



COLLEGE *for* AMERICA

AT SOUTHERN NEW HAMPSHIRE UNIVERSITY

ACADEMIC CATALOG  
JULY 1 – SEPTEMBER 30, 2015

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## College for America at Southern New Hampshire University Overview

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

### CFA Mission

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

### Overview of CFA Program

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

Competencies are can-do statements such as:

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

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

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

### Evaluation of Student Work

Each Project that a student submits is evaluated by a trained Reviewer, an educational professional who has been selected for his or her subject matter expertise as well as experience in online education. The Reviewer uses analytic, binary rubrics rather than traditional grades to provide feedback on student work and also provides text comments. For each rubric category, a student either has fulfilled the criterion or has not yet fulfilled

the criterion. To complete a Project, the student must fulfill every criterion of the rubric. A student may revise and resubmit work until all rubric criteria have been satisfied.

### **CFA Certificate and Associate's Degree Admission Policy**

CFA is not currently open to the general public. Students must be employees of a CFA partner organization or participants in a CFA partner program. All students must have a high school diploma or G.E.D., except in the case of specific partnerships.

New in 2015, a Health Care Workforce Transformation Fund Planning Grant was awarded to Partners HealthCare and College for America for the creation of a Certificate in Healthcare Fundamentals program. This certificate program has been developed and will be available only to employees of Partners HealthCare at this time.

### **CFA Bachelor's Degree Admission Policy**

All students who complete the CFA AA in General Studies will be eligible to continue on to a CFA BA. Students entering with an AA or AS degree from an accredited college or university will be eligible to bypass the 120 Core Competencies (i.e., the competencies that make up the AA degree) and begin with the 120 Advanced Competencies, provided they have met or will be able to meet CFA's General Education requirements by the time of graduation. New students seeking a CFA BA who have an associate's degree from an accredited college or university that is other than an AA or AS (e.g., an AAS), who have already earned 60 college credits from an accredited college or university, or who have earned an associate's degree or the equivalent from an institution outside the United States, will be evaluated on a case-by-case basis to determine whether or not they can bypass the 120 Core Competencies and begin with the 120 Advanced Competencies. 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 120 Core Competencies, regardless of their ultimate intention to pursue a BA degree through CFA.

### **Concurrent Program Enrollments**

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

### **Transfer among SNHU Colleges**

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

### **CFA Student Transferring to the UC**

Students currently enrolled in any of the Southern New Hampshire University College of Online and Continuing Education (COCE) or College for America (CFA) programs who wish to enroll in University College (UC) 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 SNHU COCE or CFA program does not guarantee acceptance to a UC program.

### UC Student Transferring to CFA

Students currently enrolled in a UC undergraduate program who wish to transfer to a COCE or 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

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

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

### Accreditation

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

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

Commission on Institutions of Higher Education  
New England Association of Schools and Colleges  
3 Burlington Woods Drive, Suite 100, Burlington, MA 01803-4514  
(781) 425-7785  
[cihe@neasc.org](mailto:cihe@neasc.org)

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

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

### State Authorizations

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

Maine Department of Education  
23 State House Station  
August, ME 04333-0023  
<http://www.maine.gov/education/highered>

Minnesota Office of Higher Education  
1450 Energy Park Drive, Suite 350  
St. Paul, MN 55108-5227  
<http://www.ohe.state.mn.us>

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

Montana University System  
Office of Commissioner of Higher Education  
2500 Broadway Street  
P.O. Box 203201  
Helena, MT 59620-3201  
<http://mus.edu>

New Hampshire Department of Education  
101 Pleasant Street  
Concord, NH 03301  
630-271-0257  
<http://www.education.nh.gov/highered/colleges>

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

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

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

### **Catalog Versions**

The CFA catalog is updated quarterly to incorporate new or edited policies. Students follow the policies and program requirements associated with the catalog version of their enrollment date. If a student withdraws and later re-enrolls in the CFA program, he or she follows the policies and fulfills the program requirements associated with the catalog version in effect at the time of his or her return. CFA may update and implement policy changes at any time.

### **Degrees Offered**

Currently, CFA offers the Associate of Arts (AA) in General Studies, a Bachelor of Arts (BA) in Communications and a Bachelor of Arts (BA) in Healthcare Management. A Certificate in Healthcare Fundamentals is available only to employees of Partners HealthCare.

### **Certificate in Healthcare Fundamentals**

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



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

Students demonstrate mastery of these competencies by completing Goals, which are made up of Projects.

