

**academic
catalog**
COLLEGE FOR AMERICA



**2017
2018**

College for America
Table of Contents

| | |
|---|-----------|
| Table of Contents | 2 |
| Welcome | 5 |
| Message from the President | 5 |
| The Purpose of a University Catalog | 5 |
| Financial Aid Eligibility and Enrollment Criteria | 5 |
| Catalog Content Subject to Change | 8 |
| University Mission | 8 |
| Policies | 9 |
| About SNHU | 9 |
| Academic Program Improvement | 9 |
| Accreditations, State Authorization and Program Approvals | 9 |
| COCE Mission | 10 |
| History of the University | 10 |
| Overview of College for America Programs | 11 |
| Required Written Arrangements | 11 |
| Academic Calendars | 11 |
| Academic Calendar | 11 |
| Academic Standards | 12 |
| CfA Scholastic Standing | 12 |
| Credit Hour Definition | 13 |
| Admissions | 14 |
| Academic Articulation Agreements | 14 |
| CfA Admission Policies | 14 |
| Course and Program Enrollment | 15 |
| CfA Change of Start Date Policy | 15 |
| CfA Enrollment Status and Academic Plan | 16 |
| CfA Leave of Absence Policy | 16 |
| CfA Participation Policy | 17 |
| CfA Prerequisites | 17 |
| CfA Swapping Competencies (Goals) from your Academic Plan | 17 |
| CfA Trial Period of Enrollment | 18 |
| CfA Withdrawal Policy | 18 |
| Concurrent Program Enrollments | 19 |
| Transfer Among SNHU Colleges | 19 |
| Financial Aid and Resources | 20 |
| CfA Mid-Term Graduation and Federal Student Aid | 20 |
| CfA Standards for Satisfactory Academic Progress (SAP) | 20 |
| Financial Aid Enrollment Status Criteria | 21 |
| Return of Title IV Funds | 21 |
| Student Rights and Responsibilities | 22 |
| Grades and Credits | 23 |
| CfA Attempted Competencies | 23 |
| CfA Evaluation of Student Work | 23 |
| CfA Student Evaluation Appeal Policy | 24 |
| CfA Transfer out of Competencies Mastered or Credit Equivalencies to Other Educational Institutions | 24 |
| Transfer Credit | 24 |
| Graduation and Commencement | 26 |
| CfA Mid-Term Graduation | 26 |
| Commencement Participation | 26 |
| Degree and Certificate Conferral | 28 |
| Degree and Certificate Requirements | 29 |
| Degree Revocation | 30 |
| Posthumous Degree | 32 |

| | |
|---|-----------|
| Miscellaneous | 32 |
| Definition of Terms | 32 |
| Records and Right to Privacy | 36 |
| Academic Record Retention | 36 |
| CfA Transcript and Competency Statement Policy | 43 |
| Change of Student Name, Address, SSN or DOB | 43 |
| FERPA Student Right to Privacy | 44 |
| Releasing Academic Records of Deceased Students | 45 |
| Request for Transcript | 45 |
| Students Forwarding SNHU Email to Personal Email | 45 |
| Transcripts from Other Institutions | 45 |
| Rights and Responsibilities | 45 |
| Disability Access Statement | 45 |
| Nondiscrimination/Equal Opportunity | 45 |
| Sexual Misconduct | 46 |
| Student Academic Complaint | 59 |
| Student Account and Fees | 59 |
| CfA Tuition and Billing | 60 |
| Payment Information | 60 |
| Refund Policy | 62 |
| Student Code of Conduct | 64 |
| CfA Academic Honesty Policy | 64 |
| CfA Computers and Technology | 65 |
| CfA Graduate Access | 65 |
| Copyright Guidelines | 65 |
| Copyright Policy | 66 |
| Disciplinary Dismissal | 67 |
| Disciplinary Suspension | 67 |
| File Sharing | 67 |
| Network Acceptable Use | 68 |
| Online Course Etiquette | 69 |
| Support Services | 69 |
| ADA/504 Grievances | 69 |
| Online Accessibility Center | 71 |
| Programs | 74 |
| Communications with concentration in Business (BA) | 74 |
| Communications with concentration in Healthcare (BA) | 75 |
| General Studies with a concentration in Business (AA) | 75 |
| Healthcare Management (AA) | 76 |
| Healthcare Management Fundamentals (Certificate) | 76 |
| Healthcare Management with concentration in Communications (BA) | 77 |
| Healthcare Management with concentration in Global Perspective (BA) | 77 |
| Management with concentration in Insurance Services (BA) | 78 |
| Management with concentration in Logistics and Operations (BA) | 78 |
| Management with concentration in Public Administration (BA) | 79 |
| Goals | 80 |
| Accounting | 80 |
| Advertising | 80 |
| Anthropology | 80 |
| Biology | 80 |
| Business | 80 |
| College for America | 81 |
| Communication | 83 |
| Customer Experience | 84 |

| | |
|--|----|
| Economics | 85 |
| English | 85 |
| Environmental Studies | 85 |
| Finance | 85 |
| Fine Arts | 86 |
| Geography | 86 |
| Health Information Management | 86 |
| Healthcare Management | 86 |
| Human Services | 87 |
| Integrated Health Profession | 87 |
| Interdisciplinary Studies | 87 |
| International Business | 88 |
| Literature | 88 |
| Marketing | 88 |
| Organizational Leadership | 89 |
| Philosophy | 90 |
| Political Science | 90 |
| Psychology | 91 |
| Public Administration | 91 |
| Public Health | 91 |
| Quantitative Studies & Operations Management | 91 |
| Science | 92 |
| Southern New Hampshire University | 92 |

Welcome

Message from the President



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

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

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

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

A handwritten signature in black ink that reads "Paul J. LeBlanc". The signature is written in a cursive style and is enclosed in a thin black rectangular border.

Sincerely,
Paul J. LeBlanc
President

The 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 academic advisor 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.

Financial Aid Eligibility and Enrollment Criteria

Financial Aid Eligibility and Enrollment Criteria

College for America

As mandated by the U.S. Department of Education, only courses that are required for completion of a student's program may be included when determining a student's enrollment status for financial aid purposes. In addition, federal student aid regulations permit only one retake of a previously-passed course when determining a student's enrollment status for financial aid purposes.

If you register for a course that does not apply toward your current degree program (i.e. a course that falls into the 'other' category on your program evaluation), the credits associated with it may compromise your ability to receive financial aid, Veteran Affairs (VA) benefits or Tuition Assistance (TA) benefits.

If you are enrolled in less than the average estimates below, then your aid will be adjusted accordingly (including possible cancellation). Non-credit classes are not eligible for financial aid. It is your responsibility to notify Student Financial Services of any change to your enrollment status.

