of the sexual misconducts listed above.

Sexual Misconduct is prohibited whether occurring on or off campus and whether directed against a member of the University community or outside the University. Allegations of sexual misconduct are investigated and processed in accordance with the discipline process outlined herein and in the Student Handbook, Employee Handbook, and/or SNHUPEA Agreement.

## Title IX Coordinator

Pursuant to Title IX of the Education Amendments of the 1972 and the U.S. Department of Education's implementing regulations at 34 C.F.R Part 06, the University's Title IX Coordinator has primary responsibility for coordinating the University's efforts to comply with and carry out its responsibilities under Title IX, which prohibits sex discrimination in all the operations of this University as well as relations for the purpose of interfering with any right or privilege secured by Title IX.

Sexual Misconduct against students, including sexual harassment, sexual assault, rape, and sexual exploitation, can be a form of sex discrimination under Title IX. The Title IX coordinator oversees the University's response to reports and complaints that involve possible sex discrimination to monitor outcomes, identify and address any patterns, and assess effects on the campus climate, so the University can address issues that affect the wider school community.

A student or employee should contact the Title IX Coordinator or Deputy Title IX Coordinator(s) in order to:

- seek information or training about victim's rights and courses of action available to resolve reports or complaints that involve potential sex discrimination, including sexual misconduct,
- file a complaint or make a report of sex discrimination, including sexual misconduct,
- notify the University of an incident or policy or procedure that may raise potential Title IX concerns,
- get information about available resources (including confidential resources) and support services relating to sex discrimination, including sexual misconduct, and
- ask questions about the University's policies and procedures related to sex discrimination, including sexual misconduct.

## Reporting Policy

The University encourages community members to report incidents of sexual harassment, sexual assault or any other sexual misconduct immediately to the University and the police. A report may be made by the victim of a violation of this Policy or by any other person having knowledge of the violation.

Confidentiality concerns are addressed below.

## Contact Information for Reporting

All reports of sexual misconduct under this policy can be made to the Title IX Coordinator, or any other member of the Title IX compliance team. The University's Title IX compliance team includes Fariha Quasem, Title IX Coordinator; Danielle Stanton, Scott Fuller, and Jim Winn, Deputy Title IX Coordinators:

- Fariha Quasem is the University's Title IX Coordinator and can be reached in person at the Academic Center on the University's main campus at 2500 North River Road, Manchester NH, by telephone at 603-644-3188, or by email at [f.quasem@snhu.edu](mailto:f.quasem@snhu.edu). Ms. Quasem, as Title IX Coordinator, is responsible for overseeing the University response to all Title IX complaints.
- Danielle Stanton is the VP for Human Resources and can be reached in person at 1230 Elm Street, 5th Floor, Manchester NH, by telephone at 603-629-7820, and by email at [d.stanton3@snhu.edu](mailto:d.stanton3@snhu.edu).
- Scott Fuller is the Student Conduct Manager for the College of Continuing and Online Education (COCE) and is also the Deputy Title IX Coordinator for [S.Fuller@snhu.edu](mailto:S.Fuller@snhu.edu).
- Jim Winn is the Director of the Public Safety, in addition to being a Deputy Title IX Coordinator for University College, and can be reached in person at Morrissey House, 2503 North River Road, Manchester NH 03106, and by telephone at 603-645-9700.

Any student who believes they have been subject to sexual misconduct and wishes to report it should immediately contact the Title IX Coordinator or any member of the Title IX Compliance Team using the contact information above. Violations may also be reported to Public Safety at 603-645-9785, the office of Residential Life at 603-645-9758, coaches, Athletic Director, or any member of the Division of Student Affairs, and Academic Development Staff, or any other "Responsible Employee."

The University takes the position that all employees not having a legal duty of confidentiality (e.g. a licensed counselor, doctor, or nurse) are "Responsible Employees." A Responsible Employee is a University employee who has the duty to report incidents of sexual misconduct. With respect to students who are also employed by the University, only Resident Assistants (RAs) and those student employees with similar significant responsibility for student welfare are Responsible Employees under this policy.

## Reporting to the Police

Students are encouraged to report sexual assault and relationship violence not only to Public Safety, or a Title IX Coordinator, but also to law enforcement authorities. However, students have a right to choose not to file a report with law enforcement. Students must also understand that Public Safety is not a police force, and a report to Public Safety is not equivalent to filing a

police report.

Students may also wish to pursue a criminal or civil restraining order from a local court, and the University can offer a victim resources with information about how to obtain such an order.

Students in an ongoing emergency should dial 911. Contact information for local police in the Manchester area for non-emergency reporting is as follows:

**Hooksett Police Department**

15 Legends Dr.  
Hooksett, NH 03106  
(603) 624-1560

**Manchester Police Department**

405 Valley Street  
Manchester, NH 03106  
(603) 668-8711

Health Resources in the Manchester Area

Every victim has the option to seek treatment for injuries sustained during an incident of sexual misconduct, preventative treatment for sexually transmitted diseases, and other health services. A medical exam is also an important way for a health provider to properly collect and preserve evidence, which could later be used in a civil or criminal case. In cases where necessary, rape kits are also available at local emergency rooms.

In the case of an ongoing emergency, dial 911.

**Elliot Hospital**

4 Elliot Way  
Manchester, NH 03103  
(603) 669-5300

**Catholic Medical Center (CMC)**

100 McGregor St  
Manchester, NH 03102  
(603) 668-3545

Sexual Assault and Domestic Violence resources in New Hampshire and the Manchester area include:

**New Hampshire Sexual Assault Hotline**

1 (800) 277-5570

**New Hampshire Domestic Violence Hotline**

1 (866) 644-3574

## **YWCA Crisis Service**

72 Concord Stree

Manchester, NH 03101

Crisis Line: (603) 668-2299

## **Resources for Campus Students**

Medical treatment and counseling for campus students are also available at the Campus Wellness Center, located in the Robert A. Freese Student Center. Students can access health services during normal business hours by walk-in and may reach the Wellness Center Counselors at 603-645-9679. Emergency counseling services are also available twenty-four hours a day. During regular business hours, a student can speak with a counselor by contacting the Wellness Center staff. During nights, weekends and holidays, a student seeking emergency counseling can access services by contacting Public Safety or Residence Life who will notify a counselor on call.

The Wellness Center is open during the following hours:

### September – May

Monday through Friday, 8 a.m. to 4:30 p.m.

### Graduation – September

Monday through Thursday, 8 a.m. to 4:30 p.m.

Friday 8 a.m. to 4:00 p.m.

## **Resources for Online Students**

A list of counseling, health, mental health, victim advocacy, legal assistance, and other services available including crisis help lines can also be found on the COCE Wellness Center's webpage at <https://my.snhu.edu/Offices/COCE/Wellness>. Students located outside of New Hampshire can click the "Locate Resources in Your Area" link to be directed to crisis resources based on their location.

## **Bystander Policy**

The University encourages all community members to take reasonable and prudent actions to prevent or stop an act of sexual misconduct. Taking action may include direct intervention where it is safe to do, creating a distraction, calling law enforcement, or seeking assistance from a person in authority.

## **Connection Between the Sexual Misconduct Policy and the Drug and Alcohol Policy**

Victims, bystanders, or other parties may have concerns about reporting sexual misconduct because of the University's drug or alcohol policy. The University's primary concern is student safety, and any drug or alcohol rules violations will be addressed separately from the sexual misconduct allegation. In addition, the University personnel involved in investigating violations of this policy have discretion to grant amnesty from violations of the University's drug and alcohol policy on a case by case basis. The use of alcohol or drugs never makes a victim at fault for sexual violence.

## **Confidentiality**

Cases involving alleged discrimination, harassment, or violence based on sex demand special attention to issues of confidentiality. Dissemination of information relating to these cases is limited so as to ensure, as fully as possible, the privacy of the individuals involved. Additionally, if the complainant wishes to remain anonymous, or not pursue a formal complaint, the complainant should be advised that the University's response may be limited. Furthermore, because of the University's obligation to maintain a safe environment for all members of the University community, the University may have an obligation to pursue an investigation without the complainant's cooperation. In such cases, the University will take preventative measures to preserve confidentiality to the extent practicable and permissible by applicable law.

## **Reporting Options**

- **i) Privileged and Confidential Communications**
  - **Professional and Pastoral Counselors**

The University can provide members of its campus community with professional, licensed counselors who provide mental-health counseling to members of the school community (and including those who act in that role under the supervision of a licensed counselor). SNHU Wellness counselors can be reached at 603-645-9679. Pastoral counselors may also be available to speak to students through Campus Ministry, which can be reached at 603-645-9608 or by referral at the Wellness Center.