### **Goals for the Certificate in Healthcare Fundamentals**

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

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

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

### **AA in General Studies**

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

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

Students demonstrate mastery of these competencies by completing Goals, which are made up of Projects.

## Goals for the AA in General Studies

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

- Access Information\*
- Analyze Data
- Apply Economic Theories
- Build Teamwork through Marketing
- Chart the Evolution of Media
- Confront Culture
- Consider the Environment
- Decode Media
- Develop a Budget\*
- Establish a Professional Presence
- Evaluate Popular Psychology
- Examine Ethical Perspectives
- Experience Art
- Experiment with Psychology
- Explore Writing
- Investigate Business Ethics
- Leverage Business Tools\*
- Manage People\*
- Plan for Success
- Solve Problems\*

\*Some Projects are specially contextualized in a healthcare setting to increase school-to-work relevancy, available in our Associate Degree in General Studies for Nonclinical Healthcare degree option.

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

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

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

- Purple Path, which includes one, complex Project (and enables students to demonstrate mastery of all 5-8 relevant competencies); and
- Blue Path, which includes both small-sized (1-2 competencies) and medium-sized (3-4 competencies) Projects. Students pursuing the Blue Path complete all Blue Projects within the Goal.

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

## BA in Communications or Healthcare Management

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

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

- Advertising
- Applied Quantitative Skills
- Community and Civic Engagement
- Cultural Competence
- Innovation and Creativity
- International and Intercultural Communications
- Interpersonal and Small-group Communication
- Leadership
- Marketing
- Media Literacy
- Multimedia Communication
- News Literacy
- Organizational Communications
- Professional Communications Skills
- Public Relations
- Research Skills and Web Design
- Social Media
- Technical Communication

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

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

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

BA in Communications with a Concentration in Business

- Business Law
- Business Management

- Fundamentals of Accounting

#### BA in Communications with a Concentration in Healthcare Management

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

#### BA in Healthcare Management with a Concentration in Communications

- Interpersonal and Small-group Communication
- Marketing
- Social Media

#### BA in Healthcare Management with a Concentration in Global Perspectives

- Global Health and Environment
- International and Intercultural Communications
- World Geography

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

#### Goals for the BA in Communications

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

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

## Goals for the BA in Healthcare Management

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

- Account for Business
- Address Aging and End of Life
- Capstone Goal
- Contribute to Society
- Demonstrate Cultural Competence
- Employ Healthcare Human Resources
- Ensure Healthcare Quality
- Foster Community Health
- Handle Managed Care and Reimbursement
- Lead a Team
- Manage a Healthcare Organization
- Navigate the US Healthcare System
- Promote Health and Wellness
- Provide Healthcare Legally and Ethically
- Research Healthcare
- Use Math to Solve Problems
- Utilize Healthcare Data
- Leverage Social Media (For a Concentration in Communications)
- Market a Product or Service (For a Concentration in Communications)
- Negotiate Difference (For a Concentration in Communications)
- Conduct Business Globally (For a Concentration in Global Perspectives)
- Map the World (For a Concentration in Global Perspectives)
- Support Global Health (For a Concentration in Global Perspectives)

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

## Degree Requirements

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

### Certificate in Healthcare Fundamentals

Mastery of 60 Competencies through the CFA program

### AA in General Studies

1. Mastery of 120 Core Competencies through the CFA program
2. Completion of at least 3 Projects from the purple path

### BA in Communications or Healthcare Management

1. 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

2. Mastery of the 120 Advanced Competencies required by each degree through the CFA program

### Scholastic Standing

A student's scholastic standing is determined based upon information contained in the student's academic record at the end of each term. Students must meet both qualitative and quantitative (minimum completion rate) standards to remain in good scholastic standing. College for America (CFA) is a self-paced program that does not have a traditional grading scale of A-F but rather competencies are either "mastered" or "in-progress."

A student meets both the qualitative and quantitative requirement by mastering 75% of the minimum equivalent competencies of full-time enrollment each six-month term. This equates to the mastery of a minimum of 18 competencies per six-month term. A student who does not meet this standard will be allowed a warning period equal to one additional six-month term.

Students not meeting this standard after one warning period (one six-month term) *may be* recommended for academic dismissal as determined by Chief Academic Officer or designee. Exceptions can be made for students who make significant improvement during their warning term and are committed to ongoing improvements. If an exception is not made, students may appeal this decision. If an exception is not made after two warning periods, students may not appeal the decision.

