ACADEMIC CATALOG
APRIL 1, 2017 – JUNE 30, 2017

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Purpose of a University Catalog

The purpose of a university catalog is to be of use to present or potential students and family members, to serve as a historical document and to let others know the nature and scope of programs available, as well as university policies. Every effort has been made to ensure accuracy at the time of publication.

The online catalog contains the most current information. Sections of the online catalog may be printed as needed. Archived versions of catalogs (PDF format) are also available. Students have the responsibility to become familiar with catalog content as they pursue their educational goals. The students, administration, faculty and staff have the mutual responsibility of bringing the words to life by making the learning experiences as pleasant and productive as possible. The catalog should be used as a guide in conjunction with the student's program evaluation and Coach in ensuring that the necessary requirements are met for graduation.

The university reserves the right to change any part of the catalog and to make any changes retroactive for students currently enrolled.

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.

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

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

Admissions
Call us from 9:00am to 5:00pm EST on weekdays.
Phone: 1-855-764-8232, Option 2
Email: admissions@collegeforamerica.org

Visit us on the Web
Visit our website www.collegeforamerica.org for more information.

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.

CFA Certificate and Associate's Degree Admission Policy

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 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 Bachelor's Degree Admission Policy

Students may contact College for America Admissions (admissions@collegeforamerica.org, 855-764-8232), or speak to their Learning Coach to discuss their personal aspirations and which degree 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 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
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- Parents, and spouses thereof
- Brothers and sisters, and spouses thereof
- Grandparents and grandchildren, and spouses thereof

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

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

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

UC or COCE Student Transferring to CFA
Students currently enrolled in a UC or COCE undergraduate program who wish to transfer to a CFA program must file an Internal Transfer Application. These must be filed with the

Academic Advising Office on the Manchester Campus, or with the Office of the University Registrar.

CFA International Student Transferring to UC or COCE
All international students who wish to begin or change programs must obtain appropriate forms and begin the process in the Office of International Student Services (ISS).
Failure to file an Internal Transfer form with the appropriate office may prevent the student from registering for classes, being billed correctly for tuition and fees, or graduating in a timely manner.

Accreditation

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

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

Commission on Institutions of Higher Education

New England Association of Schools and Colleges

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

(781) 425-7785

cihe@neasc.org

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

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

State Authorizations

As an institution that has students residing across the United States, Southern New Hampshire University (SNHU) is required to 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

STATE	STATUS
Alabama	SARA
Alaska	SARA & APPROVAL TO OPERATE
Arizona	SARA
Arkansas	SARA
California	EXEMPT
Colorado	SARA
Connecticut	SARA
Delaware	SARA
District of Columbia	SARA
Florida	EXEMPT
Georgia	SARA
Hawaii	SARA
Idaho	SARA
Illinois	SARA
Indiana	SARA
Iowa	SARA
Kansas	SARA
Kentucky	SARA
Louisiana	SARA
Maine	SARA & APPROVAL TO OPERATE
Maryland	SARA
Massachusetts	EXEMPT
Michigan	SARA
Minnesota	SARA
Mississippi	SARA
Missouri	SARA
Montana	SARA
Nebraska	SARA
Nevada	SARA
New Hampshire	SARA & APPROVAL TO OPERATE
New Jersey	EXEMPT
New Mexico	SARA
New York	SARA
North Carolina	SARA
North Dakota	SARA
Ohio	SARA
Oklahoma	SARA
Oregon	SARA

Pennsylvania	SARA
Rhode Island	SARA
South Carolina	SARA
South Dakota	SARA
Tennessee	SARA
Texas	SARA
Utah	SARA
Vermont	SARA & APPROVAL TO OPERATE
Virginia	SARA
Washington	SARA
West Virginia	SARA
Wisconsin	SARA & APPROVAL TO OPERATE
Wyoming	SARA
U.S. TERRITORIES:	
Guam	EXEMPT
Puerto Rico	EXEMPT
U.S. Virgin Islands	EXEMPT

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.

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.