These counselors are not required to report any identifying information about an incident to the Title IX coordinator without a victim's permission. A counselor may collect and eventually report some general, non-identifying data that will not lead to an investigation, such as the date of the report, date of the crime, and general location as part of the University's crime data reporting responsibility. A member of the community wishing to

## College for America 2017-2018

Speak with a professional, licensed counselor can request to do so through the on-campus Wellness Center.

Emergency Services are available 24 hours a day. Students can access services during normal business hours by calling 603-645-9679. During nights, weekends, and holidays, a student can access services by contacting Public Safety at 603-645-9700 who will notify a counselor on call.

Students in the College of Online and Continuing Education (COCE) can also log on to <https://my.snhu.edu/Offices/COCE/Wellness> and find a list of available professional counseling resources in their state.

### o Registered Nurses

In addition to counseling services, the campus Wellness Center is staffed by two full-time Advanced Practice Registered Nurses (APRN) and one licensed registered nurse. New Hampshire law (RSA 326-B) provides that confidential communications made to a nurse by a patient are entitled to the same privilege as those between a physician and a patient. As a result, a nurse in the Wellness Center is not required to reveal any details of an incident to the Title IX coordinator. As with a professional counselor, a nurse may collect and eventually report some general, non-identifying data that will not lead to an investigation, such as the date of the report, date of the crime, and general location as part of the University's crime data reporting responsibility.

### o Exceptions to Confidentiality

While these professional counselors and nurses may maintain a victim's confidentiality vis-à-vis the University, they may have mandatory reporting or other obligations under state law. For example, New Hampshire has a mandated reporter law for when a person "has reasons to suspect that a child has been abused or neglected" (R.S.A. §169-C:29), which requires timely disclosure to the N.H. Department of Health and Human Services if the victim is under eighteen years of age. A similar reporting law applies to incapacitated and elderly adults. (RSA 161-F:46). New Hampshire also has an anti-hazing statute that requires that any person who is present or otherwise has direct knowledge of any student hazing must report the hazing to law enforcement or educational institution authorities. (RSA 631:7).

### ● ii) Reporting to "Responsible Employees"

- o A "Responsible Employee" is a University Employee who has the authority to redress sexual violence, who has the duty to report incidents of sexual violence or other student misconduct, or who a student could reasonably believe has this authority or duty.

When a victim tells a Responsible Employee about an incident of sexual violence, the victim has the right to expect the University to take immediate and appropriate steps to thoroughly and appropriately investigate what happened and to resolve the matter promptly and equitably.

To the extent possible, information reported to a Responsible Employee will be shared only with people responsible for handling the University's response to the report. A Responsible Employee should not share information with law enforcement without the victim's consent or unless the victim has also reported the incident to law enforcement.

### Requesting Confidentiality: How the University Will Weigh Request and Respond

If a victim discloses an incident to a Responsible Employee but wishes to maintain confidentiality or requests that no investigation into a particular incident be conducted or disciplinary action taken, the University must weigh that request against the University's obligation to provide a safe, non-discriminatory environment for all students, including the victim.

If the University honors the request for confidentiality, a victim must understand that the University's ability to meaningfully investigate the incident and pursue disciplinary action against the alleged perpetrator(s) may be limited.

Although rare, there are times when the University may not be able to honor a victim's request in order to provide a safe, non-discriminatory environment for all students

The University has designated the Title IX Coordinator to evaluate requests for confidentiality once a Responsible Employee is on notice of alleged sexual misconduct. The Title IX Coordinator may consult other appropriate University stakeholders in his or her assessment of such a request and consideration of the factors identified below.

When weighing a victim's request for confidentiality or that no investigation or discipline be pursued, the University will consider a range of factors, including the following:

- The increased risk that the alleged perpetrator will commit additional acts of sexual or other violence, such as:
  - o whether there have been other sexual violence complaints about the same alleged perpetrator;
  - o whether the alleged perpetrator has a history of arrests or records from a prior school indicating a history of violence;
  - o whether the alleged perpetrator threatened further sexual violence or other violence against the victim or others;
  - o whether the sexual violence was committed by multiple perpetrators;
- whether the sexual violence was perpetrated with a weapon;
- whether the victim is a minor;
- whether the University possesses other means to obtain relevant evidence of the sexual violence (e.g., security cameras or



- personnel, physical evidence);
- whether the victim's report reveals a pattern of perpetration (e.g., via illicit use of drugs or alcohol) at a given location or by a particular group.

The presence of one or more of these factors could lead the University to investigate and, if appropriate, pursue disciplinary action. If none of these factors is present, the University will likely respect the victim's request for confidentiality.

**If the University determines that it cannot maintain a victim's confidentiality**, the University will inform the victim prior to starting an investigation and will, to the extent possible, only share information with people responsible for handling the University's response.

The University will remain ever mindful of the victim's well-being, and will take ongoing steps to protect the victim from retaliation or harm and work with the victim to create a safety plan. Retaliation against the victim, whether by students or University employees, will not be tolerated. The University will also:

- assist the victim in accessing other available victim advocacy, academic support, counseling, disability, health or mental health services, and legal assistance both on and off campus (see portion of policy identifying these);
- provide other security and support, which in some circumstances could include issuing a no-contact order, helping arrange a change of living or working arrangements or course schedules (including for the alleged perpetrator pending the outcome of an investigation) or adjustments for assignments or tests; and
- inform the victim of the right to report a crime to campus or local law enforcement – and provide the victim with assistance if the victim wishes to do so.

The University may not require a victim to participate in any investigation or disciplinary proceeding.

**If the University determines that it can respect a victim's request for confidentiality**, the University will also take immediate action as necessary to protect and assist the victim.

### **The University's Response Procedure**

Upon the University receiving notice of an incident of Sexual Misconduct, the University will provide the complainant with additional resources and a written notification outlining a number of choices including but not limited to:

- speaking with a counselor
- seeking medical assistance
- reporting the incident to local police
- filing formal conduct charges
- requesting reasonable accommodations

### **Time Frame for Response Process**

The University will conduct a timely review of all complaints of sexual misconduct. Absent extenuating circumstances, review and resolution is expected to take place within sixty (60) calendar days from receipt of the complaint, or a maximum of ninety (90) calendar days in the event of a subsequent appeal.

### **Extensions**

All deadlines and time requirements in the Code may be extended for good cause as determined by the Title IX officer or his or her designee. Both the respondent and the complainant will be notified in writing of the delay, the reason for delay, and provided the date of the new deadline or event.

Extensions requested by one party will not be longer than 5 business/school days

### **Hearing Procedures**

Please refer to the Southern New Hampshire University Student Handbook, Employee Handbook and/or SNHUPEA Agreement for a further description of investigation, grievance, and adjudication procedures. With respect to incidents of alleged Sexual Misconduct, any conflict between the procedures described in this Policy and either Handbook, the terms of this Policy shall control.

Prior to initiating its investigation, the University will inform the complainant of their intention to investigate, and request his or her consent to do so. The University will access any requests for confidentiality or requests not to investigate further at that time. If the University cannot honor such a request, the complainant will be informed at that time.

### **Interim Measures**

If necessary, the University will take immediate steps to protect complainants pending the final outcome of an investigation with interim measures. If it is determined by a staff member that contact between specific persons may pose a threat to the safety or emotional well-being of an individual, a No-Contact order can be issued by the University. Other interim measures available to the University include but are not limited to: temporary administrative suspension; restrictions on participation in a team or organization, or student accommodations.

### **Additional Reporting Resources**

A student or applicant who believes that he or she has been discriminated against can file a Charge of Discrimination at their

## College for America 2017-2018

regional U.S. Department of Education Office for Civil Rights.

The New Hampshire Regional Office can be contacted at:

U.S. Department of Education  
8th Floor  
5 Post Office Square  
Boston, MA 02109-3921  
Telephone: (617) 289-0111  
Facsimile: (617) 289-0150  
Email: [OCR.Boston@ed.gov](mailto:OCR.Boston@ed.gov)

A student or applicant may also file a Charge of Discrimination at their state Fair Employment Practices agency, such as the New Hampshire Human Rights Commission, which can be contacted at:

New Hampshire Human Rights Commission  
2 Chenell Drive Unit 2  
Concord, NH 03301-8501  
Telephone: (603) 271-2767  
Facsimile: (603) 271-6339  
Email: [humanrights@nhsa.state.nh.us](mailto:humanrights@nhsa.state.nh.us)

### Retaliation

Retaliation against any individual who files a complaint or participates in a harassment inquiry is prohibited. Anyone who reports an actual or suspected incident of harassment, discrimination or violence based on sex, or who participates in an investigation, will not be subjected to retaliation. If a Complainant or witness believes they have been subjected to retaliation they should contact the Association Vice President for Human Resources, Title IX Coordinator or the Dean of Students, Deputy Title IX Coordinator. Anyone found to be in violation of this retaliation provision will be subject to disciplinary action.