### Academic Dismissal

Students can be dismissed from the university in the following circumstances:

- Students who do not submit Projects for review prior to the midpoint of the term.
- After one warning period, if the student does not meet Scholastic Standing standards, does not have an exception made, nor does the student appeal the decision regarding the exception.
- After two warning periods, if the student does not meet the Scholastic Standing standards and does not have an exception made.

Academic Dismissal is considered final and appeals are not accepted.

### Attendance

For the first term at College for America, students are required to:

1. submit an Academic Plan by Day 14;
2. master at least one competency by Day 30 (AA only); and
3. engage in a learning activity every week.\*

Students not completing their Academic Plan on Day 14 will be automatically withdrawn on Day 15. Students not mastering at least one competency by Day 30 (AA only) will be automatically withdrawn on Day 31.

For all remaining terms, students are required to:

1. submit an Academic Plan by Day 14; and
2. engage in a learning activity every week.\*

Students not completing their Academic Plan on Day 14 will be automatically withdrawn on Day 15.

An unofficial withdrawal process is initiated if there is no recorded educational activity in any consecutive two-week period during a term. If no educational activity occurs, at 21 days an administrative representative will conclude the student is no longer engaged in the program and will formalize the withdrawal.

\*A learning activity is recorded by kudos, or participation points, and tracked in a student's record.

### Participation in Commencement

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

### Eligibility to Participate in the May Commencement Ceremony: March 31<sup>st</sup> Deadline

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

- Students must have no more than one open Goal at the time of their petition (March 31<sup>st</sup>)
- Students must anticipate completing all program requirements by the end of their current term.
- Students must be in good academic standing.

### Late Petitions to Participate

- Students who petition to participate after the March 31<sup>st</sup> 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.

### Student Name or Address Change Policy

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

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

\*The copy must be clear and legible

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

- By email to [registrar@snhu.edu](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

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

### Academic Support Services

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

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

### Academic Honesty Policy

1. To be enrolled in CFA, all students must sign an Academic Honesty Policy form indicating that they have read and understood the policy.
2. All suspected violations of this policy will be brought to the attention of the Chief Academic Officer of CFA (CAO) as soon as possible. Within ten (10) business days of being made aware of a possible violation of academic honesty, and before imposing a penalty, the CAO must notify:
  - a. The student, via an email to the student's CFA email address, of the suspicion of dishonesty and allow the student an opportunity to discuss the situation on an informal or unofficial basis. Students must respond to the CAO's initial inquiry within 5 business days of receiving the notification;
  - b. The student's Learning Coach; and
  - c. The CFA Academic Honesty Committee (AHC), which will review the student's remaining body of work across the CFA program as expeditiously as possible.
3. After reviewing the student's entire CFA body of work, the AHC will determine whether the violation was an unintended mistake or a willful and calculated act of dishonesty. The AHC will document its finding in a letter to the CAO.
4. After receiving the final AHC letter, the CAO shall determine what penalty, if any, will be sanctioned. The CAO will communicate the outcome to the student through CFA email.
  - a. If the AHC determines that the violation was an unintended mistake rather than a purposeful act of dishonesty, then the CAO may use the occasion to help educate the student about standards of academic honesty. For example, the



- student might be required to correct the original assignment or submit a substitute assignment.
- b. If the AHC determines that the student is in violation of the academic honesty policy through a willful and calculated act of dishonesty, then the CAO shall send an email notifying the student that he or she has been formally charged with a violation of the policy and the sanction.
  - c. Possible sanctions include:
    - i. Cancellation of mastery credit for particular competencies.
    - ii. Warning: An email notice informing the student that an allegation of academic dishonesty has been substantiated and warning the student that subsequent violations may result in more severe sanctions.
    - iii. Disciplinary Probation: An email notice detailing the violation, the length of probation and any other terms of probation. Students on probation who violate academic honesty face more severe sanctions.
    - iv. Disciplinary Suspension: Separation from CFA for a specified amount of time after which the student is eligible to return.
    - v. Disciplinary Dismissal from CFA: Permanent separation from CFA without the possibility of readmission.
5. If the student denies the allegation and wishes to appeal the charge of violation of academic honesty, then no later than ten (10) business days after receiving the formal charge email, the student may request an appeal via email to the Executive Director (ED) of CFA.
6. The ED shall review the AHC's determination and issue a decision, notifying the student, the student's Learning Coach, the AHC, and the CAO by email. The ED's decision cannot be appealed.

### Copyright Policy

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

<http://family.snhu.edu/Resources/policiesandprocedures/Pages/AllPoliciesandProcedures/Copyright.aspx>

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

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

### Tuition, Financial Aid, and Registrar Assistance

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

### Financial Aid

Financial Aid is available for those who qualify.