Degrees Offered

Currently, CFA offers an undergraduate Certificate in Healthcare Management Fundamentals, Associate of Arts (AA) in General Studies, Associate of Arts (AA) in Healthcare Management, Bachelor of Arts (BA) in Communications, Bachelor of Arts (BA) in Healthcare Management, and Bachelor of Arts (BA) in Management.
A College for America student may earn only one degree at each academic level.

Certificate in Healthcare Management Fundamentals

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

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

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

Goals for the Certificate in Healthcare Management Fundamentals

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

- Access Information
- Communicate with Cultural Competence
- Create a Positive Patient Experience
- Demonstrate Ethical Behavior and Regulatory Compliance
- Develop a Budget
- Leverage Business Tools
- Plan for Success
- Interact Effectively in the Workplace
- Solve Problems in the Workplace
- Speak Healthcare Fluently

On completion of each Goal, a student earns the equivalent of three semester hours of college credit from Southern New Hampshire University in a specific course. Each Certificate Goal is made up of 6 competencies.

AA in General Studies, Concentration in Business

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

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

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

Goals for the AA in General Studies, Concentration in Business
To earn the AA in General Studies from Southern New Hampshire University through College for America, a student must complete 20 Goals:
- Access Information
- Analyze Data
- Apply Economic Theories
- Build Teamwork through Marketing
- Chart the Evolution of Media
- Confront Culture
- Consider the Environment
- Decode Media
- Develop a Budget
- Own Your Career
- Evaluate Popular Psychology
- Examine Ethical Perspectives
- Experience Art
- Experiment with Psychology
- Explore Writing
- Investigate Business Ethics
- Leverage Business Tools
- Interact Effectively in the Workplace
- Plan for Success
- Solve Problems in the Workplace

On completion of each Goal, a student earns the equivalent of three semester hours of college credit from Southern New Hampshire University in a specific course.
Each AA Goal is made up of 6 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 6 relevant competencies); and
- Blue Path, which includes both small-sized (1-2 competencies) and medium-sized (3-4 competencies) Projects. Students pursuing the Blue Path complete all Blue Projects within the Goal.

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

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

- Communication Skills
- Critical and Creative Thinking
- Digital Fluency and Information Literacy

- Ethics and Social Responsibility
- Healthcare Management Essentials
- Personal Effectiveness
- Quantitative Skills
- Science, Society and Culture
- Teamwork and Collaboration

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

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

- Access Information
- Analyze Data
- Apply Economic Theories
- Communicate with Cultural Competence
- Create a Positive Patient Experience
- Decode Media
- Demonstrate Ethical Behavior and Regulatory Compliance
- Develop a Budget
- Discover the Human Body
- Evaluate Popular Psychology
- Examine Ethical Perspectives
- Experience Art
- Experiment with Psychology
- Explore Writing
- Leverage Business Tools
- Interact Effectively in the Workplace
- Own Your Healthcare Career
- Plan for Success
- Solve Problems in the Workplace
- Speak Healthcare Fluently

On completion of each Goal, a student earns the equivalent of three semester hours of college credit from Southern New Hampshire University in a specific course.
Each AA Goal is made up of 6 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 6 relevant competencies); and
- Blue Path, which includes both small-sized (1-2 competencies) and medium-sized (3-4 competencies) Projects. Students pursuing the Blue Path complete all Blue Projects within the Goal.

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

BA in Communications, Healthcare Management, or Management

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

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

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

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

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

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

- Applied Quantitative Skills

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

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

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

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

- Business Law
- Business Management
- Fundamentals of Accounting

BA in Communications with a Concentration in Healthcare Management

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

BA in Healthcare Management with a Concentration in Communications

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

BA in Healthcare Management with a Concentration in Global Perspectives

- Global Health and Environment

- International and Intercultural Communications
- World Geography

BA in Management with a Concentration in Insurance Services

- Insurance Fundamentals and Risk Assessment
- Professional Selling
- Customer Service

BA in Management with a Concentration in Logistics and Operations

- Project Management
- Inventory Management and Logistics
- Customer Service

BA in Management with a Concentration in Public Administration

- Public Administration Fundamentals
- State and Local Government
- Ethics in Public Administration