## 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 Advisor 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 Advisor. 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 [resolution@collegeforamerica.org](mailto:resolution@collegeforamerica.org). 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.

## 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.

## Student Account and Fees

## 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.

## 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 or for resolution at [credit@snhu.edu](mailto:credit@snhu.edu) or by calling 1-888-867-7376.
- 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 a balance.
- 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 upfront for any future classes.
- The Financial Credit Policy is at the discretion of the Credit Department and subject to change without notice.

## 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.

## 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

Students who wish to participate in a monthly payment plan may do so by completing a contraction with Tuition Management Systems (TMS). Students will receive instructions via email to complete this plan prior to the start of every term. If the student fails to make 2 payments within a term, TMS will cancel the contract and tuition will then be immediately due to the University.

### Title IV Federal Financial Aid

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](http://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 Student Financial Services at 1-877-455-7648.

### 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 Student Financial Services Office. The voucher must include beginning and

## College for America 2017-2018

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 each term.

## Refund Policy

### University College

Students who withdraw from the university may be eligible to receive a refund according to the policy listed below that applies to their situations. This policy is also applicable to part-time undergraduate day school students.

Student accounts will be adjusted within 30 days of the notification of withdrawal.

Tuition, on-campus room and meal plans are canceled/reduced based on the following schedule for standard day school students and is the same schedule for institutional merit and need awards:

- 100 percent refund before the first day of class (includes fees).
- 90 percent refund through the first 10 percent of the term.
- 50 percent refund from 10 to 25 percent of the term.
- 25 percent refund from 25 percent of the term through 50 percent of the term.
- No refund after 50 percent of the term has elapsed.

Fees: No refund after the first day of class.

Meal plan refunds are based on the remaining balance the student has at the time of the withdrawal date.

Example: If a withdrawal occurs on day 5 of a semester, then tuition, on-campus room and meal plan (if applicable) would be refunded by 90%. Each SNHU merit and need award would be reduced by 90% as well. A revised award letter is provided for notification of award reductions.

### College of Online and Continuing Education (COCE)

Undergraduate students may drop a course during the first week of a term, and the dropped course will not appear on the student's academic transcript. Undergraduate students may withdraw from courses at any time during the second through fourth week of the undergraduate term with the course grade of "W". Any withdrawals after the fourth week may only be allowed for significant conditions beyond the student's control (e.g. serious illness documented by a physician's letter), as determined and approved by COCE administration, and will be processed at no refund. Withdrawals are not permitted in the last week of class. This policy also applies to an undergraduate student taking a 16-week course.

The following policies apply to ALL students taking online or center-based face-to-face and hybrid courses.

### Undergraduate Students

Withdrawals from courses (all types, including online, hybrid, and face-to-face courses):

- During Week 1 (Drop period): No tuition fee charged or 100% refund if full payment is submitted
- During Week 2: 50% tuition fee charged or 50% refund if full payment is submitted
- After Week 2: 100% tuition fee charged or no refund if full payment is submitted.

For the purpose of withdrawals, all term weeks start on Monday and end on Sunday 11:59pm EST. Holidays during the week do not impact the Sunday 11:59PM deadline.

### Graduate Students:

Withdrawals from courses (all types, including online, hybrid, and face-to-face courses):

- During Week 1 (Drop Period): No tuition fee charged or 100% refund if full payment is submitted
- During Week 2: 50% tuition fee charged or 50% refund if full payment is submitted
- After Week 2: 100% tuition fee charged or no refund if full payment is submitted

For the purpose of withdrawals, all term weeks start on Monday and end on Sunday 11:59 pm EST. Holidays during the week do not impact the Sunday 11:59PM deadline.

# College for America 2017-2018

## College for America (CfA)

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.

## State Refund Policies

Below are specific state refund policies for residents of Alaska and Wisconsin enrolled in the PCMH program at SNHU:

### Alaska

Alaska students enrolled in the PMCH program (Program in Clinical Mental Health Counseling) shall be refunded based on the schedule outlined below. All other Alaska students shall be refunded based on the SNHU refund policy. All refunds to a student must be made no later than 30 days after receipt of notification of the student's withdrawal or last recorded date of physical attendance, whichever is earlier.

Portion of Term Completed as of Date of Withdrawal or Termination	Tuition Refund
For a period of time after instruction has begun but before the second day of classes or the equivalent	100% refund
Less than or equal to 10%	90% refund
Greater than 10% up to 20%	80% refund
Greater than 20% up to 25%	55% refund
Greater than 25% up to 50%	30% refund
Greater than 50%	No refund

For the purposes of the above refund schedule, the portion of term completed will be calculated as the percent of classes elapsed by dividing the number of lessons that the student completed by the total number of lessons required to complete the course.

### Wisconsin

Wisconsin students enrolled in the PMCH program (Program in Clinical Mental Health Counseling) shall be refunded based on the schedule outlined below. All other Wisconsin students shall be refunded based on the SNHU refund policy.

The student cancels enrollment within 3 business days, Educational Approval Board (EAB 6.04)	Full refund
The student accepted is unqualified, and the school did not secure a disclaimer under Educational Approval Board (EAB 9.04)	Full refund
The school procured the student's enrollment as the result of any false representations in the written materials used by the school or in oral representations made by or on behalf of the school, Educational Approval Board (EAB 7.02)	Full refund
A student who withdraws or is dismissed after three business days but before completing 60% of the potential units of instruction in the current enrollment period shall be entitled to a pro rata refund, as calculated below, less any amounts owed by the student for the current enrollment period, less a one-time application fee of \$100	Pro rata refund
A student who withdraws or is dismissed after completing 60% of the potential units of instruction in the current enrollment period.	No refund

*Pro rata refund shall be determined as the number of units remaining after the last unit completed by the student, divided by the total number of units in the enrollment period, rounded downward to the nearest ten percent. Pro rata refund is the resulting per cent applied to the total tuition and other required costs paid by the student for the current enrollment period.*

All efforts will be made to refund prepaid amounts for books, supplies and other charges unless the student has consumed or used those items and they can no longer be used or sold to new students, or returned by the school to the supplier.

Refunds shall be paid within 40 days after the effective date of termination.

After the student's first period of enrollment, if a student withdraws or is dismissed in a subsequent enrollment period, the school may also retain an administrative fee of 15% of the total cost of a resident program, or \$400, whichever is less.

No refund is required for any student who withdraws or is dismissed after completing 60% of the potential units of instruction in the current enrollment period unless a student withdraws due to mitigating circumstances, which are those that directly prohibit pursuit of a program and which are beyond the student's control.

## Return of Military Tuition Assistance

Military Tuition Assistance (TA) is awarded to a student under the assumption that the student will attend for the entire period for which the assistance is awarded. When a student withdraws or stops attending, the student may no longer be eligible for the full amount of TA funds originally awarded.

SNHU will return any unearned TA funds on a proportional basis through the 60% portion of the period for which the funds were provided to comply with Department of Defense policy. TA funds are earned proportionally, during an enrollment period, with unearned funds returned based upon when a student stops attending. Any SNHU balance due to a TA return is the responsibility of the student.

In instances when a service member stops attending due to a military service obligation during the term, SNHU will remove the student from the coursework and reverse the charges. The full TA amount would be returned so that no debt is incurred by the student. Please note - prior-existing service obligation will not warrant the reversal of charges. The service member will be

required to provide documentation in the form of current military orders, signed letter from the command, or a similar form of documentation.

### Tuition and Billing

Tuition is billed \$1,500 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.

### Student Affairs

#### Student Handbook

The Student Handbook is a critical document for College for America students during your journey from application to graduation. We have included information on the support and services that are available to assist you along the way. It is expected that as members of this university community, all students have taken the necessary time to review the handbook, familiarize themselves with the content, and seek clarification of that information which is not clear to them. The Student Handbook is a companion to the CfA Academic Catalog. Both are available to download inside the student portal.