## Tuition and Billing

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

Students will rarely, if ever, be required to purchase books or other materials or pay fees. Students must, however, have access to a computer and an internet connection. See the *Computers and Technology* section for more information.

## Payment

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

## Payment Options

### Payment Plan

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

### Title IV Federal Financial Aid

Students enrolled at College for America in the AA General Studies program may be eligible to receive Title IV federal financial aid. A student pursuing his or her AA 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 One Stop at (603) 626-9100 ext. 2730.

### Third Party Billing

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

### Employee Reimbursement

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

### Deferred Tuition Plan

A student receiving tuition benefits from an employer may qualify for deferred tuition. A student on a Deferred Tuition Plan Contract may carry a one-term outstanding balance, allowing the student to register for the next term while not being assessed interest charges. Eligibility is based on completion of a Deferred Tuition Plan Contract prior to the payment due date. The Deferred Tuition Plan Contract must be renewed annually.

## Financial Credit Policy

### Finance Charges

Tuition payment is due on the 28<sup>th</sup> day after the start of the term.

Any outstanding balance as of the term's 59<sup>th</sup> day will be subject to a finance charge of 18% annual rate, assessed monthly at 1.5%. If the account balance is zero at the close of business on the last day of the month, any accrued finance charges will not be assessed to the students' account for that month.

### Other Information

- Unpaid balances are the student's responsibility to pay. Unpaid balances will be subject to finance charges.
- All students with unresolved balances as of the 28<sup>th</sup> day of the term must contact the Credit Department for resolution.
- Transcripts, caps/gowns, diplomas and enrollment verifications will be withheld if the student owes any type of balance.
- Registration for future terms will be withheld if the student owes any balance over \$1,251.00.
- Students with unresolved balances will be placed on financial hold; finance charges and late fees will be assessed at the discretion of the University.
- All student accounts sent to a third-party collection agency will be subject to an additional collection fee of no more than 40% of the outstanding balance, legal fees and the account will be reported to the credit bureaus.
- All former collections accounts and bankruptcies must pay up front for any future terms.
- The Financial Credit Policy is at the discretion of the Credit Department and subject to change without notice.

### Standards of Satisfactory Academic Progress (SAP) for Financial Aid

To encourage academic success and comply with federal financial aid requirements, CFA has developed a Satisfactory Academic Progress Policy (SAP) for students receiving federal financial aid. It is the student's responsibility to read, understand, and comply with this policy.

#### Standard

Academic progress is determined based upon information contained in the student's academic record at the end of each of each term. In order to be eligible to receive Title IV funding, students must meet both qualitative (minimum GPA) and quantitative (minimum completion rate) standards. College for America (CFA) is a self-paced program that does not have a traditional grading scale of A-F but rather competencies are either "mastered" or "in-progress." A student meets both the qualitative and quantitative requirement by mastering 75% of the minimum equivalent competencies of full time enrollment each 6-month enrollment period. This equates to the mastery completion of a minimum of 18 competencies per 6 month enrollment period.

A student who does not meet this standard when measured will be allowed a warning period equal to 1 additional 6-month enrollment period. During this warning period, the student will remain eligible to receive Title IV aid.

- A student who does not meet the SAP standard at the end of the warning period will be suspended from future Title IV eligibility. The student may appeal this decision.
- A student can regain Federal Title IV eligibility in a future term by mastering the required SAP number of competencies.

- A student who has been SAP suspended can continue to engage in academic activity toward a degree, however, since the minimum standard for Federal Title IV aid has not been met, no Title IV aid will be disbursed.

### Repeat Coursework

All competencies attempted remain “in progress” until “mastered” and therefore repeat coursework is not a consideration in SAP measurement.

### Withdrawals

Students do not “enroll” in competencies, but rather in the program. Therefore, they would withdraw from the program rather than from competencies.

### Maximum Timeframe

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

### Review of Satisfactory Academic Progress

The student’s record will be reviewed at the end of each payment period.

### Enforcement

- A student who does not meet the minimum standard of 18 competencies mastered per term 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 coach.
- The student is either placed on Warning or Suspension from Title IV aid.
- A student who has been suspended from Title IV eligibility has a right to appeal this decision.
- If the student’s appeal is approved the student will be placed on SAP Probation. During this time, the student can receive Federal Title IV aid. The student’s progress will be reviewed at the end of the next payment period.