Financial aid is initially awarded based on the following average enrollments:

| | |
|--|-------------------------|
| Online (COCE) Undergraduate Students | Half time per trimester |
| College for America (CfA) Undergraduate Students | Full time per term |
| University College (UC) Undergraduate Students | Full time per semester |
| Advantage Undergraduate Students | Full time per term |
| Online (COCE) Graduate Students | Half time per term |
| University College (UC) +1 and School of Business Graduate Students | Full time per trimester |
| University College (UC) Master of Fine Arts (MFA) Students | Full time per term |
| University College (UC) M.ED Graduate Students | Full time per semester |
| University College (UC) ED.D Graduate Students | Full time per term |
| Other University College (UC) Graduate Students | Full time per trimester |

**If your program type is not listed, please contact your advisor for enrollment status criteria*

Online (COCE) Undergraduate Students

Each trimester includes two 8-week terms

| | |
|----------------------------|----------------------------------|
| Full Time | 12 or more credits per trimester |
| Three Quarter Time | 9-11 credits per trimester |
| Half Time | 6-8 credits per trimester |
| Less Than Half Time | 5 or less credits per trimester |

College for America (CfA) Undergraduate Students

| | |
|----------------------------|----------------------------------|
| Full Time | 24 or more competencies per term |
| Three Quarter Time | 18-23 competencies per term |
| Half Time | 12-17 competencies per term |
| Less Than Half Time | 11 or less competencies per term |

University College (UC) Undergraduate Students

| | |
|----------------------------|---------------------------------|
| Full Time | 12 or more credits per semester |
| Three Quarter Time | 9-11 credits per semester |
| Half Time | 6-8 credits per semester |
| Less Than Half Time | 5 or less credits per semester |

Advantage Undergraduate Students

| | |
|----------------------------|-----------------------------|
| Full Time | 12 or more credits per term |
| Three Quarter Time | 9-11 credits per term |
| Half Time | 6-8 credits per term |
| Less Than Half Time | 5 or less credits per term |

Online (COCE) Graduate Students

| | |
|----------------------------|----------------------------|
| Full Time | 6 or more credits per term |
| Three Quarter Time | N/A |
| Half Time | 3-5 credits per term |
| Less Than Half Time | 2 or less credits per term |

University College (UC) +1 and School of Business Graduate Students

| | |
|----------------------------|---------------------------------|
| Full Time | 9 or more credits per trimester |
| Three Quarter Time | N/A |
| Half Time | 5-8 credits per trimester |
| Less Than Half Time | 4 or less credits per trimester |

University College (UC) Master of Fine Arts (MFA) Students

| | |
|----------------------------|-----------------------------|
| Full Time | 12 or more credits per term |
| Three Quarter Time | N/A |
| Half Time | 6-8 credits per term |
| Less Than Half Time | 5 or less credits per term |

University College (UC) M.ED Graduate Students

| | |
|----------------------------|---------------------------------|
| Full Time | 12 or more credits per semester |
| Three Quarter Time | N/A |
| Half Time | 6-8 credits per semester |
| Less Than Half Time | 5 or less credits per semester |

University College (UC) ED.D Graduate Students

Students enrolled in their dissertation are considered full time at 1 credit per term

| | |
|----------------------------|----------------------------|
| Full Time | 6 or more credits per term |
| Three Quarter Time | N/A |
| Half Time | 3-5 credits per term |
| Less Than Half Time | 2 or less credits per term |

Other University College (UC) Graduate Students

| | |
|----------------------------|---------------------------------|
| Full Time | 6 or more credits per trimester |
| Three Quarter Time | N/A |
| Half Time | 3 credits per trimester |
| Less Than Half Time | 2 or less credits per trimester |

Catalog Content Subject to Change

These publications are certified as true and correct in content and policy as of the date of publication. The university however reserves the right to make changes of any nature in programs, calendar, or academic schedules whenever these are deemed necessary or desirable including changes in policies and procedures, course content, class rescheduling, and the cancelling of scheduled classes or other academic activities.

University Mission

Southern New Hampshire University transforms the lives of students. Our success is defined by our students' success. By relentlessly challenging the status quo and providing the best support in higher education, Southern New Hampshire University expands access to education by creating high quality, affordable and innovative pathways to meet the unique needs of each and every student.

Policies

About SNHU

Academic Program Improvement

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

Accreditations, State Authorization and Program Approvals

Regional Accreditation:

New England Association of Schools and Colleges

Southern New Hampshire University is accredited by the New England Association of Schools and Colleges, Inc., (NEASC) through its Commission on Institutions of Higher Education (CIHE). All Programs offered by SNHU are encompassed by this regional accreditation. Inquiries regarding the accreditation status by the New England Association should be [emailed to the administrative staff of Southern New Hampshire University](#).

Individuals may also contact:

Commission on Institutions of Higher Education

New England Association of Schools and Colleges

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

(781) 425-7785

cihe@neasc.org

The Commission on Institutions of Higher Education of the New England Association of Schools and Colleges is the regional accreditation agency for colleges and universities in the six New England states: Connecticut, Maine, Massachusetts, New Hampshire, Rhode Island, and Vermont. NEASC's Commission on Institutions of Higher Education (CIHE) is recognized by the U.S. Department of Education as a reliable authority on the quality of education for the institutions it accredits. Recognition by the Department of Education provides access to federal financial aid for U.S. students attending institutions accredited by the Commission.

Degree Granting Approval:

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

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

Programmatic Accreditations:

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

Accreditation Council for Business Schools and Programs (ACBSP)

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

Accreditation Commission for Programs in Hospitality Administration

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

Commission on Collegiate Nursing Education (CCNE)

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

New Hampshire State Department of Education for Teacher Certification

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

State Authorizations:

College for America

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

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

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

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

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

COCE Mission

The College of Online and Continuing Education exists to make high-quality education accessible and affordable for all. Through our innovative culture and unwavering commitment to student success, we empower students to transform their lives and the lives of those around them.

History of the University

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

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

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

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

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

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

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

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

Construction continued with the building of a new academic center, Webster Hall, which houses the Trading Room, a simulated stock trading room. New residence halls were also built on the west and east sides of campus. All classrooms and halls are wireless.

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

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

College for America

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

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

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

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

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

Overview of College for America Programs

SNHU's College for America academic programs include Certificate, Associate, and Bachelor's degree programs which use a competency-based approach that is low-cost, flexibly-paced, and designed to enhance applicability in the workplace. These programs are only offered through partnerships with employers, nonprofits, and other community partners who work with SNHU to make them available to their employees, members and communities.

In this competency-based learning model, students master competencies through project-based work, rather than completing traditional 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 progress through their program at a flexible 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, 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. The curricula in SNHU's College for America academic programs are 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.

Students in SNHU's College for America programs receive an official transcript from SNHU, including documentation of the credits earned, and graduates earn a full degree from Southern New Hampshire University.

Required Written Arrangements

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

Please email accreditation@snhu.edu with any questions.

Academic Calendars

Academic Calendar

Undergraduate Academic Calendar

College for America

| Term | Term Start | Term End |
|-------|-------------------|-------------------|
| 18EW1 | September 3, 2018 | October 28, 2018 |
| 18EW2 | October 29, 2018 | December 23, 2018 |
| 19EW3 | January 7, 2019 | March 3, 2019 |
| 19EW4 | March 4, 2019 | April 28, 2019 |
| 19EW5 | May 6, 2019 | June 30, 2019 |
| 19EW6 | July 1, 2019 | August 25, 2019 |

Graduate Academic Calendar

| Term | Term Start | Term End |
|-------|-------------------|------------------|
| 18TW1 | October 1, 2018 | December 9, 2018 |
| 18TW2 | December 17, 2018 | March 3, 2019 |
| 19TW3 | March 11, 2019 | May 19, 2019 |
| 19TW4 | May 27, 2019 | August 4, 2019 |
| 19TW5 | August 12, 2019 | October 20, 2019 |

Advantage Academic Calendar - 11 Weeks

| Term | Term Start | Term End |
|-------|--------------------|------------------|
| 18EL1 | September 17, 2018 | December 9, 2018 |
| 19EL2 | January 7, 2019 | March 24, 2019 |
| 19EL3 | April 1, 2019 | June 16, 2019 |

Advantage Academic Calendar - 16 Weeks

| Term | Term Start | Term End |
|---------|-------------------|-------------------|
| 18FADAY | September 4, 2018 | December 21, 2018 |
| 19SPDAY | January 22, 2019 | May 10, 2019 |

College for America 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.