### Student Code of Conduct

#### 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.

### Copyright Guidelines

#### Guide to Online Use of Published Material in SNHU Courses

The following is a guide prepared by the Shapiro Library for the use of published material in support of SNHU courses through a learning management system. This is intended for educational purposes only and does not constitute legal advice or SNHU policy. SNHU employees are responsible for adhering to U.S. copyright law and applicable SNHU policies.

Some material is not protected by U.S. copyright law. Material that is in the Public Domain can be posted without copyright clearance or further Fair Use analysis. This applies mostly to older material (in general 1923 or older) that was published in the U.S. A convenient tool to use when trying to determine if something is in the Public Domain is the Copyright Digital Slider at <http://librarycopyright.net/resources/digitalslider/>. Additionally, government documents created by an officer or employee of the U.S. Government as part of that person's official duties are not protected by copyright law. Material published in an open format, such as under a Creative Commons license (<http://creativecommons.org/licenses/>), may also be used in accordance with the license.

Providing students with links to material available on the Internet or in library databases is not the creation of a copy and may be done unless there are specific licensing agreements in place prohibiting linking (Harvard Business Review articles are a notable instance in which licensing prohibits linking). Linking to illegally created material that infringes on copyrights can, however, be considered contributory copyright infringement and should be avoided.

Fair Use allows for the copying of copyrighted material in certain circumstances based on the balancing of several factors:

1. The purpose and character of the use, including whether such use is of a commercial nature or is for nonprofit educational purposes;
2. The nature of the copyrighted work;
3. The amount and substantiality of the portion used in relation to the copyrighted work as a whole; and
4. The effect of the use upon the potential market for or value of the copyrighted work.

Under Fair Use it is generally permissible to post:

- One chapter from a book with more than 10 chapters, or 10% of a book with fewer than 10 chapters;
- One article from an issue of a periodical or newspaper;

## College for America 2017-2018

- A short story or short essay (less than 2,500 words) or short poem (less than 250 words);
- A chart, graph, diagram, drawing, cartoon or picture from a book, periodical, or newspaper.

If you wish to use a portion of a copyrighted work in excess of the limitations listed above, you may do so under Fair Use; provided, there is not a reasonable method for obtaining copyright clearance AND the amount duplicated does not constitute a replacement for purchasing the original work. Otherwise, copyright clearance is required.

### Making Copies

- When using an excerpt the portion of the material used should not be “the heart of the work.”
- Access to the material must be limited to students enrolled in the course and must not persist beyond the end of the course.
- Students must be reminded of the limitations of the U.S. Copyright Law and must be expressly told that policy prohibits re-distribution of copied material.
- Copied material “must fill a demonstrated, legitimate purpose in the course curriculum” and be narrowly tailored to accomplish it.
- The duplication of works that are consumed in the classroom, such as standardized tests, exercises, and workbooks, normally requires copyright clearance.
- It is permissible to use the same materials from semester to semester without seeking copyright clearance.
- Materials purchased on an individual basis, such as case studies, cannot be posted without copyright clearance.
- Material borrowed through interlibrary loan cannot be posted without copyright clearance.

Clearance can be obtained through vendors such as the [Copyright Clearance Center](#).

If you have questions regarding the copyright status of a particular work, please contact your [library liaison](#).

For more information on Copyright, please visit the library’s [copyright guide](#).

### Copyright Policy

SNHU requires all members of the University community to comply with all state and federal laws including copyright laws. The students, faculty and staff at SNHU have access to the fundamentals of copyright law and SNHU’s guidelines for educational use of copyright materials at [SNHU policies and resources concerning U.S. Copyright Law](#) and the [U.S. Copyright Office’s Home Page](#). Unauthorized distribution of copyrighted material, including unlawful peer-to-peer file sharing, is a violation of University policy and may subject the infringing individual to disciplinary action, and also civil and/or criminal penalties described below.

Allegations of copyright infringement by SNHU users that comply with the Digital Millennium Copyright Act, Title II, Section 512 (c) (3) (“DCMA”) will be investigated. The University’s designated DCMA agent will notify the Provost and Vice President of Academic Affairs of all valid notification of claimed copyright infringement received by SNHU for appropriate action. If SNHU determines that any users have infringed copyrights of others on a repeat basis, the offending user’s access to online services may be terminated. SNHU reserves the right to choose how to address or respond to any allegation of copyright infringement received including, without limitation, the choice of any defense under applicable law.

Notification of Claimed Infringement under the Digital Millennium Copyright Act: If any owners of copyrights believe SNHU’s users are infringing copyright protected work, they may send a notice to SNHU’s designated agent at:

Evan Lowry, Staff Attorney  
General Counsel’s Office  
Southern New Hampshire University  
2500 North River Road  
Manchester, NH 03106  
603.626.9100  
[e.lowry@snhu.edu](mailto:e.lowry@snhu.edu)

Notification of claimed infringement must contain the information required by and otherwise comply with the Digital Millennium Copyright Act, Title II, Section 512(c).

SNHU DMCA Take-Down Procedure:

In compliance with the Digital Millennium Copyright Act, Southern New Hampshire University adopts the following procedure for the removal of infringing materials. As stated above, the University reserves the right to modify this response procedure on a case by case basis provided that the requirements of the law are met.

1. All DMCA notices shall be sent to the University’s designated agent listed above. The agent will review the notice to ensure that it contains all elements required by Section 512(c)(3)(A) of the DMCA.
2. The designated agent shall acknowledge receipt of the claim to the complainant. If the notice provided does not substantially comply with the requirements of the DMCA, the agent shall attempt to contact the sender to notify of the non-compliant notice.
3. The designated agent shall coordinate the University’s response, maintain records of notices and offenses, and assure all incidents are processed in accordance with the law. The actions of the agent shall protect the rights of intellectual property owners, while also respecting the rights of those accused of infringement. The agent shall consult the University’s General Counsel regarding any questions of applicable law.
4. Upon receipt of a complaint, the designated agent shall work with a representative of the Information Security team to ensure the prompt removal of all infringing material. The agent will take reasonable steps to ensure such action does not

## College for America 2017-2018

negatively impact activities essential to the University's mission.

5. When a compliant counter-notice is received, the designated agent will ensure that the material is restored in accordance with the provisions of the DMCA.
6. Southern New Hampshire University may take steps to terminate access and exercise other disciplinary action in response to valid copyright infringement claims, particularly with regard to claims of repeat infringement.
7. Questions regarding this procedure should be directed to the University's designated agent listed above.

### Using SNHU's Copyright Protected Materials

As a general rule, you may print, reproduce, and use the information in, and retrieve files containing publications or images from, only those WWW documents to which SNHU expressly grants permission or license, provided: (1) the use is for non-commercial, personal, or educational purposes only, (2) you do not modify any information or image, and (3) you include any copyright notice originally provided in the materials. If a particular author places further restrictions on the material, you must honor those restrictions. In some instances, specific information contents may be copyrighted by others. By using any of this material, you assume all risks of copyright infringement and related liability.

### Using SNHU Logos, Trademarks and Licensed Graphics, and Web Templates

All standard graphics, photographs, and text of the SNHU Home Page and connected pages displaying the SNHU logos and logotype are copyrighted and trademarked by SNHU. Redistribution or commercial use are prohibited without express written permission.

### Unlawful File-Sharing

Southern New Hampshire University strictly prohibits unlawful peer-to-peer file sharing, and has instituted a [File Sharing Policy](#) and [Network Acceptable Use Policy](#), which prohibit illegal sharing over the University's network. Students who engage in illegal downloading or unauthorized distribution of copyrighted materials over the University's networks will be subject to disciplinary action and may have their network privileges suspended or terminated.

### Summary of Civil and Criminal Penalties for Violation of Federal Copyright Laws

Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading substantial parts of a copyrighted work without authority constitutes an infringement. Penalties for copyright infringement include civil and criminal penalties. In general, anyone found liable for civil copyright infringement may be ordered to pay either actual damages or "statutory" damages affixed at not less than \$750 and not more than \$30,000 per work infringed. For "willful" infringement, a court may award up to \$150,000 per work infringed. A court can, in its discretion, also assess costs and attorneys' fees. For details, see Title 17, United States Code, Sections 504, 505. Willful copyright infringement can also result in criminal penalties, including imprisonment of up to five years and fines of up to \$250,000 per offense. For more information, please see the website of the U.S. Copyright Office at [www.copyright.gov](http://www.copyright.gov).