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

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

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

- Navigate the US Healthcare System (For a Concentration in Healthcare Management)
- Promote Health and Wellness (For a Concentration in Healthcare Management)

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

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

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

- Account for Business
- Capstone Goal
- Conduct Business Globally
- Contribute to Society
- Demonstrate Cultural Competence
- Employ Human Resources
- Innovate Like an Entrepreneur
- Investigate Managerial Accounting
- Improve Organizational Effectiveness
- Lead a Team
- Manage a Business Organization
- Market a Product or Service
- Negotiate Difference
- Orchestrate Business Operations

- Research Management
- Use Math to Solve Problems
- Work Within the Law
- Insure Against Risk (For a Concentration in Insurance Services)
- Sell Like a Professional (For a Concentration in Insurance Services)
- Serve Customers Effectively (For a Concentration in Insurance Services)
- Manage a Project (For a Concentration in Logistics and Operations)
- Oversee Logistics (For a Concentration in Logistics and Operations)
- Serve Customers Effectively (For a Concentration in Logistics and Operations)
- Administer Policy Ethically (For a Concentration in Public Administration)
- Explore State and Local Government (For a Concentration in Public Administration)
- Navigate Public Administration (For a Concentration in Public Administration)

As in the AA, students demonstrate mastery of the relevant competencies by completing Goals, which are made up of Projects. Projects in the BA program are completed sequentially, to enable students to receive feedback and guidance from Reviewers before continuing to the next Project. On completion of each Goal, a student earns the equivalent of three semester hours of institutional 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 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

Scholastic Standing

A student's scholastic standing is determined based upon information contained in the student's academic record at the end of each term. Students must meet both qualitative and quantitative (minimum completion rate) standards to remain in good scholastic standing. A student meets both the qualitative and quantitative requirement by mastering at least **eight** competencies during each six-month term.

A student who does not meet this standard will be allowed a scholastic warning period equal to one additional six-month term and may be subject to additional requirements. Starting July 1, 2016, students who do not meet this standard will be notified.

Participation Policy

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

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

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

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

- Submit an Academic Plan by Day 14

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

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.

Commencement

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
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 with questions related to the Petition to Graduate link.

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.

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.

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.

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. Additional program information may be found by visiting College for America.

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 or 1-855-764-8232 with any questions related to this policy.

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
- Government-issued military or national ID card

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

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;
- 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.

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 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 portal. To request an Employer Term Statement, students may contact Student Financial Services at 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.

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.

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.

Tutor.com/CfA
All CfA students have access to online tutoring services through 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.

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

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.

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 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 Learning Coach 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 within 5 business days to the Chief Academic Officer of CfA and that decision will be final.

Copyright Policy
Please visit the SNHU website to review this policy. Click here to read more.

Copyright Guidelines
Please visit the SNHU website to review this policy. Click here to read more.

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 or via telephone by dialing 1-877-455-7648.

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.

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.

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. 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 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.

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 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.

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 Learning Coach.

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

SAP Suspension
A student on who does not meet SAP requirements for two terms is placed on SAP Suspension. A student on Suspension is not eligible for Federal Title IV aid, but may continue working in their CfA program. All future, pending Federal Title IV aid will be suspended. A student on SAP Suspension has a right to appeal this decision.
Student will receive outreach by the 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 or by phone at 1-877-455-7648.

Registration
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.

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.

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.

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.

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.

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:

- 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)

Evaluation of Student Work

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

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.

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.

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

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

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

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

- If the student has not engaged in any academic activity, the student is dropped at no charge.
    - 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 Learning Coach 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).

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

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

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

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

Students withdrawing outside the trial period of enrollment:
- The student is required to wait until the end of the current term to return (e.g.. a student withdrawing three months into the current term must wait until the end of the term, in this case an additional 3 months) per Southern New Hampshire University policy.
- The student is responsible for tuition charges for the term of withdrawal outside the trial period of enrollment.