Academic Standards

CfA 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.

Students who do not meet scholastic standing requirements face scholastic sanctions that include Scholastic Warning,

College for America

Scholastic Suspension or Dismissal. Students who withdraw prior to completing 60% of the term will not be subject to scholastic sanctions for the term.

Scholastic Standing Warning: Students who do not master at least eight competencies in a term are placed on scholastic warning for the following six-month term and may be subject to additional requirements (non appealable).

Academic Suspension: Students who are on scholastic warning and fail to master at least eight competencies in a term are suspended from the program for a period of three months.

Academic Dismissal: Students who are readmitted after Academic Suspension and fail to meet academic standards for the term in which they are readmitted are recommended for permanent academic dismissal from the university.

Academic Dismissal is considered final and appeals are not accepted.

Appeal Process for Readmission after Academic Suspension:

Students who have been scholastically suspended may appeal, in writing, to the College for America Program Scholastic Standing Committee. Students must wait a period of 3 months before appealing. Students who are readmitted on scholastic standing warning must master at least eight competencies during the term they are readmitted. If they fail to do so, they are dismissed from the university and may not appeal again. Students who are readmitted are required to connect regularly with their advisor to discuss resources and review progress toward achieving the competency minimum required for good standing.

College for America Program Scholastic Standing Committee:

The College for America Program Scholastic Standing Committee is responsible for considering student appeals for readmission after academic suspension

The Committee has the authority to:

- Readmit a student who was scholastically suspended.
- Uphold the academic suspension
- Dismiss a student from the university.

Credit Hour Definition

The US Department of Education and the NEASC Commission on Institutions of Higher Education have this past summer issued new language and guidelines regarding the definition of a credit hour. Federal regulations regarding the definition and assignment of credit hours under Section 600.2 and 600.24(f) of the Higher Education Opportunity Act now state, in part, that a unit of credit is: "An amount of work represented in intended learning outcomes and verified by evidence of student achievement that is an institutionally established equivalency that reasonably approximates not less than:

1. One hour of classroom or direct faculty instruction and a minimum of two hours of out-of-class student work each week for approximately ... ten to twelve weeks for one quarter hour of credit or the equivalent amount of work over a different period of time; or
2. At least an equivalent amount of work as required in paragraph (1) of this definition for other academic activities as established by the institution, including laboratory work, internships, practica, studio work, and other academic work leading to the award of credit hours."

This regulation became effective July 1, 2011 and is now in effect. While SNHU has historically applied the Carnegie definition of "credit hour" to determine the relationship between student/faculty contact time and academic credit awarded, the following policy, issued by the Provost, is meant to codify our practice and remind all academic administrators and faculty of our policy and its implementation.

Face-to-Face Lectures/ Seminar/Discussion Courses

Three credit hours will be awarded for fifteen weeks of two 75-minute classes per week (or the equivalent in 50-minute, or 150-minute sessions) with a normal expectation of two hours of outside study for each class session. For courses awarding some other number of credit hours, one credit will be earned for fifteen 50-minute sessions of classroom instruction in a term (or its equivalent) with a normal expectation of two hours of outside study for each class session. The Department of Education recognizes that institutions are innovating with new delivery models and is not making seat time the sole metric of credit hour equivalency. For non-traditional delivery, we permit the following equivalencies:

Hybrid Courses

Hybrid courses will meet face-to-face once a week for the equivalent of 1 class period throughout the academic term, and contain weekly asynchronous online components.

Fully Online Courses

Online asynchronous or synchronous courses must mirror the learning outcomes and academic standards of the analogous face-to-face course. Thus, while students may spend no time "in class," they complete the equivalent amount of work. Federal regulations recognize the special nature of "class time" in the online environment.

Individual Activity Courses (independent study, course by arrangement)

College for America

Such courses have generally been three credit hours at SNHU. Faculties are expected to assess the level and amount of student learning, and award credit only when the work is of sufficient challenge and quality. While faculty guidance is expected, much or most of this activity is done independently by the student on his/her own time.

Internships

SNHU awards credit hours for learning acquired outside the institution if it is an integral part of a program of study. We particularly encourage internships which are supervised by disciplinary faculty. When work experience receives academic credit, it should both be suitably supervised and of sufficient length to be meaningful. Historically this has been achieved by awarding three semester credits for fifteen weeks of ten clock-hours per week or 150 internship hours for a 3-credit course.

Credit by Examination and Prior Learning Assessment (PLA)

At its discretion, SNHU may award academic credit for mastery demonstrated through credit-by-examination and PLA. Approved credit may be used to satisfy degree requirements or to reduce the total number of remaining hours required for a degree.

Other Special Arrangements (study abroad, etc.)

Credit hours to be earned in approved overseas academic programs will be considered on an individual basis following established procedures in the specific Schools. All other special arrangements must be submitted to, and approved, by the Provost / Sr. VP of Academic Affairs.

College for America Program

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.

Unit of Credit

The unit of credit at Southern New Hampshire University is the semester hour.

Admissions

Academic Articulation Agreements

The Office of Academic Quality, Accreditation & Support at Southern New Hampshire University maintains a list of schools and organizations with which we have articulation agreements. Please email accreditation@snhu.edu with any questions.

CfA Admission Policies

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 enrolled in a concurrent program and are not eligible for conferral or 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).

An immediate family member is defined as the following:

- Spouse, domestic partner* and parents thereof
 - Dependent children, and spouses thereof
 - Parents, and spouses thereof
 - Siblings, and spouses thereof
 - Grandparents and grandchildren, and spouses thereof
- *Domestic Partner for purposes of this policy is defined as an adult in a committed relationship with another adult.

Bachelor's Degree Admission 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 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.

College for America

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).

An immediate family member is defined as the following:

- Spouse, domestic partner* and parents thereof
 - Dependent children, and spouses thereof
 - Parents, and spouses thereof
 - Siblings, and spouses thereof
 - Grandparents and grandchildren, and spouses thereof
- *Domestic Partner for purposes of this policy is defined as an adult in a committed relationship with another adult.

Readmission

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 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.

Students withdrawing during the trial period of enrollment:

- The student should contact their advisor 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 should also contact their advisor.

Course and Program Enrollment

CfA Change of Start Date Policy

College for America

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

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

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

- If balance exists due to withdrawal from the program, students are required to make payment arrangements with Student Financial Services before they are admitted back into the program.
- Please contact Student Affairs 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 Enrollment Status and Academic Plan

- **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 the [Financial aid Enrollment Status Criteria](#) policy for additional details.

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.

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

CfA Leave of Absence Policy

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

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

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

College for America

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.

Next Steps:

- Contact your Advisor to discuss your situation.
- Request Leave of Absence Form from Student Financial Services and follow instructions provided.
- Complete Leave of Absence Form.
- Check your SNHU email address for Leave of Absence Approval.
- Contact Student Financial Services with any questions.

CfA 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.

CfA 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)

CfA 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 the [Creating your Academic Plan policy](#) 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.

College for America

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

CfA 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.

Cancellation and Refund

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.

CfA Withdrawal Policy

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

Student Initiated Withdrawal - (Official Withdrawal)

This process involves a few simple steps:

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

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

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

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

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

Administrative Withdrawal - (Unofficial Withdrawal)

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

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

College for America

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

- All disbursed Title IV financial aid will be returned which may leave a balance due to the University.
- Any undisbursed Title IV financial aid will be cancelled.