### Disciplinary Dismissal

If a student is dismissed from CfA for disciplinary reasons, he/she is permanently dismissed from the university without opportunity for readmission. If dismissed from the university, the student will be barred from accessing all university facilities and services, both online and on campus, and from all university functions.

### Disciplinary Suspension

Southern New Hampshire University reserves the right to suspend any student for disciplinary reasons. Suspension means that the student cannot be enrolled at Southern New Hampshire University for a given period, with an opportunity for readmission. This sanction may only be imposed by the Chief Academic Officer or designee after a hearing. If suspended from the university, the student will be barred from accessing all university facilities and services, both online and on campus, and from all university functions for the period of his/her suspension.

### Graduate Access

College for America alumni will retain access to the Student Portal (Learning Management System) and their College for America email account for one-year post graduation. Students are encouraged to download their portfolio of work and any pertinent emails to a local drive upon graduation.

All College for America graduates may utilize the services provided by Southern New Hampshire University Alumni Services at any time by visiting <https://alumni.snhu.edu/>. Students may contact Support at [support@collegeforamerica.org](mailto:support@collegeforamerica.org) or 1-855-764-8232 with any questions related to this policy.

### 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:
  1. illegal purposes
  2. transmitting threatening, obscene or harassing materials
  3. 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)
  4. profit-making from the selling of services and/or the sale of network access
  5. excessive private or personal business
3. The following activities are specifically prohibited:
  1. tampering with Southern New Hampshire University-owned computer or communication hardware and software
  2. defining and/or changing IP addresses on any machine
  3. intercepting or attempting to intercept e-mail and file transfers
  4. originating or attempting to originate mail from someone else
  5. 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:
  1. loss of access to computer resources
  2. required repayment of funds expended in unauthorized use
  3. expulsion from the University
  4. termination of employment
  5. legal action

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

## Standards of Academic Honesty

As an academic community committed to fostering an ethical and intellectual environment, College for America at Southern New Hampshire University (CfA) holds its students to these standards of academic honesty: CfA expects that all aspects of a student's educational pursuit are conducted with the highest degree of integrity, accountability for one's own work, and respect for the intellectual property of others. Violations of these academic standards, such as plagiarism and cheating, constitute serious offenses and may result in disciplinary action, which may include academic suspension or expulsion. This policy defines the

## College for America 2017-2018

standards of honesty that students and members of the academic community are expected to follow.

### Academic Honesty Definitions

A violation of CfA's Standards of Academic Honesty constitutes a serious offense. Such a violation includes, but is not limited to, an act of academic dishonesty, as defined below:

**Plagiarism** means the use, whether by paraphrase or direct quotation, of the published or unpublished work of another without full and clear acknowledgement. Your Advisor and Reviewers will be able to direct you to resources regarding appropriate citation and documentation.

**Cheating** includes the giving or receiving of unauthorized assistance on projects. Examples of cheating include, but are not limited to:

- Submitting someone else's work as your own with or without the permission of the individual
- Allowing someone to copy your work
- Using a writing service or having someone else write a paper or complete a project for you
- Using a source without proper citation
- Submitting collaborative and/or group work as your own
- Completing a Project for another student

It is your responsibility to seek clarification if you have questions about what constitutes plagiarism or cheating.

### Process for Violation of Policy

If a Reviewer determines that your submission does not contain enough of your own work, the Reviewer will notify you in the written Project feedback. You will need to correct these problems before advancing. Please note that providing proper citations is essential but it is not enough: your submitted work **must** represent your own thinking and writing. Quotations can be used to support your work, but cannot substitute for it.

Minor instances of plagiarism, such as a small number of missing citations, may be treated as an opportunity for you to learn rather than as an academic honesty violation; however, CfA reserves the right to review each occurrence on a case-by-case basis.

Major instances of plagiarism or cheating related to your work or behavior will be reviewed by the Academics Department. You will be informed by email and given the chance to respond and discuss the situation within 10 business days. If you have not responded within that time period, SNHU and CfA reserve the right to take further action.

A subsequent incident of cheating or plagiarism may result in permanent expulsion from CfA.

In extraordinary cases of academic dishonesty, CfA reserves the right to revoke the student's degree.

Any student dissatisfied with the decision may appeal to the Academic Honesty Committee, who will investigate the incident, make a decision, and inform the student as soon as possible. Students may also appeal the decision of the Academic Honesty Committee [ahc@collegeforamerica.org](mailto:ahc@collegeforamerica.org) within 5 business days to the Chief Academic Officer of CfA and that decision will be final.

## Support Services

### Academic Support Services

The Advisor 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 Advisor who will serve as the primary point of contact throughout the program. The Advisor 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.

### Additional Online Student Services

Login to your SNHU student portal at <http://my.snhu.edu/cfa> to do the following:

- Request a transcript
- Request or review enrollment verification
- Review financial aid award, forms, conditions, and requirements
- View student account information
- Pay your bill
- Access tax forms
- Access Shapiro Library online

- And, much more

## Disability Resource Center

### Procedure for Students Requesting Disability Support Services

Southern New Hampshire University is dedicated to providing equal access to students with documented disabilities, in accordance with Section 504 of the Rehabilitation Act of 1973, Title III of the Americans with Disabilities Act (ADA) of 1990, and the Americans with Disabilities Act Amendments Act of 2008.

The University prohibits unlawful discrimination on the basis of disability, and takes action to prevent such discrimination by providing reasonable accommodations to eligible students with disabilities.

The university makes no pre-admission inquiry about an applicant's disability. We recognize that to disclose any disability is a personal choice that every applicant may exercise. We respect this choice; however, we encourage individuals with a disability to self-disclose to the Disability Resource Center and provide necessary information. The Disability Resource Center will assist in the process of identifying accommodation needs.

It is the **responsibility of a student with disabilities** to complete the following steps to be considered for accommodations at SNHU.

1. Contact the Disability Resource Center (DRC)

- [drc@snhu.edu](mailto:drc@snhu.edu)
- 866-305-9430

2. Review and submit the [Disability Verification Form](#).

3. Complete intake interview with assigned Accommodation Specialist (by phone or via email) to discuss documentation and accommodation history to determine one's disability status and the need for particular accommodations. These determinations are made on a case-by-case basis.

4. If approved for accommodations, students with disabilities are responsible for communicating via phone or email with their assigned Accommodation Specialist at the beginning of each term/semester to review appropriate accommodations and update as needed. Students with disabilities are also expected to follow established procedures for specific accommodations. These procedures will be discussed with the student at the beginning of each term/semester.

### Accommodations & Services

The procedures and guidelines of the Disability Resource Center (DRC) are developed to address disability-related subjects. Some of the most frequent subjects are listed below:

1. Reasonable accommodations are made to provide academic and programmatic access. Examples of program accommodations include accessible text formats and time extensions for assignments.
2. Personal services and personal aides (PCA) are not ADA/504 accommodations and are not provided by the University.

### ADA/504 Grievances

Students, staff, faculty, or members of the public who believe they have been denied appropriate disability related accommodations, including appropriate auxiliary aids and services may file a grievance with Southern New Hampshire University.

View the [ADA/504 Grievances](#) policy.

### Student Rights & Responsibilities

#### Rights

- To not be denied access due to a disability, according to the law
- To receive reasonable accommodations that provide equal opportunity
- To have access to auxiliary aids/assistive technology as available to other students
- To not be counseled toward "more restrictive career objectives"
- To receive assistance from the Disability Resource Center in removing academic and attitudinal barriers
- To not be discriminated against due to a disability or receive any retaliatory discrimination, as protected by law

#### Responsibilities

- To identify to the Disability Resource Center
- To provide documentation of disability
- To participate in an intake interview with a Disability Services staff member to initiate services
- To initiate specific accommodations by following the procedures outlined in a discussion with the Disability Services staff member
- To assume personal responsibility for communicating with faculty and requesting additional assistance

- To follow all Disability Resource Center policies and procedures to receive accommodations

### Privacy and Release of Information

The Disability Resource Center at Southern New Hampshire University, COCE is committed to ensuring that all medical, educational, and psychological information regarding a student's disability is maintained as private as required or permitted by law.

Guidelines about the treatment of such information have been adopted by the Disability Resource Center (DRC) and are shared with students. These guidelines incorporate relevant state and federal regulations and guidelines.