### Warning

A student on Warning is eligible to receive Federal Title IV aid.

### Suspension

A student on Suspension is not eligible for Federal Title IV aid. All future, pending Federal Title IV aid will be suspended.

### Appeals

In order to appeal an SAP Suspension, a student must submit the following:

- Signed appeal form
- 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 that posed the challenge that prevented academic success.
- Written Academic Plan completed and signed by the student and CFA Learning Coach.
- The Academic Plan must bring the student to satisfactory SAP standards prior to the completion of the next term.

**Approved Appeal:**

- A student who has an approved appeal is placed on SAP Probation and is eligible for Title IV funding.
- Notification is sent to the student's College for America email address.
- If the minimum mastery of competencies to regain SAP eligibility has not been met after the next term, the student will be immediately suspended from Title IV eligibility with no ability to appeal.
- If student is suspended after the next term the student can continue engaging in academic activity however, the financial responsibility lies with the student until such time that the student is meeting SAP.

**Denied Appeal:**

- If the plan is insufficient to get the student to back on track for SAP.
- If the circumstances and resolutions presented by the student and CFA Learning Coach do not warrant an approval.
- If a student's appeal is denied
  - Title IV aid will remain suspended.
  - Student will be sent notification via email indicating the results of the appeal.
  - Student can regain Title IV eligibility at the start of the next payment period by meeting SAP.
  - Student can continue engaging in academic activity; however, the financial responsibility lies with the student.

**Trial Period of Enrollment**

A student is offered a trial period of enrollment for the first 30 days of the first term of his or her degree program. This trial period allows the student to participate in the program before deciding to make a financial commitment to enroll and attend as a regular student. The student is not considered to be fully enrolled until the completion of the trial period. During this time the student does not incur a financial obligation or earn federal Title IV financial aid. Any competencies earned during the trial period will not be considered mastered unless the student fully enrolls. At the completion of the trial period the student will become fully enrolled and responsible for all charges, including those incurred during the trial period.

Any student enrolled in the AA degree program who attends during the trial period and who wishes to receive Title IV federal financial aid funds after becoming fully enrolled must meet all other student eligibility criteria as provided in the federal regulations. Once determined to be fully enrolled, an otherwise eligible student becomes eligible for federal Title IV student aid funds for the entire term, which includes the trial period. Students who wish to withdraw prior to the end of the trial period should contact their Learning Coach and complete a Withdrawal Form.

**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.

### **Leave of Absence Policy**

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

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

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

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 Loan Data System (NSLDS) which could potentially impact a student's grace period. The withdrawal date will also be considered their last date of attendance.

### **Withdrawal and Readmission Policies**

#### **Official Withdrawal by the Student:**

1. The student notifies his or her Learning Coach.
2. The student and Learning Coach complete an official Withdrawal Form.
3. Students with financial aid are required to have a Return of Title IV calculation completed based on the last date of attendance, which may result in a balance due.

#### **Unofficial Withdrawal by CFA:**

1. Students are expected to engage in academic activity every week. Kudos, or participation points, is one indicator of a student's academic activity. An unofficial withdrawal process is initiated by the Learning Coach if there is no recorded academic activity in any consecutive two-week period during a term.
2. Students with financial aid are required to have a Return of Title IV calculation completed based on the last date of attendance, which may result in a balance due.

## Readmission

Students may apply to return to the program following either type of withdrawal. Students who return to the program after withdrawing will retain existing credits and Goal mastery.

## CFA Academic Year

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

## CFA Academic Holidays

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

## Transcripts and Statement

At any time, a student can request a printed copy of his or her Official SNHU Course Transcript or Official SNHU Competency Transcript for a \$7.00 fee. The Official SNHU Course Transcript displays each course equivalency (see the following table) 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 is available free of charge. Employers requiring ongoing proof of degree progress may request a College for America Competency Statement that shows mastered competencies for the enrollment period. The Office of the University Registrar will release such documentation if the student has a signed “Authorization for Disclosure of Non-Directory Information” listing their employer, on file. This form is provided in Appendix A of this document.