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

- His or her enrollment status will be re-evaluated to exclude any competencies in which a student did not engage.
- A Return of Title IV calculation will be completed using the student's last date of engagement to determine the amount of Title IV financial aid that must be returned. This recalculation may leave the student with a balance due to the University.
- If the student is eligible, a Post-Withdrawal Disbursement will be offered.

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

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

Concurrent Program Enrollments

Enrollment in Multiple Programs Simultaneously

An undergraduate or graduate student may choose to be enrolled in multiple programs (degrees, certificates) at the same time. SNHU's institutional credit minimums apply separately, however, to each degree or certificate awarded. Students should be aware that enrollment in multiple programs may increase the number of courses they are required to take to complete their programs, above and beyond the minimums within the programs themselves.

College for America Programs

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

Special Academic Options

Double Degrees

A student with a SNHU undergraduate degree seeking to earn an additional degree of the same level must complete at least 30 additional credits in residence, while satisfying all other requirements of the new degree. No more than 2 courses in the new major may overlap with the major(s) of the previous degree(s). Double degrees may be pursued concurrently; however, the courses satisfying institutional credit requirements cannot be shared between the two credentials.

Second Degrees

A student who wishes to earn a second master's degree through Southern New Hampshire University is required to take a minimum of 7 graduate courses beyond the first degree. All other requirements in the second degree program also must be satisfied. Students considering this option should meet with an advisor to determine specific additional requirements.

International students seeking a second degree also must obtain a new visa eligibility certificate (I-20 or DS-2019). This requires a new statement of financial responsibility and admission into the second degree. Students should contact International Admissions for more details and specific requirements.

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.

Financial Aid and Resources

CfA 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. Additional program information may be found by visiting [College for America](#).

CfA Standards for Satisfactory Academic Progress (SAP)

CfA will evaluate SAP for students receiving Title IV aid on a payment period basis of each 6- month term.

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

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

Enforcement

A student who does not meet the minimum of mastering 67% of attempted competencies cumulatively is either placed on Warning or Suspension from Title IV aid. The student will be notified of his or her status via the student's College for America email address. This notification will come with instructions to contact his or her CfA Advisor.

SAP Warning

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

SAP Suspension

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

Student will receive outreach by the Student Financial Services when they are eligible for reinstatement.

Financial Aid SAP Appeal

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

To be considered, the appeal must include the following:

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

Approved Appeal

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

College for America

- 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 Student Financial Services by email at sfscfa@snhu.edu or by phone at 1-877-455-7648.

Financial Aid Enrollment Status Criteria

As mandated by the U.S. Department of Education, only courses that are required for completion of a student's program may be included when determining a student's enrollment status for financial aid purposes. In addition, federal student aid regulations permit only one retake of a previously-passed course when determining a student's enrollment status for financial aid purposes.

College for America Students

As required by federal student aid rules, only competencies 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 competency may only be considered once when determining enrollment status for financial aid purposes.

Students' 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 students have participated their federal financial aid will disburse.

Return of Title IV Funds

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

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

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

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

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

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

Return of Funds

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

1. Direct Unsubsidized Loan
2. Direct Subsidized Loan
3. Direct PLUS Loan
4. Federal Pell Grant *
5. Federal Supplemental Education Opportunity Grant (FSEOG)*

College for America

6. Iraq and Afghanistan Service Grant*
7. Federal Work Studies (FWS) funds are not included in the calculation.

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

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

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

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

Post-Withdrawal Disbursement

As a result of the required Return to Title IV calculation, there may be instances where students have undisbursed earned aid, and must decide if they want the post withdrawal disbursement of aid applied to their account. Any earned grant funds will be automatically applied to the student account. However, any earned Direct Loan funds require student authorization. Student Financial Services will notify students in writing of the availability of any Direct Loan post-withdrawal disbursement eligibility. Students must sign and return the authorization letter within fourteen days of the date of the notice to benefit from a post-withdrawal Direct Loan disbursement. Direct Loans are to be repaid in accordance with the terms and conditions outlined in the student's signed Master Promissory Note (MPN).

Programs Offered in Modules

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

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

Return to Title IV Calculation Example

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

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

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

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

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

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

Student Rights and Responsibilities

Each year, Southern New Hampshire University students request student financial assistance to help defray the cost of education. Federal, state, and institutional resources form a partnership with your (and your family's) own commitment to meet your educational costs. Federal, state, and institutional student financial aid is a privilege, which creates both rights and responsibilities.

Responsibilities

College for America

- Complete and submit application materials to the appropriate agencies within required or recommended timeframes.
- Read all materials sent to you from Southern New Hampshire University and other agencies awarding you aid. Read, understand, and keep copies of all forms you sign.
- Know and comply with the rules governing the aid you receive. These rules include but are not limited to: you must not be in default on any prior educational loan, and you must not owe a refund on a Federal Pell Grant or a Federal Supplemental Educational Opportunity Grant due to repayment.
- Provide additional documentation, federal tax returns, W-2's, and any additional information if requested to by Southern New Hampshire University.
- Comply with the provisions of any promissory note and all other agreements you sign including repaying your student loans.
- Complete the registration process each term by the end of the drop/add period in order to ensure availability of all student aid funds you have been awarded.
- Use student financial aid proceeds solely for direct educational costs and related living expenses.
- Maintain satisfactory academic progress.
- Report private sources of student financial aid to Southern New Hampshire University.
- Report any changes in your status: marital, academic, enrollment, residential, or name status.
- Keep your local and permanent addresses current with the University Registrar and loan servicers.
- Understand SNHU's withdrawal policy and how it affects return of financial aid.
- Complete mandatory loan exit counseling upon ceasing to be enrolled at least half-time or more if you have borrowed from the Federal Direct Loan program.
- Perform and complete satisfactory work assignments accepted through the Federal Work Study program (if applicable).

Rights

- Have all records and data submitted with your application for financial aid treated as confidential information, as prescribed by the Family Education Rights and Privacy Act (FERPA).
- Have an explanation of the award process including the understanding the financial aid programs offered, the cost of attending, the criteria used in the awarding process, and how financial need is determined.
- Understand the method by which disbursements will be made and the frequency of those disbursements.
- Understand the criteria for satisfactory academic progress.
- Be notified of changes in your financial aid status and the reasons for those changes.
- Know the conditions (interest rate, when repayment begins, and repayment programs) of any accepted loan.
- Know the terms, conditions, and pay rate for any student job you accept.

Grades and Credits

CfA 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.

CfA 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

College for America

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.

CfA 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 “comments” section to clarify the evaluation and/or feedback. If no resolution is found through communication with the Reviewer, the student may request a second opinion of the accuracy of the rubric assessment and accompanying feedback. To do so, students complete the “Student Dispute Form” found under mySNHU/Resources/Student Forms. The appropriate Goal Lead will evaluate the project for themselves independently of the Reviewer’s input and either concur with the standing evaluation or override it in favor of the student. Under these conditions, the Goal Lead will hold the student harmless for any part of the rubric criteria that the Goal Lead believes ought to have remained Not Yet but was awarded Yes by the Reviewer.

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

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

Three credits are earned with the mastery of each Goal. View the [Program Requirements](#) for each program to determine which CFA Goals are equivalent to which Southern New Hampshire University courses.

Transfer Credit

Purpose of Policy

The purpose of this policy is to describe transfer and external credit policies and procedures for undergraduate and graduate students.