If a balance exists students are required to make payment arrangements with Student Financial Services before being readmitted to the program. The student may contact the Student Financial Services office at 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.

Cancellation and Refund Policy
With the exception of the first term, for which there is a 30-day trial period, students have 14 days from the start of the term to cancel enrollment and receive a full refund of any tuition paid for that term. If the student withdraws after the 14-day period, the student will be responsible for the full tuition amount. If the student withdraws or is dismissed from CFA, the University and/or the student may be required to return a portion of any Federal Title IV financial aid received. A Return of Title IV calculation will be performed for any student who has received Federal Title IV financial aid to determine the amount of federal aid that must be returned to the federal government by the University and the student.

Grace Period Scholarship
A College for America student may be eligible for a Grace Period Scholarship if he or she meets the following criteria:
- The student entered the term with no more than one unfinished goal.
- The student mastered the final competencies of the entire degree in the first 14 days of the new term.
- The student is not continuing onto an additional CfA degree.

- The student's account is in good standing.

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

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

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

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

Leave of Absence Policy

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

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

A student may request an LOA by completing a Leave of Absence form, with supporting documentation, prior to the requested start of the LOA. Students are required to fill out all information on the form. An LOA is not considered official until approved by 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.
  - o Please contact Support (support@collegeforamerica.org or 1-855-764-8232) and they will coordinate with Student Financial Services (SFSCFA@snhu.edu or 877-455-7648, select option 3 at the prompt) for readmissions to the program.

Next Steps:

- Contact your Learning Coach 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 or 877-455-7648, select option 3 at the prompt)

Change of Start Date Policy

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

1. Start date change requests must be received by **Noon on the 24th of the month** before next term by contacting support@collegeforamerica.org (1-855-764-8232).
2. Start date change requests received **after Noon on the 24th of the month** and **within the student's trial period of enrollment** (first-term: days 1-30 and returning-term: days 1-14), may be made through the student's Learning Coach. Students will be required to complete an Exit Survey and will be readmitted to the start date requested.

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

- If balance exists due to withdrawal from the program, students are required to make payment arrangements with Student Financial Services before they are admitted back into the program.
  - o Please contact Support (support@collegeforamerica.org or 855-764-8232) and they will coordinate with Student Financial Services (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

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 observed holidays, College for America staff are not available for coaching, 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.

Transfer Credit Policy

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 (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 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.

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.

Transfer of Goals Between BA Degrees
Students who change BA degree programs receive credit for all mastered Goals and associated competencies. If a previously mastered Goal exists in both degree programs the Goal is transferred and the student does not repeat the Goal. If a previously mastered Goal

does not exist in both degree programs the previously mastered Goal and associated competencies remain on the student transcript although the Goal does not count toward the degree requirements in the new program. Students must complete all degree requirements for the new degree program. Goals are not substitutable between degree programs. Competencies from Goals not fully mastered do not appear on the student transcript.

Transfer in of Credits Earned at Other Educational Institutions
All students enrolling in the Certificate in Healthcare Fundamentals must begin by mastering the 60 Competencies associated with the certificate program.

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

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

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

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

Certificate in Healthcare Management Fundamentals

CFA Goal Name SNHU Course Name SNHU Course Number	Goal Description
Access Information Argumentation and Communication ENG 124	This Goal focuses on developing arguments about ethical issues and on key economic, legal and social considerations surrounding the use of information.
Communicate with Cultural Competence Cultural Competence in the Healthcare Setting CFA 221	This Goal focuses on the importance of cultural competence in interactions with patients and staff members.
Create a Positive Patient Experience The Patient Experience CFA 220	This Goal focuses on working as part of an inter-professional team to ensure a positive patient experience.
Demonstrate Ethical Behavior and Regulatory Compliance Healthcare Systems HSE 210	This Goal focuses on the multiple ethical and legal/compliance issues that arise in a healthcare environment.
Develop a Budget Personal Financial Planning FIN 250	This Goal focuses on the application of basic mathematical concepts and tools to different practical situations, including creating charts and graphs and making mathematically informed financial decisions.
Interact Effectively in the Workplace Human Relations in Administration OL 125	This Goal focuses on the role of human resource management in the workplace and developing active listening skills.
Leverage Business Tools Skills for Business OL 102	This Goal focuses on crucial business skills, including performing calculations in a spreadsheet, writing effective business communications, and developing solutions to business problems.
Plan for Success Success Strategies for Online Learning SNHU 107	This Goal focuses on skills that are vital for effective learning, including reflecting on past learning experiences, giving and receiving feedback, and using the web to find authoritative information.
Solve Problems in the Workplace Principles of Management OL 215	This Goal focuses on generating original solutions to practical problems in the workplace and the process of locating and using reliable information.
Speak Healthcare Fluently Medical Terminology HCM 205	This Goal focuses on the healthcare "alphabet soup" (acronyms) and fundamentals of medical terminology.