1. No one has immediate access to student files at the Disability Resource Center except appropriate DRC staff and the ADA/504 compliance officer. Any information regarding a disability is considered private and will be shared only with others within the institution on a need-to-know basis as determined by DRC staff.
2. This information is protected by the Family Educational Rights and Privacy Act.
3. Information in files will not be released except in accordance with federal and state laws which require release in the following circumstances: if a student reports or describes intent to harm him/herself or another person(s); reports or describes any physical abuse, neglect, or sexual abuse of children or vulnerable adults.; reports or describes sexual exploitation by counseling or health care professionals; or as otherwise required by law.
4. A student's file may be released pursuant to a court order or subpoena.
5. A student may give written authorization for the release of information to individuals or agencies outside the institution when she or he wishes to share it with others. Before giving such authorization, the student should understand the information being released, the purpose of the release, and to whom the information is being released. Information will not be released without consent unless release is required by federal or state law. Unless the student is a minor, information will not be released to parents without the student's consent.
6. A student has the right to review his or her own file as provided by applicable law.
7. Southern New Hampshire University, COCE cannot guarantee the privacy of information conveyed by electronic means, such as email.

### Tutor.com/CfA

All CfA students have access to online tutoring services through [tutor.com/cfa](http://tutor.com/cfa), accessible through the online student portal. CfA reserves the right to limit the number of complimentary tutoring sessions available for each student per term.

# Programs

## Communications with concentration in Business (BA)

### Goal Requirements

Transfer Requirements

60 Total Credits

- Complete 60 credits from: AA.GST, or AA.HMA

Goals

60 Total Credits

- Complete:
  - ADV386 - Advertise a Product or Service (3)
  - CFA420 - Construct and Deconstruct Media (3)
  - CFA421 - Negotiate Difference (3)
  - CFA320 - Research Communications (3)
  - CFA321 - Use Math to Solve Problems (3)
  - CFA499 - Capstone Goal (3)
  - IDS400 - Demonstrate Cultural Competence (3)
  - COM274 - Control the Message (3)
  - COM297 - Go Behind the News (3)
  - COM310 - Leverage Social Media (3)
  - COM320 - Communicate Across Cultures (3)
  - COM341 - Convey Technical Information (3)
  - COM430 - Represent an Organization (3)
  - MKT293 - Market a Product or Service (3)
  - COM329 - Create Multimedia (3)
  - OL328 - Lead a Team (3)
  - CFA323 - Contribute to Society (3)
  - ACC293 - Account for Business (3)
  - OL342 - Manage a Business Organization (3)
  - BUS386 - Work within the Law (3)

Grand Total Credits: **120**

## Communications with concentration in Healthcare (BA)

### Goal Requirements

Transfer Requirements

60 Total Credits

- Complete 60 credits from: AA.GST, or AA.HMA

Goals

60 Total Credits

- Complete:
  - ADV386 - Advertise a Product or Service (3)
  - CFA420 - Construct and Deconstruct Media (3)
  - CFA421 - Negotiate Difference (3)
  - CFA320 - Research Communications (3)
  - CFA321 - Use Math to Solve Problems (3)
  - CFA499 - Capstone Goal (3)
  - IDS400 - Demonstrate Cultural Competence (3)
  - COM274 - Control the Message (3)
  - COM297 - Go Behind the News (3)
  - COM310 - Leverage Social Media (3)
  - COM320 - Communicate Across Cultures (3)
  - COM341 - Convey Technical Information (3)
  - COM430 - Represent an Organization (3)
  - MKT293 - Market a Product or Service (3)
  - COM329 - Create Multimedia (3)
  - OL328 - Lead a Team (3)
  - CFA323 - Contribute to Society (3)
  - OL342 - Manage a Business Organization (3)
  - HCM340 - Navigate the US Healthcare System (3)
  - PHE321 - Promote Health and Wellness (3)

Grand Total Credits: **120**

## General Studies with a specialization in Business (AA)

### Goal Requirements

Goals

51 Total Credits

- Complete:
  - ATH111 - Confront Culture (3)
  - COM126 - Chart the Evolution of Media (3)
  - COM128 - Decode Media (3)
  - ECO201 - Apply Economic Theories (3)
  - ENG124 - Access Information (3)
  - ENG220 - Own Your Career (3)
  - ENV101 - Consider the Environment (3)
  - FAS201 - Experience Art (3)
  - FIN250 - Develop a Budget (3)
  - LIT201 - Explore Writing (3)
  - MKT113 - Build Teamwork Through Marketing (3)
  - OL102 - Leverage Business Tools (3)
  - OL215 - Solve Problems in the Workplace (3)
  - PHL210 - Examine Ethical Perspectives (3)
  - PSY108 - Evaluate Popular Psychology (3)
  - PSY224 - Experiment with Psychology (3)
  - SNHU107 - Plan for Success (3)

Specialization Goals

9 Total Credits

- Complete:
  - ECO202 - Analyze Data (3)
  - OL125 - Interact Effectively in the Workplace (3)
  - PHL212 - Investigate Business Ethics (3)

Grand Total Credits: **60**

## Healthcare Management (AA)

### Goal Requirements

Goals

60 Total Credits

- Complete:
  - ENG124 - Access Information (3)
  - ECO202 - Analyze Data (3)
  - ECO201 - Apply Economic Theories (3)
  - CFA221 - Communicate with Cultural Competence (3)
  - CFA220 - Create a Positive Patient Experience (3)
  - COM128 - Decode Media (3)
  - HSE210 - Demonstrate Ethical Behavior and Regulatory Compliance (3)
  - FIN250 - Develop a Budget (3)
  - BIO210 - Discover the Human Body (3)
  - PSY108 - Evaluate Popular Psychology (3)
  - PHL210 - Examine Ethical Perspectives (3)
  - FAS201 - Experience Art (3)
  - PSY224 - Experiment with Psychology (3)
  - LIT201 - Explore Writing (3)
  - OL102 - Leverage Business Tools (3)
  - OL125 - Interact Effectively in the Workplace (3)
  - ENG220 - Own Your Career (3)
  - SNHU107 - Plan for Success (3)
  - OL215 - Solve Problems in the Workplace (3)
  - HCM205 - Speak Healthcare Fluently (3)

Grand Total Credits: **60**

## Healthcare Management Fundamentals (Certificate)

### Goal Requirements

Goals

30 Total Credits

- Complete:
  - ENG124 - Access Information (3)
  - FIN250 - Develop a Budget (3)
  - CFA221 - Communicate with Cultural Competence (3)
  - CFA220 - Create a Positive Patient Experience (3)
  - HSE210 - Demonstrate Ethical Behavior and Regulatory Compliance (3)
  - OL125 - Interact Effectively in the Workplace (3)
  - OL102 - Leverage Business Tools (3)
  - OL215 - Solve Problems in the Workplace (3)
  - HCM205 - Speak Healthcare Fluently (3)
  - SNHU107 - Plan for Success (3)

Grand Total Credits: **30**

## Healthcare Management with concentration in Communications (BA)

### Goal Requirements

Transfer Requirements

60 Total Credits

- Complete 60 credits from: AA.GST, or AA.HMA

Goals

60 Total Credits

- Complete:
  - ACC293 - Account for Business (3)
  - CFA405 - Address Aging and End of Life (3)
  - CFA499 - Capstone Goal (3)
  - CFA323 - Contribute to Society (3)
  - IDS400 - Demonstrate Cultural Competence (3)
  - OL443 - Employ Healthcare Human Resources (3)
  - IHP430 - Ensure Healthcare Quality (3)
  - SCI386 - Foster Community Health (3)
  - HCM345 - Handle Managed Care and Reimbursement (3)
  - OL328 - Lead a Team (3)
  - OL342 - Manage a Business Organization (3)
  - HCM340 - Navigate the US Healthcare System (3)
  - PHE321 - Promote Health and Wellness (3)
  - IHP420 - Provide Healthcare Legally and Ethically (3)
  - CFA322 - Research Healthcare (3)
  - CFA321 - Use Math to Solve Problems (3)
  - HIM387 - Utilize Healthcare Data (3)
  - COM310 - Leverage Social Media (3)
  - MKT293 - Market a Product or Service (3)
  - CFA421 - Negotiate Difference (3)