General Information

Only official transcripts are considered for transfer credit. Official transcripts must be sent directly from the issuing institution. SNHU accepts secure electronic transcripts from issuing institutions or scanned documents sent directly from our international articulation partners. Credit considered for transfer must be from the issuing institution; transfer credit posted on another institution’s transcript will not be accepted.

The grades for transfer courses are not factored into the student's grade point average (GPA) at SNHU. Developmental or remedial coursework is not accepted for transfer credit. In the event that the program from which the student wishes to transfer credit awards grades using a Pass/Fail or Satisfactory/Unsatisfactory system, rather than a letter-grade system, the credit may be transferred only if a grade of “Pass” or “Satisfactory” is described on the official transcript issued by the program as the equivalent of a “C-” or higher for undergraduate transfer credit or “B” or higher for graduate transfer credit.

Non-Institutional Credit Sources

Courses accepted for transfer credit must be at college level from a regionally or nationally accredited institution listed by the Council for Higher Education Accreditation (CHEA). The COCE Department of Nursing requires in most instances that a nursing course submitted for transfer credit evaluation is completed at an accredited school of nursing and that the course be an equivalent of the COCE Department of Nursing course requirement.

Other External Undergraduate Credit

Students may be awarded credit for non-traditional learning through the following services (for more information on any of these services, students are encouraged to speak with their Academic Advisor or Admission Counselor):

College for America

1. Credit by Examination. Students may be awarded credit by passing examinations offered by College Level Examination Program (CLEP), the Defense Activity for Non-Traditional Education Support (DANTES) Examination Program, the College Board Advanced Placement Examination (AP), the International Baccalaureate Diploma Programme (IBDP), ServSafe Certification exam, Series 7 - General Securities Representative Examination, NLN Nutrition Exam, New Hampshire Certified Management Program (CPMP), or Cambridge International Advanced-Level Examinations (A Level). For a complete list of the CLEP, AP, and DANTES exams that SNHU accepts, see the Office of the University Registrar's page and click the AP, CLEP, or DANTES Credit and Equivalencies link for up-to-date information.

2. Prior Learning. To be eligible for prior learning credit students must be enrolled in an undergraduate program at SNHU. Students may earn up to 15 undergraduate credits for a bachelor's degree (9 undergraduate credits for an associate degree) through prior learning assessment via portfolio submission. Students work with an advisor to determine the most appropriate path to assess prior learning: SNHU portfolio process or assessment through Learning Counts through Council for Adult Education and Experiential Learning (CAEL). See the mySNHU Learning Counts page for more information about the CAEL portfolio process.

3. Evaluation of Non-Traditional Learning Experiences. For evaluating non-traditional learning experience, SNHU recognizes the services of American Council on Education (ACE) and National College Credit Recommendation Service (NCCRS).

4. Industry-Recognized Certification. SNHU may also award credit for industry-recognized certification(s) that are not currently assessed for college credit by ACE/NCCRS and/or listed above upon departmental approval.

International Transfer Credit

Students who wish to receive transfer credit for college-level coursework from an international institution outside of the United States or Canada 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 (CGFNS). 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.

NOTE: Evaluations for on-campus international students are usually conducted in-house by the International Admission Office staff.

Students may use only 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.

Undergraduate Student Transfer Credit

Undergraduate courses accepted for transfer credit require a grade of "C-" or higher. Most credits taken externally will be considered for transfer credit regardless of when they were completed. However, time limits exist in some academic programs, such as in Information Technology or Accounting, to ensure that transfer credits meet present-day academic standards. Students should consult with their Admission Counselor or Academic Advisor regarding these time limits. Time limits are set and approved by academic program leadership. Regardless of the total number of transfer credits awarded, students must meet minimum institutional and program credit requirements and institutional residency credit requirements as appropriate. See the [Institutional Credit Requirement Policy](#).

College for America (CfA) Student Transfer Credit AA Programs

Students who completed a minimum of 30 credit hours through one of SNHU pre-approved Partner Programs are allowed to transfer in these credits as a block. The transfer block must demonstrate student command of General Education content areas.

The remaining 30 credit hours must be completed at CfA following the direct assessment approach as outlined in the AA program requirements.

BA Programs

Students enrolled in a CfA BA program with a completed Associate Degree (or the equivalent of 60 credit hours) are awarded a transfer block to fulfil the associate's degree portion of the BA program. The transfer block must demonstrate student command of General Education content areas. This allows the student to enroll directly into the BA program of their choice to complete the additional 60 credit hours that are needed.

NOTE: The transfer block portion of CfA programs may be accepted in any combination of courses and/or prior learning assessment (PLA) credit, in alignment with this policy. PLA credit is not permitted in CfA direct assessment portion of programs.

Graduate Student Transfer Credit

Graduate courses accepted for transfer credit require a grade of "B" or higher and must have been completed within the last five (5) years. Some courses in certain subject areas, such as Accounting, may have a shorter expiration date to ensure that transfer credits meet present-day academic standards. Students should consult with their Admission Counselor or Academic Advisor regarding these time limits. Time limits are set and approved by academic program

College for America

leadership. A graduate course may be used only once to fulfill a requirement.

Credit Hours Awarded

Graduate students may be awarded a maximum of credit hours, as follows:

- Master's degree: a maximum of two graduate-level courses not to exceed six (6) graduate-level credits;
- Graduate certificate program or specialization: three (3) graduate-level credits;
- Low-Residency MFA students may transfer up to one (1) full semester of credit from another low-residency or full-residency MFA program in creative writing. A successfully completed semester at another low-residency or full-residency MFA program may be counted as one fifteen (15) credit semester in the Low-Residency MFA, which includes both residency and semester coursework.

NOTE: Students must complete the minimum Institutional Credit Requirements for each credential.

Transfer Evaluation Process

When a student applies to SNHU and official transcripts are received, the Admission team compares and evaluates the SNHU course and the transfer course. The student then is sent a letter of acceptance along with transfer credit evaluation, listing all transfer credits accepted by the University and all courses remaining to be completed for a degree.

Request to Take Courses at Another Institution

Students who are enrolled at SNHU and wish to take a course elsewhere, must submit a request by filling out the Request to Take Courses at Another Institution form to ensure that the course fulfills the desired requirement. Failure to obtain prior approval to take a course at another institution may lead to SNHU's not granting transfer credit for that course. The following information is required by the Office of the University Registrar:

- name of the institution;
- name and number of the course;
- anticipated completion date;
- course description; and
- student's reason for taking the course elsewhere

Upon approval and once the course is completed, the student must arrange to have an official transcript sent to the Office of the University Registrar so that credit for the course may be applied toward degree completion.

NOTE: Nursing students may not transfer credit for nursing courses once they have enrolled at SNHU.

Quarter Hour to Semester Hour Conversion

One (1) quarter hour is equivalent to .67 semester hours. Two (2) semester hours of transfer credit for a transfer course that aligns to a corresponding SNHU course meets the required SNHU course equivalency. Students still must meet overall program and degree credit hour requirements.

Graduation and Commencement

CfA Mid-Term Graduation

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 all of their competencies have been completed by the 15th of the month. If students complete all of their competencies after the 15th of the month they may start their new program prior to conferral. Students are not rebilled tuition until the end of the current term.

Commencement Participation

Petition to Graduate

In order to graduate, students must Petition to Graduate. The Petition to Graduate link can be found under the Self Service section on the homepage of mySNHU.