AA in General Studies, Concentration in Business

CFA Goal Name SNHU Course Name SNHU Course Number	Goal Description
Access Information Argumentation and Communication ENG 124	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.

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.
Interact Effectively in the Workplace Human Relations in Administration OL 125	This Goal focuses on the role of human resource management in the workplace and developing active listening skills.
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 Skills for Business OL 102	This Goal focuses on crucial business skills, including performing calculations in a spreadsheet, writing effective business communications, and developing solutions to business problems.
Own Your Career 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.
Plan for Success Success Strategies for Online SNHU 107	This Goal focuses on skills that are vital for effective learning, including reflecting on past learning experiences, giving and receiving feedback, and using the web to find authoritative information.
Solve Problems in the Workplace Principles of Management OL 215	This Goal focuses on generating original solutions to practical problems in the workplace and the process of locating and using reliable information.

AA in Healthcare Management

CFA Goal Name SNHU Course Name SNHU Course Number	Goal Description
Access Information Argumentation and Communication ENG 124	This Goal focuses on developing arguments about ethical issues and on key economic, legal and social considerations surrounding the use of information.
Analyze Data Macroeconomics ECO 202	This Goal focuses on applying important terms and concepts in macroeconomics to analyze financial news and using basic concepts in statistics and probability to solve graphical and numerical problems.
Apply Economic Theories Microeconomics ECO 201	This Goal focuses on applying fundamental concepts of microeconomics and performing financial calculations to analyze consumer decisions.
Communicate with Cultural Competence Cultural Competence in the Healthcare Setting CFA 221	This Goal focuses on the importance of cultural competence in interactions with patients and staff members.
Create a Positive Patient Experience The Patient Experience CFA 220	This Goal focuses on working as part of an interprofessional team to ensure a positive patient experience.
Decode Media Language and Practice of Media Arts COM 128	This Goal focuses on applying key concepts of mass communication to evaluate and critique mass media messages, such as advertisements, websites and social media.
Demonstrate Ethical Behavior and Regulatory Compliance Healthcare Systems HSE 210	This Goal focuses on the multiple ethical and legal/compliance issues that arise in a healthcare environment.
Develop a Budget Personal Financial Planning FIN 250	This Goal focuses on the application of basic mathematical concepts and tools to different practical situations, including creating charts and graphs and making mathematically informed financial decisions.
Discover the Human Body Introduction to Anatomy and Physiology BIO 210	This Goal focuses on explaining key principles that impact the structure, function and regulation of human body systems and using mathematical concepts to solve problems in the healthcare workplace.
Evaluate Popular Psychology Introduction to Psychology PSY 108	This Goal focuses on analyzing popular psychology by applying scientific principles and utilizing psychosocial knowledge in real-world situations.
Examine Ethical Perspectives Introduction to Philosophy PHL 210	This Goal focuses on important figures, traditions and concepts in moral philosophy as well as the analysis, critique and construction of ethical arguments.
Experience Art Introduction to Humanities I FAS 201	This Goal focuses on the analysis of art history, artistic style and composition, and on effectively presenting ideas using technology.