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

## Transfer Credit Policy

### Transfer in of Credits Earned at Other Educational Institutions

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

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

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

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

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

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

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



## Certificate in Healthcare Fundamentals

CFA Goal Name SNHU Course Name SNHU Course Number	Goal Description
Access Information College Composition II ENG 121	This Goal focuses on developing arguments about ethical issues and on key economic, legal and social considerations surrounding the use of information.
Communicate with Cultural Competence Cultural Competence in the Healthcare Setting CFA 221	This Goal focuses on the importance of cultural competence in interactions with patients and staff members.
Create a Positive Patient Experience The Patient Experience CFA 220	This Goal focuses on working as part of an inter-professional team to ensure a positive patient experience.
Develop a Budget Personal Financial Planning FIN 250	This Goal focuses on the application of basic mathematical concepts and tools to different practical situations, including creating charts and graphs and making mathematically informed financial decisions.
Demonstrate Ethical Behavior and Regulatory Compliance Healthcare Systems HSE 210	This Goal focuses on the multiple ethical and legal/compliance issues that arise in a healthcare environment.
Leverage Business Tools Introduction to Business OL 110	This Goal focuses on crucial business skills, including performing calculations in a spreadsheet, writing effective business communications, and developing solutions to business problems.
Manage People Human Relations in Administration OL 125	This Goal focuses on the role of human resource management in the workplace and developing active listening skills.
Own Your Career Business Communications ENG 220	This Goal focuses on owning one's career, using social media responsibly and effectively, and articulating career goals.
Solve Problems Principles of Management OL 215	This Goal focuses on generating original solutions to practical problems in the workplace and the process of locating and using reliable information.
Speak Healthcare Fluently Medical Terminology HCM 205	This Goal focuses on the healthcare "alphabet soup" (acronyms) and fundamentals of medical terminology.

## AA in General Studies

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

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

## BA in Communications

CFA Goal Name SNHU Course Name SNHU Course Number	Goal Description
Account for Business Financial Accounting ACC 201	This Goal focuses on the accounting competencies necessary for managers to interpret and evaluate the financial effects of day-to-day management decisions.
Advertise a Product or Service Advertising Copy and Design ADV 263	For this Goal, students analyze and create advertisements in various media, applying both historical and contemporary perspectives on advertising methods and design.
Capstone Goal Capstone CFA 499	In this goal, students apply the principles of design thinking to address a need in their workplace or community.
Communicate Across Cultures Exploring World Cultures/Mass Media COM 320	In this Goal, students identify, analyze and address the cultural differences and communications issues that arise in both international and intercultural business contexts.
Construct and Deconstruct Media The Science of Persuasion CFA 420	This Goal focuses on media literacy, which has been defined by the National Association for Media Literacy Education as the ability to “comprehend the messages we receive and effectively utilize these tools to design and distribute our own messages.”
Contribute to Society The Engaged Citizen: Current Issues in the Community CFA 323	This Goal focuses on both the content knowledge and active participation needed for meaningful community and civic engagement, both globally and in the United States.
Control the Message Public Relations COM 227	In this Goal, students apply the principles and key concepts of public relations to address the challenging task of shaping an organization’s public image.
Convey Technical Information Technical Writing COM 341	This Goal focuses on the clear, effective and accurate communication of technical information for different purposes and audiences.
Create Multimedia Principles of Integrated Marketing Communications MKT 229	In this Goal, students engage in the various stages necessary to design and develop a basic multimedia product, including creating a storyboard and writing a script.
Demonstrate Cultural Competence Intercultural Communication COM 220	By analyzing how culture shapes interpersonal relations and their own perspectives, students improve their abilities to communicate effectively in a variety of professional settings.

Go Behind the News Introduction to Journalism COM 235	Students demonstrate the ability to distinguish media bias from audience bias and well-researched, credible news stories from shoddy journalism.
Lead a Team Leadership OL 328	In this Goal, students work closely with others, serving both as team leaders and team members to solve complex problems.
Leverage Social Media Social Media COM 310	This Goal enables students to demonstrate strategic uses of social media for a variety of purposes, such as advertising, marketing and public relations.
Manage a Business Organization Organizational Behavior OL 342	Students use a variety of techniques to analyze common management issues, apply decision-making frameworks and communicate effectively with stakeholders.
Manage a Healthcare Organization Healthcare Management CFA 422	This Goal focuses on the practical application of management functions, theories and models in the healthcare setting, with special attention to effective decision-making and communication.
Market a Product or Service Marketing Foundations Experience MKT 212	In this Goal, students focus on the key phases of the marketing process: pre-marketing analysis and research, creation of a marketing plan, and development of a marketing brief.
Navigate the US Healthcare System Healthcare Delivery Systems HCM 340	This Goal focuses on the structure and function of the healthcare system in the U.S.
Negotiate Difference Interpersonal and Small-Group Communications CFA 421	This Goal focuses on the analysis of interpersonal and small-group communication.
Promote Health and Wellness Biological Concepts for Public Health PHE 321	This Goal focuses on the medical and biological concepts and terminology needed by non-clinical staff working in a healthcare setting.
Represent an Organization Organizational Communications COM 430	In this Goal, students demonstrate the key principles of organizational communications by developing professional documents and organizational messaging strategies.
Research Communications Special Topics in Research: Communications CFA 320	Students use a variety of sources, including scholarly materials, personal interviews and news stories, to obtain information on communications topics, and then use the research findings to inform written pieces, such as articles.
Use Math to Solve Problems Mathematics to Address Business Challenges CFA 321	Students use creative problem-solving techniques together with algebra, geometry and statistics to address real-world challenges.