Undergraduate Day Students

The deadlines to petition to graduate and degree conferral dates for undergraduate day students are:

College for America

| Petition by | Conferral Date |
|--------------------|--|
| January 1st | April 1st, May 1st, May 12th & June 1st |
| April 1st | July 1st, August 1st & September 1st |
| July 1st | October 1st, November 1st & December 1st |
| October 1st | January 1st, February 1st & March 1st |

Graduate and College of Online and Continuing Education Students

The deadlines to petition to graduate and degree conferral dates for graduate and COCE students are:

| Petition by | Conferral Date |
|--------------------|-----------------------|
| November 1st | January 1st |
| December 1st | February 1st |
| January 1st | March 1st |
| February 1st | April 1st |
| March 1st | May 1st |
| April 1st | June 1st |
| May 1st | July 1st |
| June 1st | August 1st |
| July 1st | September 1st |
| August 1st | October 1st |
| September 1st | November 1st |
| October 1st | December 1st |

Participation in Commencement

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. Certificate students are not eligible to participate in the ceremony.

Eligibility to Participate in the May Commencement Ceremony: March 15th Deadline

University College and College of Online and Continuing Education students must anticipate completing all program requirements by October 31st.

Students who have up to 12 credit hours remaining to complete all program requirements as of the date of commencement will be allowed to participate.

Students with more than 12 credit hours to complete all program requirements are not eligible to participate in the current year's commencement ceremony, unless an appeal has been granted, based on the criteria described below (see Appeals to Participate).

Students must be in good academic standing with at least a 2.0 cumulative GPA (undergraduate) and a 3.0 cumulative GPA (graduate).

Appeals to Participate

In rare circumstances, a student who is within 18 credit hours of completion may be allowed to participate in the commencement ceremony. To be considered, the student must be able to complete remaining requirements by October 31st. They also must have a strong GPA and have demonstrated the ability in the past to complete three courses in one term. Students who believe they meet these criteria and who wish to appeal should work with their academic advisors and forward the appeals to the Office of the University Registrar, who will make the final determination.

Late Petitions to Participate

Students who petition to participate after the March 15th deadline may be approved to participate in the ceremony. However, they will not be included in the commencement booklet, will not be eligible for ceremonial honors (including cords and tassels), and may not receive the standard amount of ceremony tickets.

College for America

Doctoral Students

All graduate requirements must be completed including dissertation defense no later than March 15th. Exceptions may be requested by dean for students who are expected to meet all requirements including defense after March 15th if approved by the VPAA's office after consulting with the commencement office to see if commencement materials can be ordered. There is no guarantee that materials will be able to be ordered after the March 15th date.

College for America Students

In order to graduate, College for America (CfA) students must complete the Petition to Graduate process. They may do so by either utilizing the link provided to them within their congratulatory graduation email sent by Student Affairs upon completion of their program, or through the Petition to Graduate link under the Self Service section on the mySNHU/CfA homepage. 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 with questions related to the Petition to Graduate link.

Commencement Eligibility to Participate in the May Commencement Ceremony

- Students must have no more than twenty-four Competencies incomplete at the time of the ceremony.
- Students must anticipate completing all program requirements by the end of their current term, no later than October 31st.
- Students must be in good academic standing in order to participate in the ceremony. Students on Academic Suspension or Academic Dismissal will not be allowed to attend.

Late Requests to Participate

Students who petition to participate after the March 15th 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 Conferral

Undergraduate Day School Students

Students must submit a petition to graduate to the Office of the University Registrar in accordance with the following deadlines:

| | | |
|---|-------------------|-----------------|
| For a conferral date of: | January 1, 2018 | May 12, 2018 |
| Petitions to Graduate are due no later than: | September 1, 2017 | January 1, 2018 |
| Program requirements must be complete and grades must be received and verified by the University Registrar by: | December 30, 2017 | May 11, 2018 |
| Diploma Mailing Date: | January 15, 2018 | May 25, 2018 |

Graduate Students and College of Online and Continuing Education Undergraduate Students

Must submit a petition to graduate to the Office of the University Registrar no later than two months prior to their planned conferral date. For example, a student planning to graduate as of March 1st must submit their petition by January 1st. Students may petition to graduate online via mySNHU.

Upon petition submission, a non-refundable Petition to Graduate fee will be applied to the student's account. Certificate students are not eligible to participate in the ceremony and therefore will not be assessed a fee.

Degrees are conferred 15 times per year, the first of every month and the days of the May and MFA commencement ceremonies.

A credential will be conferred only when all program requirements are complete and all grades are received and verified by the Office of the University Registrar within the University's information system prior to or on the last business day of the month.

A period of ten business days following the conferral date is required to post the conferral information to the record and issue diplomas/certificates.

Diplomas and Certificates

Only the degree, primary major, honors (if earned), and the University Honors program graduate indication 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, he or she will need to contact the Office of Credit and Collections to settle the balance. The Office of Credit and Collections will then notify the Office of the University Registrar. The student needs to verify their mailing address prior to the diploma being sent out.

If the student does not receive their diploma within 30 days of it being mailed at the address specified through the petition to graduate process, the student should contact the Office of the University Registrar. We will send the student another diploma. However, if the diploma mailing address was not updated, the student will need to provide the updated address and pay the cost of a replacement diploma (\$30).

Degree and Certificate Requirements

Degree and Certificate Requirements for Undergraduate Students

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

Undergraduate Degree

1. General education requirements.
2. All prescribed courses and program requirements.
3. A minimum of 120 credits of work in a bachelor's degree program (more than 120 credits may be required depending on the program of study) or 60 credits in a program leading to an associate degree (more than 60 credits may be required depending on the program of study). A minimum of 30 credit hours of institutional credit taken at SNHU, excluding developmental courses. *Note: Credit earned for **ENG 099** (formerly **ENG 101**) and/or **MAT 050** does not count towards graduation or institutional (30 credit) requirements. Southern New Hampshire University will limit academic residency to twenty-five percent of the degree requirement for all degrees for active-duty servicemembers and their adult family members (spouse and college-age children). In addition, there are no "final year" or "final semester" residency requirements for active-duty servicemembers and their family members. Academic residency can be completed at any time while active-duty servicemembers and their family members are enrolled. Reservist and National Guardsmen on active-duty are covered in the same manner.*
4. An overall undergraduate level GPA of 2.0 or higher; some programs require a higher GPA.

Undergraduate Certificate

1. All prescribed courses and program requirements.
2. A minimum of 12 credit hours of institutional work taken at SNHU.
3. An overall undergraduate level GPA of 2.0 or higher.

NOTE: It is the responsibility of the student to be familiar with his/her program-specific requirements as these may supersede the university's minimum standards.

Degree and Certificate Requirements for Graduate Students

Students must fulfill the following university requirements to be eligible for a graduate degree or certificate:

Ph.D. in International Business (on campus only)

1. Complete a minimum of 39 credit hours of required doctoral level courses, and possibly up to 15 credit hours of master's level international business courses as prerequisites for the doctoral level courses.
2. Complete and satisfactorily pass all written/oral comprehensive examinations.
3. Submit and receive approval of dissertation topic.
4. Finalize and receive approval of dissertation research.
5. Complete with a GPA of 3.0 or higher.
6. Complete the program within 8 years of their first day of their first term.

Ed.D. in Educational Leadership (on campus only)

1. Complete a minimum of 48 credit hours of required doctoral level courses with a GPA of 3.0 or higher.
2. Complete and satisfactorily pass all written/oral comprehensive examinations.
3. Complete Human Subjects Research training and submit certificate of completion.
4. Submit and receive approval of dissertation topic.
5. Complete dissertation research.
6. Successfully defend the dissertation proposal.
7. Submit the dissertation proposal and relevant documents to the University Institutional Review Board (IRB).
8. Successfully defend dissertation research.
9. Submit a final copy of the dissertation one month prior to graduation.