Experiment with Psychology Research II Scientific Investigation PSY 224	This Goal focuses on calculating and evaluating data, exploring scientific processes and conducting experiments in the field of psychology.
Explore Writing World Literature: I Foundations of Culture LIT 201	This Goal focuses on analyzing and writing about literature from a variety of countries, cultures and time periods.
Interact Effectively in the Workplace Human Relations in Administration OL 125	This Goal focuses on the role of human resource management in the workplace and developing active listening skills.
Leverage Business Tools Skills for Business OL 102	This Goal focuses on crucial business skills, including performing calculations in a spreadsheet, writing effective business communications, and developing solutions to business problems.
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.
Plan for Success Success Strategies for Online SNHU 107	This Goal focuses on skills that are vital for effective learning, including reflecting on past learning experiences, giving and receiving feedback, and using the web to find authoritative information.
Solve Problems in the Workplace Principles of Management OL 215	This Goal focuses on generating original solutions to practical problems in the workplace and the process of locating and using reliable information.
Speak Healthcare Fluently Medical Terminology HCM 205	This Goal focuses on the healthcare "alphabet soup" (acronyms) of medical terminology.

BA in Communications

CFA Goal Name SNHU Course Name SNHU Course Number	Goal Description
Advertise a Product or Service Introduction to Advertising Campaigns ADV 386	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. **Prerequisite**: Must be one of the last two Goals to be completed.
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 Foundations of Public Relations COM 274	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 New Media Technologies COM 329	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 Diversity IDS 400	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 News and Media Literacy COM 297	Students demonstrate the ability to distinguish media bias from audience bias and well-researched, credible news stories from shoddy journalism.
Lead a Team Leadership OL 328	In this Goal, students work closely with others, serving both as team leaders and team members to solve complex problems.
Leverage Social Media Social Media COM 310	This Goal enables students to demonstrate strategic uses of social media for a variety of purposes, such as advertising, marketing and public relations.
Market a Product or Service Practical Marketing MKT 293	In this Goal, students focus on the key phases of the marketing process: pre-marketing analysis and research, creation of a marketing plan, and development of a marketing brief.
Negotiate Difference Interpersonal and Small-Group Communications CFA 421	This Goal focuses on the analysis of interpersonal and small-group communication.
Represent an Organization Organizational Communications COM 430	In this Goal, students demonstrate the key principles of organizational communications by developing professional documents and organizational messaging strategies.
Research Communications Special Topics in Research: Communications CFA 320	Students use a variety of sources, including scholarly materials, personal interviews and news stories, to obtain information on communications topics, and then use the research findings to inform written pieces, such as articles.
Use Math to Solve Problems Mathematics to Address Business Challenges CFA 321	Students use creative problem-solving techniques together with algebra, geometry and statistics to address real-world challenges.
Business Concentration	
Account for Business Accounting for Managers I ACC 293	This Goal focuses on the accounting competencies necessary for managers to interpret and evaluate the financial effects of day-to-day management decisions.
Manage a Business Organization Organizational Behavior OL 342	Students use a variety of techniques to analyze common management issues, apply decision-making frameworks and communicate effectively with stakeholders.
Work Within the Law Applied Business Law BUS 386	This Goal focuses on the legal frameworks within which businesses operate in the United States, as well as the main legal issues affecting U.S. businesses, such as torts, product liability, criminal law and contracts.

Healthcare Concentration	
Manage a Healthcare Organization Organizational Behavior OL 342	This Goal focuses on the practical application of management functions, theories and models in the healthcare setting, with special attention to effective decision-making and communication.
Navigate the U.S. Healthcare System Healthcare Delivery Systems HCM 340	This Goal focuses on the structure and function of the healthcare system in the U.S.
Promote Health and Wellness Biological Concepts for Public Health PHE 321	This Goal focuses on the medical and biological concepts and terminology needed by non-clinical staff working in a healthcare setting.