## BA in Healthcare Management

<b>CFA Goal Name</b> <b>SNHU Course Name</b> <b>SNHU Course Number</b>	<b>Goal Description</b>
Account for Business Financial Accounting ACC 201	This Goal focuses on the accounting competencies necessary for non-accountants to interpret and evaluate the financial effects of day-to-day management decisions.
Address Aging and End of Life Perspectives on Aging and the End of Life CFA 405	In this Goal, students explore issues of aging, death and mortality from a wide variety of perspectives.
Capstone Goal Capstone CFA 499	In this goal, students apply the principles of design thinking to address a need in their workplace or community.
Conduct Business Globally Emerging Trends in International Business INT 440	This Goal focuses on both the macro- and micro-environments of the global business arena.
Contribute to Society The Engaged Citizen: Current Issues in the Community CFA 323	This Goal focuses on both the content knowledge and active participation needed for meaningful community and civic engagement, both globally and in the United States.
Demonstration Cultural Competence Intercultural Communication COM 220	By analyzing how culture shapes interpersonal relations and their own perspectives, students improve their abilities to communicate effectively in a variety of professional settings.
Employ Healthcare Human Resources Human Resources Strategy and Development OL 442	This Goal focuses on the practical application of human resource management functions, theories and models in the healthcare setting, with special attention given to effective decision-making and communication.
Ensure Healthcare Quality Healthcare Quality Management HMC 430	This Goal focuses on the strategies and methods healthcare organizations use to improve processes, delivery and outcomes.
Foster Community Health Contemporary Health SCI 215	In this Goal, students explore pressing issues that affect world and community health, with attention to the three major dimensions of health: physical, emotional and social.
Handle Managed Care and Reimbursement Healthcare Reimbursement Systems HCM 345	This Goal explores the impact of public policy and the business environment on healthcare organizations.
Lead a Team Leadership OL 328	In this Goal, students work closely with others, serving both as team leaders and team members to solve complex problems.

Leverage Social Media Social Media COM 310	This Goal enables students to demonstrate strategic uses of social media for a variety of purposes, such as advertising, marketing and public relations.
Manage a Healthcare Organization Healthcare Management CFA 422	This Goal focuses on the practical application of management functions, theories and models in the healthcare setting, with special attention to effective decision-making and communication.
Map the World World Geography GEO 200	Students demonstrate familiarity with basic geographic tools and concepts, and examine ways in which geography helps illuminate environmental, political and social issues in the world today.
Market a Product or Service Marketing Foundations Experience MKT 212	In this Goal, students focus on the key phases of the marketing process: pre-marketing analysis and research, creation of a marketing plan, and development of a marketing brief.
Navigate the US Healthcare System Healthcare Delivery Systems HCM 340	This Goal focuses on the structure and function of the healthcare system in the U.S.
Negotiate Difference Interpersonal and Small-Group Communications CFA 421	This Goal focuses on the analysis of interpersonal and small-group communication.
Promote Health and Wellness Biological Concepts for Public Health PHE 321	This Goal focuses on the medical and biological concepts and terminology needed by non-clinical staff working in a healthcare setting.
Provide Healthcare Legally and Ethically Ethical Considerations of Healthcare HCM 420	This Goal examines issues and trends in healthcare policy as well as legal and ethical decision-making in healthcare.
Research Healthcare Special Topics in Research: Healthcare Management CFA 322	Students use a variety of sources, including scholarly materials and personal interviews, to obtain information on healthcare topics, and use these research findings to write articles or other pieces.
Support Global Health Issues in Global Health CFA 406	Students learn how globalization affects the prevalence of disease and consider the impact of cultural, economic and social factors on the burden of disease in regions around the world.
Use Math to Solve Problems Mathematics to Address Business Challenges CFA 321	Students use creative problem-solving techniques together with algebra, geometry and statistics to address real-world challenges.
Utilize Healthcare Data Healthcare Data Management HCM 220	Students explore ways in which healthcare data can be used to improve patient outcomes and safeguard public health.