Master's Degree

1. All prescribed courses and program requirements.
2. A minimum of 30 credit hours of institutional credits taken at SNHU, with no more than two transfer courses, maximum of 6 transfer credit hours.

College for America

Southern New Hampshire University will limit academic residency to twenty-five percent of the degree requirement for all degrees for active-duty servicemembers and their adult family members (spouse and college-age children). In addition, there are no "final year" or "final semester" residency requirements for active-duty servicemembers and their family members. Academic residency can be completed at any time while active-duty servicemembers and their family members are enrolled. Reservist and National Guardsmen on active-duty are covered in the same manner.

3. An overall graduate level GPA of 3.0 or higher.
4. No more than two grades of "C" or "C+" within the program's prescribed courses.
5. Completion within 8 years of the first day of the first term.

Graduate Certificate

1. All prescribed courses and program requirements.
2. A minimum of 12 credit hours in residence.
3. An overall graduate level GPA of 3.0 or higher.
4. No more than one grade of "C" or "C+" within the certificate's prescribed courses.
5. Completion within 8 years of the first day of the first term.

Degree and Certificate Requirements for College for America Students

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

Certificate:

- Mastery of 60 Competencies through the CFA program

Associates:

- Mastery of 120 Core Competencies through the CFA program

Bachelors:

- 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

NOTE: It is the responsibility of the student to be familiar with his/her program-specific requirements as these may supersede the university's minimum standards.

Degree Revocation

Southern New Hampshire University's awards of academic credit and Degrees constitute its certification of student achievement. However, a Degree may be awarded to an individual in error or as a result of fraud, misrepresentation, or other intentional or unintentional actions. In order to preserve the integrity of Southern New Hampshire University's academic standards and of the Degrees granted by the University, the University may exercise its right to revoke a previously conferred Degree or academic credit as set forth in this procedure. The authority to revoke a Degree rests with the President. The President hereby delegates that authority to the University Chief Academic Officer.

Definitions/General Provisions:

1. Clear and convincing evidence: Clear and convincing evidence is defined as evidence of such convincing force that it demonstrates, in contrast to the opposing evidence, a high probability of the truth of fact(s) for which it is offered as proof. Such evidence requires a higher standard of proof than proof "by a preponderance of the evidence" but a lower standard than required for proof "beyond a reasonable doubt."
2. Degree: A Degree is defined as any form of Degree, academic credential, certificate, professional designation, or other award (e.g., Honors designation) conferred by the University or any of its colleges, departments, or units.
3. Registrar: Registrar is defined as the management personnel in the Office of the Registrar at the University.
4. Notice of Intent to Revoke Degree: Notice of Intent to Revoke Degree is defined as the written notice issued to a Student whose Degree the University intends to revoke under the terms of this policy.
5. University Degree Revocation Committee: The University Degree Revocation Committee shall consist of members of each business unit.
6. Timelines: The University may, but is not required to, extend timelines set forth herein. Extensions shall be determined by the University Chief Academic Officer. The UCAO or designee shall promptly and in writing notify the Student and any University administrators involved of any revised timeline.

Basis for Revocation:

A Degree may be revoked by the University if 1) upon examination of a Student's record, it is determined that the requirements for the Degree awarded as established by Southern New Hampshire University at the time the Degree was awarded were not met or 2) information comes to light which, if known at the time the Degree was awarded, would have resulted in a determination that the Degree should not have been conferred. The basis for a Degree revocation include, but are not limited to, the following:

1. Intentional misconduct by administrators, faculty, staff, or Students, including fraud, dishonesty, or falsification or unauthorized altering of information of a Student record (including in an Official University student information

College for America

system).

2. Error(s) by administrators, faculty, staff, or Students which resulted in the granting of the Degree when the Degree otherwise would not have been awarded.
3. Other violations of the University's Student Conduct Code that are of such a nature that had they been discovered prior to the issuance of the Degree, they would have resulted in the suspension or expulsion of the Student from the University.

Investigation:

1. When information comes to light that places into question the validity of a previously conferred Degree, it shall be referred to the Senior Associate Registrar for Academic Progress and Graduation.
2. Upon receipt of such information, the Senior Associate Registrar for Academic Progress & Graduation shall conduct an initial review of the information and determine whether such information is credible and whether, if established as true, the evidence would justify the revocation of a Degree.
3. The Senior Associate Registrar for Academic Progress & Graduation will contact the University Degree Revocation Committee to complete a further investigation, which will be completed within five calendar days. After such investigation, a report of the findings and recommendation will be sent to the University Chief Academic Officer.
4. The University Chief Academic Officer will determine if there is sufficient information to make a determination to revoke a Degree and if so, he/she will issue a Notice of Intent to Revoke Degree to the Student to whom the Degree was issued. If the University Chief Academic Officer determines that there is insufficient evidence to justify a revocation, no further action shall be taken and the Degree shall remain intact.
5. The University Chief Academic Officer may direct the Senior Associate Registrar for Academic Progress & Graduation to place an administrative hold on the issuance of any official transcript for a student to whom a Notice of Intent to Revoke Degree has been sent.

Process when Notice of Intent to Revoke Degree ("Notice") is issued:

1. The Notice shall be a written notice sent to the Student informing the Student that the University has clear and convincing evidence that justifies the revocation of the Student's Degree pursuant to this policy. The Notice shall identify the Degree and the year that it was awarded and shall describe the evidence upon which the Notice is based in sufficient detail to allow the Student to respond to the Notice. A copy of this policy shall also accompany the Notice. The Notice shall state that if the Student decides to contest the revocation, the Student shall, within thirty calendar days of confirmed receipt of the Notice, make a written request to the University Chief Academic Officer for a hearing. The confirmed receipt can be a document signed by the person who delivered the Notice indicating that the Student was given the Notice; a receipt signed by the Student acknowledging receipt of the Notice by certified mail; a signed acknowledgement by the Student of receipt of the overnight mail containing the Notice; or other proof of actual receipt by the Student, such as email delivery confirmation. The Notice shall also state that if the Student requests a hearing, the Student shall prepare a written response to the Notice stating whether the Student disputes the information set forth in the Notice and/or the University's conclusion that the Degree should be revoked as well as the specific evidence and reasons upon which the Student bases such dispute or conclusion.
2. The Notice shall be sent by certified mail, personal or overnight delivery, to the last known mailing or contact address for the Student. If possible, the request for a hearing shall be sent to the University Chief Academic Officer via certified mail.
3. If the Student does not request a hearing within thirty calendar days of confirmed receipt of the Notice, the University may revoke the Degree without further proceedings.
4. If the Student requests a hearing, the University Chief Academic Officer shall use reasonable efforts to schedule such hearing no sooner than thirty and no later than sixty calendar days after the Student notifies the University of the request for a hearing. The Student shall be provided with written notice of the scheduled hearing date and location no later than fourteen days before the hearing.
5. The Student shall be entitled to review the evidence that supports the University's Notice and may request a copy of such evidence at cost.
6. The Student and the University may be accompanied at the hearing by an Advisor, who may neither speak for, nor on behalf of, the Student or University.
7. The Student and the University shall be allowed to introduce evidence and call witnesses to testify at the hearing. The formal rules of evidence applied in courtroom proceedings do not apply in the hearing.
8. If, after requesting the hearing, the Student fails to appear at the hearing without good cause, the hearing shall proceed, and the University Chief Academic Officer shall render a decision based on the evidence submitted. The University Chief Academic Officer shall weigh the evidence presented and shall draw no inferences from the Student's absence from the hearing.
9. If, despite its own due diligence, the University received no confirmation that the Student received the Notice or is unable to locate the Student to provide the Notice, the University may nonetheless seek revocation of the Degree. The University shall schedule a hearing within sixty calendar days of the date of the Notice that shall proceed in the absence of the Student. The University Chief Academic Officer shall consider the evidence presented at the hearing by the University and shall determine whether there is sufficient evidence to revoke the Student's Degree pursuant to this policy.
10. The University Chief Academic Officer shall consider and weigh the evidence and shall prepare written findings concerning whether there is clear and convincing evidence to revoke the Degree. If the University Chief Academic Officer finds that the evidence establishes that the Degree should be revoked, he/she shall also consider whether the Student should be permitted to complete the requirements for his or her Degree after some sanction is applied. Sanctions may include, but are not limited to, a ban from enrollment for some period of time or a loss of catalog year rights.
11. The University Chief Academic Officer shall prepare a letter that explains the reasons for the decision. The decision letter shall be issued within ten calendar days of the hearing.
12. Nothing in this policy shall be construed to prevent the University Chief Academic Officer from agreeing to an