BA in Healthcare Management

Account for Business Accounting for Managers I ACC 293	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. **Prerequisite**: Must be one of the last two Goals to be completed.
Contribute to Society The Engaged Citizen: Current Issues in the Community CFA 323	This Goal focuses on both the content knowledge and active participation needed for meaningful community and civic engagement, both globally and in the United States.
Demonstrate Cultural Competence Diversity IDS 400	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 Applied Human Resources Management OL 443	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 IHP 430	This Goal focuses on the strategies and methods healthcare organizations use to improve processes, delivery and outcomes.
Foster Community Health Community Health Issues SCI 386	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.
Manage a Healthcare Organization Organizational Behavior OL 342	This Goal focuses on the practical application of management functions, theories and models in the healthcare setting, with special attention to effective decision-making and communication.
Navigate the US Healthcare System Healthcare Delivery Systems HCM 340	This Goal focuses on the structure and function of the healthcare system in the U.S.
Promote Health and Wellness Biological Concepts for Public Health PHE 321	This Goal focuses on the medical and biological concepts and terminology needed by non-clinical staff working in a healthcare setting.

Provide Healthcare Legally and Ethically Ethical and Legal Considerations of Healthcare IHP 420	This Goal examines issues and trends in healthcare policy as well as legal and ethical decision-making in healthcare.
Research Healthcare Special Topics in Research: Healthcare Management CFA 322	Students use a variety of sources, including scholarly materials and personal interviews, to obtain information on healthcare topics, and use these research findings to write articles or other pieces.
Use Math to Solve Problems Mathematics to Address Business Challenges CFA 321	Students use creative problem-solving techniques together with algebra, geometry and statistics to address real-world challenges.
Utilize Healthcare Data Healthcare Information HIM 387	Students explore ways in which healthcare data can be used to improve patient outcomes and safeguard public health.
Communications Concentration	
Leverage Social Media Social Media COM 310	This Goal enables students to demonstrate strategic uses of social media for a variety of purposes, such as advertising, marketing and public relations.
Market a Product or Service Practical Marketing MKT 293	In this Goal, students focus on the key phases of the marketing process: pre-marketing analysis and research, creation of a marketing plan, and development of a marketing brief.
Negotiate Difference Interpersonal and Small-Group Communications CFA 421	This Goal focuses on the analysis of interpersonal and small-group communication.
Global Perspectives Concentration	
Conduct Business Globally Emerging Trends in International Business INT 440	This Goal focuses on both the macro- and micro-environments of the global business arena.
Map the World Foundations of Geography GEO 297	Students demonstrate familiarity with basic geographic tools and concepts, and examine ways in which geography helps illuminate environmental, political and social issues in the world today.
Support Global Health Issues in Global Health CFA 406	Students learn how globalization affects the prevalence of disease and consider the impact of cultural, economic and social factors on the burden of disease in regions around the world.

BA in Management

CFA Goal Name SNHU Course Name SNHU Course Number	Goal Description
Account for Business Accounting for Managers I ACC 293	This Goal focuses on the accounting competencies necessary for managers to interpret and evaluate the financial effects of day-to-day management decisions.
Capstone Goal Capstone CFA 499	In this Goal, students apply the principles of design thinking to address a need in their workplace or community. **Prerequisite**: Must be one of the last two Goals to be completed.
Conduct Business Globally Emerging Trends in International Business INT 440	This Goal focuses on both the macro- and micro-environments of the global business arena.
Contribute to Society The Engaged Citizen: Current Issues in the Community CFA 323	This Goal focuses on both the content knowledge and active participation needed for meaningful community and civic engagement, both globally and in the United States.
Demonstrate Cultural Competence Diversity IDS 400	By analyzing how culture shapes interpersonal relations and their own perspectives, students improve their abilities to communicate effectively in a variety of professional settings.
Employ Human Resources Human Resource Management OL 443	This Goal focuses on the major legal and regulatory frameworks in human resources, evaluation of staff performance, and effective recruitment, selection and retention processes.
Improve Organizational Effectiveness Organizational Change and Effectiveness CFA 324	In this Goal, students evaluate the shifting models of organizations, analyze organizational change, and apply key theories to make informed management decisions.
Innovate Like an Entrepreneur Entrepreneurship OL 320	This Goal focuses on identifying business opportunities in the marketplace and on the mindset, skills and tools needed to successfully develop a new venture. **Prerequisite**: Must be one of the last two Goals to be completed.