## University Statement of Student Rights

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

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

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

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

### Right to Procedural Fairness

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

### Student Academic Complaint Policy

#### Purpose of Policy:

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

#### Process:

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



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

### **Student Evaluation Appeal Policy**

#### **Purpose of Policy:**

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

#### **Process:**

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

### **Privacy of Student Records**

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

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

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

### **Notification of Rights under FERPA**

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

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

A student should submit to the University Registrar, Chief Academic Officer, or other appropriate official, a written request that identifies the record(s) the student wishes to inspect. The University official will make arrangements for access and notify the student of the time and place where the records may be

inspected. If the records are not maintained by the University official to whom the request was submitted, that official shall advise the student of the correct official to whom the request should be addressed.

2. 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.

3. 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.

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

Family Policy Compliance Office  
U.S. Department of Education

400 Maryland Avenue, SW  
Washington, DC 20202-5901

### Directory Information at SNHU

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

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

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

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

### Nondiscrimination

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

### Computers and Technology

Students are required to have access to a computer, an Internet connection, a webcam and an internal or external microphone. The program is not mobile-compatible, so mobile devices including cell phones and tablets are not to be used. It is recommended that Students download and install Google Chrome (free of charge). Students are not required to purchase any software. Projects can be completed using Microsoft or Google programs. All students will receive a College for America email account. The official method of communication for the program is the CFA email account and students are required to check it regularly.

## Online Etiquette

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

## Southern New Hampshire University Network Acceptable Use Policy

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

### Definition:

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

1. Every computer account issued by Southern New Hampshire University remains the property of Southern New Hampshire University. The person to whom the account is issued is responsible for the account and its use. This responsibility continues until the person is no longer a student or employee of Southern New Hampshire University, at which time all rights and responsibilities regarding the account are terminated. The individual must keep the account secure by keeping the password secret, by changing the password often and by reporting to the CFA student support helpdesk when anyone else is using the account without permission. Using another person's account or allowing someone else to use an account makes both parties potentially liable to disciplinary action.
2. The use of SNHUnet is prohibited for:
  - illegal purposes
  - transmitting threatening, obscene or harassing materials
  - interfering with or disrupting network users, services or equipment (disruptions include, but are not limited to, distribution of unsolicited advertising, propagation of computer viruses and using the network to make unauthorized entry to any other computers accessible via the network)
  - profit-making from the selling of services and/or the sale of network access
  - excessive private or personal business
3. The following activities are specifically prohibited:
  - tampering with Southern New Hampshire University-owned computer or communication hardware and software
  - defining and/or changing IP addresses on any machine

- intercepting or attempting to intercept e-mail and file transfers
  - originating or attempting to originate mail from someone else
  - attempting to log on to computers without an account (other than using guest or anonymous accounts)
4. Data within computer accounts issued by Southern New Hampshire University are private. Access to data within computer accounts issued by Southern New Hampshire University without written permission of the owner is prohibited. However, if there is probable cause to believe such data files or programs contain information relevant to a Southern New Hampshire University business requirement or legal proceeding, a person other than the authorized user may examine such data files or programs. Permission for such access would be granted by Southern New Hampshire University's Vice President of Operations. Access to accounts and/or data by the Department of Computing Resources for routine computer systems maintenance work is permitted.
  5. Backup copies of all data in Southern New Hampshire University computer accounts are made routinely to protect against loss of data. No exceptions can be granted.
  6. Requests to waive some policies will be reviewed by the Director of the Department of Computing Resources on an individual basis. Under no circumstances will a waiver be granted that violates state, local or other laws.
  7. Confirmed misuse of Southern New Hampshire University's computing resources may result in one or more of the following punitive measures:
    - loss of access to computer resources
    - required repayment of funds expended in unauthorized use
    - expulsion from the University
    - termination of employment
    - legal action

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

### **Voluntary Disclosure of Disability**

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

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

### **Disclaimer**

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

## Appendix A

### Authorization for Disclosure of Non-Directory Information Form

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

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

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

### FERPA Waiver

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

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

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

## Appendix B

### Authorization to Prevent or Resume Disclosure of Directory Information Form

Student Name: \_\_\_\_\_

Student ID: \_\_\_\_\_

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

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

#### CHOOSE ONE:

Authorization to Prevent Disclosure of Directory Information

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

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

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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



Authorization to Resume Disclosure of Directory Information

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

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_