Grand Total Credits: **120**



## Healthcare Management with concentration in Global Perspective (BA)

### Goal Requirements

Transfer Requirements

60 Total Credits

- Complete 60 credits from: AA.GST, or AA.HMA

Goals

60 Total Credits

- Complete:
  - ACC293 - Account for Business (3)
  - CFA405 - Address Aging and End of Life (3)
  - CFA499 - Capstone Goal (3)
  - CFA323 - Contribute to Society (3)
  - IDS400 - Demonstrate Cultural Competence (3)
  - OL443 - Employ Healthcare Human Resources (3)
  - IHP430 - Ensure Healthcare Quality (3)
  - SCI386 - Foster Community Health (3)
  - HCM345 - Handle Managed Care and Reimbursement (3)
  - OL328 - Lead a Team (3)
  - OL342 - Manage a Business Organization (3)
  - HCM340 - Navigate the US Healthcare System (3)
  - PHE321 - Promote Health and Wellness (3)
  - IHP420 - Provide Healthcare Legally and Ethically (3)
  - CFA322 - Research Healthcare (3)
  - CFA321 - Use Math to Solve Problems (3)
  - HIM387 - Utilize Healthcare Data (3)
  - INT440 - Conduct Business Globally (3)
  - GEO297 - Map the World (3)
  - CFA406 - Support Global Health (3)

Grand Total Credits: **120**

## Management with concentration in Insurance Services (BA)

### Goal Requirements

Transfer Requirements  
60 Total Credits

- Complete 60 credits from: AA.GST, or AA.HMA

Goals  
60 Total Credits

- Complete:
  - ACC293 - Account for Business (3)
  - CFA499 - Capstone Goal (3)
  - INT440 - Conduct Business Globally (3)
  - CFA323 - Contribute to Society (3)
  - IDS400 - Demonstrate Cultural Competence (3)
  - OL443 - Employ Healthcare Human Resources (3)
  - CFA324 - Improve Organizational Effectiveness (3)
  - OL320 - Innovate Like an Entrepreneur (3)
  - ACC386 - Investigate Managerial Accounting (3)
  - OL328 - Lead a Team (3)
  - OL342 - Manage a Business Organization (3)
  - MKT293 - Market a Product or Service (3)
  - CFA421 - Negotiate Difference (3)
  - QSO300 - Orchestrate Business Operations (3)
  - CFA325 - Research Management (3)
  - CFA321 - Use Math to Solve Problems (3)
  - BUS386 - Work within the Law (3)
  - FIN426 - Insure Against Risk (3)
  - MKT300 - Sell Like a Professional (3)
  - QSO310 - Serve Customers Effectively (3)

Grand Total Credits: **120**

## Management with concentration in Logistics and Operations (BA)

### Goal Requirements

Transfer Requirements

60 Total Credits

- Complete 60 credits from: AA.GST, or AA.HMA

Goals

60 Total Credits

- Complete:
  - ACC293 - Account for Business (3)
  - CFA499 - Capstone Goal (3)
  - INT440 - Conduct Business Globally (3)
  - CFA323 - Contribute to Society (3)
  - IDS400 - Demonstrate Cultural Competence (3)
  - OL443 - Employ Healthcare Human Resources (3)
  - CFA324 - Improve Organizational Effectiveness (3)
  - OL320 - Innovate Like an Entrepreneur (3)
  - ACC386 - Investigate Managerial Accounting (3)
  - OL328 - Lead a Team (3)
  - OL342 - Manage a Business Organization (3)
  - MKT293 - Market a Product or Service (3)
  - CFA421 - Negotiate Difference (3)
  - QSO300 - Orchestrate Business Operations (3)
  - CFA325 - Research Management (3)
  - CFA321 - Use Math to Solve Problems (3)
  - BUS386 - Work within the Law (3)
  - QSO340 - Manage a Project (3)
  - QSO322 - Oversee Logistics (3)
  - QSO310 - Serve Customers Effectively (3)

Grand Total Credits: **120**

## Management with concentration in Public Administration (BA)

### Goal Requirements

Transfer Requirements

60 Total Credits

- Complete 60 credits from: AA.GST, or AA.HMA

Goals

60 Total Credits

- Complete:
  - ACC293 - Account for Business (3)
  - CFA499 - Capstone Goal (3)
  - INT440 - Conduct Business Globally (3)
  - CFA323 - Contribute to Society (3)
  - IDS400 - Demonstrate Cultural Competence (3)
  - OL443 - Employ Healthcare Human Resources (3)
  - CFA324 - Improve Organizational Effectiveness (3)
  - OL320 - Innovate Like an Entrepreneur (3)
  - ACC386 - Investigate Managerial Accounting (3)
  - OL328 - Lead a Team (3)
  - OL342 - Manage a Business Organization (3)
  - MKT293 - Market a Product or Service (3)
  - CFA421 - Negotiate Difference (3)
  - QSO300 - Orchestrate Business Operations (3)
  - CFA325 - Research Management (3)
  - CFA321 - Use Math to Solve Problems (3)
  - BUS386 - Work within the Law (3)
  - PAD331 - Administer Policy Ethically (3)
  - POL309 - Explore State and Local Government (3)
  - PAD330 - Navigate Public Administration (3)

Grand Total Credits: **120**

# Courses

## Accounting

### **ACC293 - Account for Business**

#### **Goal Description**

This Goal focuses on the accounting competencies necessary for managers to interpret and evaluate the financial effects of day-to-day management decisions.

#### **Credit**

3

### **ACC386 - Investigate Managerial Accounting**

#### **Goal Description**

In this Goal, students conduct breakeven analysis, prepare operating budgets and explore cost concepts that are essential for management decisions.

#### **Credit**

3

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## Advertising

### **ADV386 - Advertise a Product or Service**

#### **Goal Description**

For this Goal, students analyze and create advertisements in various media, applying both historical and contemporary perspectives on advertising methods and design.

#### **Credit**

3

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## Anthropology

### **ATH111 - Confront Culture**

#### **Goal Description**

This Goal focuses on the fundamental procedures of anthropology, such as analyzing cultural artifacts and the results of archaeological and ethnographic fieldwork.

#### **Credit**

3

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## Biology

### **BIO210 - Discover the Human Body**

#### **Goal Description**

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.

#### **Credit**

3

## Business

### **BUS386 - Work within the Law**

#### **Goal Description**

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.

#### **Credit**

3

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## College for America

### **CFA220 - Create a Positive Patient Experience**

#### **Goal Description**

This Goal focuses on working as part of an interprofessional team to ensure a positive patient experience.

#### **Credit**

3

### **CFA221 - Communicate with Cultural Competence**

#### **Goal Description**

This Goal focuses on the importance of cultural competence in interactions with patients and staff members.

#### **Credit**

3

### **CFA320 - Research Communications**

#### **Goal Description**

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.

#### **Credit**

3

### **CFA321 - Use Math to Solve Problems**

#### **Goal Description**

Students use creative problem-solving techniques together with algebra, geometry and statistics to address real-world challenges.

#### **Credit**

3

### **CFA322 - Research Healthcare**

#### **Goal Description**

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.

#### **Credit**

3

**CFA323 - Contribute to Society**

**Goal Description**

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.

**Credit**

3

**CFA324 - Improve Organizational Effectiveness**

**Goal Description**

In this Goal, students evaluate the shifting models of organizations, analyze organizational change, and apply key theories to make informed management decisions.

**Credit**

3

**CFA325 - Research Management**

**Goal Description**

Students use a variety of sources, including scholarly materials, personal interviews and news stories, to obtain information on management topics, and then use the research findings to inform written pieces, such as articles.

**Credit**

3

**CFA405 - Address Aging and End of Life**

**Goal Description**

In this Goal, students explore issues of aging, death and mortality from a wide variety of perspectives.

**Credit**

3

**CFA406 - Support Global Health**

**Goal Description**

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.

**Credit**

3

**CFA420 - Construct and Deconstruct Media**

**Goal Description**

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.”

**Credit**

3

**CFA421 - Negotiate Difference**

**Goal Description**

This Goal focuses on the analysis of interpersonal and small-group communication.

**Credit**

3

**CFA499 - Capstone Goal**

**Goal Description**

In this goal, students apply the principles of design thinking to address a need in their workplace or community.

**Credit**

3

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## Communication

**COM126 - Chart the Evolution of Media**

**Goal Description**

This Goal focuses on researching the historical development of mass media and evaluating its impact on individual and societal thinking in various time periods.

**Credit**

3

**COM128 - Decode Media**

**Goal Description**

This Goal focuses on applying key concepts of mass communication to evaluate and critique mass media messages, such as advertisements, websites and social media.

**Credit**

3

**COM274 - Control the Message**

**Goal Description**

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.

**Credit**

3

**COM297 - Go Behind the News**

**Goal Description**

Students demonstrate the ability to distinguish media bias from audience bias and well-researched, credible news stories from shoddy journalism.