Investigate Managerial Accounting Accounting for Managers II ACC 386	In this Goal, students conduct breakeven analysis, prepare operating budgets and explore cost concepts that are essential for management decisions.
Lead a Team Leadership OL 328	In this Goal, students work closely with others, serving both as team leaders and team members to solve complex problems.
Manage a Business Organization Organizational Behavior OL 342	Students use a variety of techniques to analyze common management issues, apply decision-making frameworks and communicate effectively with stakeholders.
Market a Product or Service Practical Marketing MKT 293	In this Goal, students focus on the key phases of the marketing process: pre-marketing analysis and research, creation of a marketing plan, and development of a marketing brief.
Negotiate Difference Interpersonal and Small-Group Communications CFA 421	This Goal focuses on the analysis of interpersonal and small-group communication.
Orchestrate Business Operations Introduction to Operations Management QSO 300	In this Goal, students apply relevant tools and theories to manage an organization's resources and operational processes.
Research Management Special Topics in Research: Management CFA 325	Students use a variety of sources, including scholarly materials, personal interviews and news stories, to obtain information on communications topics, and then use the research findings to inform written pieces, such as articles.
Use Math to Solve Problems Mathematics to Address Business Challenges CFA 321	Students use creative problem-solving techniques together with algebra, geometry and statistics to address real-world challenges.
Work Within the Law Applied Business Law BUS 386	This Goal focuses on the legal frameworks within which businesses operate in the United States, as well as the main legal issues affecting U.S. businesses, such as torts, product liability, criminal law and contracts.
Insurance Services Concentration	
Insure Against Risk Property and Liability Risk Management FIN 426	In this Goal, students examine various types of insurance, determine how to measure and manage insurance risk, and explore the function of regulation in the insurance industry.
Sell Like a Professional Advanced Professional Selling MKT 300	This Goal focuses on the role of sales within an organization and on maximizing positive outcomes for both the customer and organization in the sales process.

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

University Statement of Student Rights

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

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

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

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

Right to Procedural Fairness

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

Student Academic Complaint Policy

Purpose of Policy:

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

Process:

A student is first encouraged to address a concern with his or her Learning Coach. If the issue cannot be resolved at that level, a student who wishes to file an academic complaint must submit an email describing the nature of the complaint (with appropriate supporting documentation) and the resolution he or she is seeking to 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.

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 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. The Chief Academic Officer (or designee) will review the case and make a decision. The decision of the Chief Academic Officer is final.

Sexual Misconduct
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.

Please read the remainder of the SNHU policy on sexual misconduct here:
http://family.snhu.edu/Resources/policiesandprocedures/Pages/All%20Policies%20and%20Procedures/Sexual%20Misconduct.aspx

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

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

released by submitting an Authorization to Prevent or Resume Disclosure of Directory Information (see Appendix B).

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

Notification of Rights under FERPA
The Family Educational Rights and Privacy Act (FERPA) affords students certain rights with respect to their education records. These rights include:
1. The right to inspect and review the student's education records within 45 days of the day the University receives a request for access.

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

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

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

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

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

interest if the official needs to review an education record in order to fulfill his or her professional responsibilities for the University.

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

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)
- 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/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.

Disability Access Statement
Accommodations are available to provide individuals with documented disabilities equal access to facilities and programs at Southern New Hampshire University. For further information on access, please contact the Office of Disability Services at 1-866-305-9430.

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

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

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

Southern New Hampshire University Network Acceptable Use Policy
Southern New Hampshire University encourages the use and application of information technologies to support student needs. Users of Southern New Hampshire University

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

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

2. 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.
3. 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

4. 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)

5. 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.

6. 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.
7. 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.
8. 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.

Institutional Review Board
Please visit the SNHU website to view this policy. Click here to read more.

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.

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.

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 Learning Coach.
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 Learning Coach 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.

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: _____