**Credit**

3

**COM310 - Leverage Social Media**

**Goal Description**

This Goal enables students to demonstrate strategic uses of social media for a variety of purposes, such as advertising, marketing and public relations.

**Credit**

3



**COM320 - Communicate Across Cultures**

**Goal Description**

In this Goal, students identify, analyze and address the cultural differences and communications issues that arise in both international and intercultural business contexts.

**Credit**

3

**COM329 - Create Multimedia**

**Goal Description**

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.

**Credit**

3

**COM341 - Convey Technical Information**

**Goal Description**

This Goal focuses on the clear, effective and accurate communication of technical information for different purposes and audiences.

**Credit**

3

**COM430 - Represent an Organization**

**Goal Description**

In this Goal, students demonstrate the key principles of organizational communications by developing professional documents and organizational messaging strategies.

**Credit**

3

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## Economics

**ECO201 - Apply Economic Theories**

**Goal Description**

This Goal focuses on applying fundamental concepts of microeconomics and performing financial calculations to analyze consumer decisions.

**Credit**

3

**ECO202 - Analyze Data**

**Goal Description**

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.

**Credit**

3

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## English

**ENG124 - Access Information**  
**Goal Description**

This Goal focuses on developing arguments about ethical issues and on key economic, legal and social considerations surrounding the use of information.

**Credit**

3

**ENG220 - Own Your Career**  
**Goal Description**

This Goal focuses on practical skills necessary for job seekers, including effective and responsible use of social media, and thoughtful articulation of career goals.

**Credit**

3

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## Environmental Studies

**ENV101 - Consider the Environment**  
**Goal Description**

This Goal focuses on analyzing different ways that humans impact the environment and identifying potential solutions to environmental problems.

**Credit**

3

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## Finance

**FIN250 - Develop a Budget**  
**Goal Description**

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.

**Credit**

3

**FIN426 - Insure Against Risk**  
**Goal Description**

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.

**Credit**

3

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## Fine Arts

**FAS201 - Experience Art**  
**Goal Description**

This Goal focuses on the analysis of art history, artistic style and composition, and on effectively presenting ideas using technology.

**Credit**

3

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## Geography

**GEO297 - Map the World**  
**Goal Description**

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.

**Credit**

3

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## Health Information Management

**HIM387 - Utilize Healthcare Data**  
**Goal Description**

Students explore ways in which healthcare data can be used to improve patient outcomes and safeguard public health.

**Credit**

3

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## Healthcare Management

**HCM205 - Speak Healthcare Fluently**  
**Goal Description**

This Goal focuses on the healthcare "alphabet soup" (acronyms) of medical terminology.

**Credit**

3

**HCM340 - Navigate the US Healthcare System**  
**Goal Description**

This Goal focuses on the structure and function of the healthcare system in the U.S.

**Credit**

3

**HCM345 - Handle Managed Care and Reimbursement**  
**Goal Description**

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.

**Credit**

3

## Human Services

### **HSE210 - Demonstrate Ethical Behavior and Regulatory Compliance**

#### **Goal Description**

This Goal focuses on the multiple ethical and legal/compliance issues that arise in a healthcare environment.

#### **Credit**

3

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## Integrated Health Profession

### **IHP420 - Provide Healthcare Legally and Ethically**

#### **Goal Description**

This Goal examines issues and trends in healthcare policy as well as legal and ethical decision-making in healthcare.

#### **Credit**

3

### **IHP430 - Ensure Healthcare Quality**

#### **Goal Description**

This Goal focuses on the strategies and methods healthcare organizations use to improve processes, delivery and outcomes.

#### **Credit**

3

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## Interdisciplinary Studies

### **IDS400 - Demonstrate Cultural Competence**

#### **Goal Description**

By analyzing how culture shapes interpersonal relations and their own perspectives, students improve their abilities to communicate effectively in a variety of professional settings.

#### **Credit**

3

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## International Business

### **INT440 - Conduct Business Globally**

#### **Goal Description**

This Goal focuses on both the macro- and micro- environments of the global business arena.

#### **Credit**

3

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## Literature

**LIT201 - Explore Writing**  
**Goal Description**

This Goal focuses on analyzing and writing about literature from a variety of countries, cultures and time periods.

**Credit**

3

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## Marketing

**MKT113 - Build Teamwork Through Marketing**  
**Goal Description**

This Goal focuses on working individually and in a team to explore the fundamentals of marketing and to build collaboration skills.

**Credit**

3

**MKT293 - Market a Product or Service**  
**Goal Description**

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.

**Credit**

3

**MKT300 - Sell Like a Professional**  
**Goal Description**

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.

**Credit**

3

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## Organizational Leadership

**OL102 - Leverage Business Tools**  
**Goal Description**

This Goal focuses on crucial business skills, including performing calculations in a spreadsheet, writing effective business communications, and developing solutions to business problems.

**Credit**

3

**OL125 - Interact Effectively in the Workplace**  
**Goal Description**

This Goal focuses on the role of human resource management in the workplace and developing active listening skills.

**Credit**

3

**OL215 - Solve Problems in the Workplace**

**Goal Description**

This Goal focuses on generating original solutions to practical problems in the workplace and the process of locating and using reliable information.

**Credit**

3

**OL320 - Innovate Like an Entrepreneur**

**Goal Description**

This Goal focuses on identifying business opportunities in the marketplace and on the mindset, skills and tools needed to successfully develop a new venture.

**Credit**

3

**OL328 - Lead a Team**

**Goal Description**

In this Goal, students work closely with others, serving both as team leaders and team members to solve complex problems.

**Credit**

3

**OL342 - Manage a Healthcare Organization**

**Goal Description**

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.

**Credit**

3

**OL342 - Manage a Business Organization**

**Goal Description**

Students use a variety of techniques to analyze common management issues, apply decision-making frameworks and communicate effectively with stakeholders.

**Credit**

3

**OL443 - Employ Human Resources**

**Goal Description**

This Goal focuses on the major legal and regulatory frameworks in human resources, evaluation of staff performance, and effective recruitment, selection and retention processes.

**Credit**

3

**OL443 - Employ Healthcare Human Resources**

**Goal Description**

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.

**Credit**

3

## Philosophy

### **PHL210 - Examine Ethical Perspectives**

#### **Goal Description**

This Goal focuses on important figures, traditions and concepts in moral philosophy as well as the analysis, critique and construction of ethical arguments.

#### **Credit**

3

### **PHL212 - Investigate Business Ethics**

#### **Goal Description**

This Goal focuses on some of the critical ethical issues involved in doing business in a global environment, including corporate social responsibility and globalization.

#### **Credit**

3

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## Political Science

### **POL309 - Explore State and Local Government**

#### **Goal Description**

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.

#### **Credit**

3

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## Psychology

### **PSY108 - Evaluate Popular Psychology**

#### **Goal Description**

This Goal focuses on analyzing popular psychology by applying scientific principles and utilizing psychosocial knowledge in real-world situations.

#### **Credit**

3

### **PSY224 - Experiment with Psychology**

#### **Goal Description**

This Goal focuses on calculating and evaluating data, exploring scientific processes and conducting experiments in the field of psychology.

#### **Credit**

3

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## Public Administration

**PAD330 - Navigate Public Administration**

**Goal Description**

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.

**Credit**

3

**PAD331 - Administer Policy Ethically**

**Goal Description**

This Goal focuses on theory and ethics related to public administration, with emphasis on the ethical responsibilities of public servants and issues of accountability.

**Credit**

3

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## Public Health

**PHE321 - Promote Health and Wellness**

**Goal Description**

This Goal focuses on the medical and biological concepts and terminology needed by non-clinical staff working in a healthcare setting.

**Credit**

3

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## Quantitative Studies & Operations Management

**QSO300 - Orchestrate Business Operations**

**Goal Description**

In this Goal, students apply relevant tools and theories to manage an organization's resources and operational processes.

**Credit**

3

**QSO310 - Serve Customers Effectively**

**Goal Description**

This Goal focuses on analyzing the role of service operations management within an organization and applying best practices to serve a diverse customer base.

**Credit**

3

**QSO322 - Oversee Logistics**

**Goal Description**

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.

**Credit**

3



**QSO340 - Manage a Project**  
**Goal Description**

This Goal focuses on the application of essential tools and methodologies necessary for effective project management.

**Credit**

3

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## Science

**SCI386 - Foster Community Health**  
**Goal Description**

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.

**Credit**

3

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## Southern New Hampshire University

**SNHU107 - Plan for Success**  
**Goal Description**

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.

**Credit**

3

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