College for America

informal resolution of the matter with a Student in lieu of, or after, a hearing.

13. The University shall allow any affected Student to petition the University to reopen the revocation decision, provided the Student establishes that he/she received notice after the 60-day timeframe discussed in Section i above or, for good cause shown, was unable to contact the University or to respond within the period specified. Any Student who meets the above-noted requirements shall be provided an opportunity to respond and a hearing in the manner described in this policy.

Post-Revocation Steps-If a Degree is revoked:

1. Ensure that all relevant records of the University relating to the Student are promptly amended to reflect the Degree revocation.
2. Note the effective date of the revocation on the Student's transcript and use reasonable efforts to transmit a copy of the official (revised) transcript to the Student.
3. Use reasonable efforts to notify the Student that the Student is no longer entitled to represent to any person that he or she is the recipient of the revoked Degree and that the Student should take appropriate steps to notify all former and current employers, relevant educational institutions, professional registration bodies or associations, or others as applicable that the Degree has been revoked. If, despite its own due diligence, the University is unable to provide this notice to the Student due to an inability to contact or locate the Student, the University shall place a hold on the Student's records until such time as it is able to provide such notice.
4. If at the time of the revocation the Student is enrolled at the University, the University Chief Academic Officer shall promptly notify the University Student Conduct Officer of the revocation so that the Student Conduct Officer can consider whether to take any further steps.
5. The student is not relieved of any financial obligation unless it is determined that fees shall be reversed after a comprehensive review completed by Student Financial Services.

Posthumous Degree

An academic degree or certificate may be awarded posthumously or to a student who is permanently incapacitated if at least 75 percent of the program institutional credit requirements have been completed (and in the case of thesis-based graduate degrees, the student had achieved significant progress on a thesis or dissertation, according to the opinion of the faculty advisor), the student is in good standing, and meeting the minimum GPA of 2.0 for Undergraduate Students and 3.0 GPA for Graduate and Doctoral Students at the time of death or permanent incapacitation.

Miscellaneous

Definition of Terms

Program Offering

A program offering is any credit or non-credit course of study offered at SNHU by any of its divisions. Examples of program offerings include a concentration, certificate, minor, undergraduate program and graduate program.

Program of Study

A program of study is a coherent, logically-sequenced learning path that progressively leads to the mastery of a predefined set of program outcomes. A program of study is a general term used to describe awarded credentials including an undergraduate or graduate level degree or certificate.

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, bachelor's, master's, or doctorate) and the major/discipline of study (accounting, business administration, history, 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 drawn from general education courses, electives and courses required for a specific major. At least 15 credit hours must be institutional credits completed at SNHU.
- **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 drawn from general education course requirements, major course requirements and elective courses. At least 30 credit hours must be institutional credits completed at SNHU.
- **Master's Degree.** A degree awarded for successful completion of a post-baccalaureate program of study. A master's degree includes the equivalent of a minimum of 30 credit hours, with most requiring 36 or more credit hours. All coursework must be at the post-baccalaureate level. At least 30 credit hours must be institutional credits completed at SNHU.
- **Doctorate Degree.** A degree awarded for successful completion of a program of advanced study and scholarly work equivalent to at least 3-years of full time study beyond the master's degree level. A doctoral degree includes at least 39 credit hours (but may require substantially more) and commonly requires a dissertation, comprehensive exam(s), or a comparable exit option. Required credit hours vary according to discipline and the speed at which the student candidate is able to complete the work.
- **Undergraduate Certificate.** A formal award that requires completion of an organized program of study to include the equivalent of at least 12 credit hours certifying the satisfactory completion of a postsecondary education program. Undergraduate certificates are comprised of discipline-specific (or interdisciplinary) coursework. At least 12 credit hours must be institutional credits completed at SNHU.

College for America

- **Graduate Certificate.** A formal award signifying the completion of an organized program of study to include the equivalent of at least 12 credit hours beyond the bachelor's degree, but not meeting the requirements of a master's degree. All graduate certificate coursework must be at the post-baccalaureate level. At least 12 credit hours must be institutional credits completed at SNHU.

Successful completion of a competency-based program of study fulfills graduation requirements.

Grade Point Average (GPA) Requirements

A grade point average (GPA) is a measure of scholastic achievement, calculated by dividing the number of quality points earned by the number of credits attempted. A detailed description of how SNHU calculates GPA is included in the current catalog. To meet program of study completion requirements, students must meet certain GPA requirements:*

- Associate's degree requires a cumulative GPA of at least 2.0.
- Bachelor's degree requires a cumulative GPA of at least 2.0; but certain bachelor's degree programs require a higher GPA.
- Master's degree requires a cumulative GPA of at least 3.0.
- Doctoral degree requires a cumulative GPA of at least 3.0.
- Majors may have GPA or minimum grade requirements.**
- Minors may have GPA or minimum grade requirements.**
- Certificates, Undergraduate require a minimum of 2.0 GPA.
- Certificates, Graduate require a minimum of 3.0 GPA.

*The successful completion of competency-based programs of study fulfills GPA requirements.

**See the current academic catalog for GPA and minimum grade requirements for majors and minors, if any.

General Education Requirements

General education requirements strive to provide undergraduate students with an educational foundation of knowledge, skills and cultural awareness.

Students pursuing an associate's degree must complete the equivalent of a minimum of 18 credit hours of general education coursework to include one composition course, one science or mathematics course, and one social and behavioral science course.

Students pursuing a bachelor's degree must complete the equivalent of a minimum of 45 credit hours of general education.

Major

A major is the disciplinary (or interdisciplinary) area of emphasis for an undergraduate degree program that includes coursework focused on a specific professional or academic area. The total number of credit hours required by a baccalaureate major is at least 42 credits (including school core) with most majors requiring more. Students pursuing a bachelor's degree must complete at least 12 credit hours of institutional credit at SNHU within the major that are in addition to school core courses within the major. Students pursuing an associate's degree must complete at least 9 credit hours of institutional credits at SNHU within the major.

No major courses may be used to meet general education requirements.

Minor

A minor is an optional secondary area of emphasis for an undergraduate degree program intended to enhance or broaden students' knowledge, skills and abilities.

A minor consists of at least 15 credit hours. Of these, at least 9 credit hours must be institutional credits completed at SNHU.

No more than fifty percent of the courses that fulfill a student's minor requirements can also be applied to a student's major requirements.

Courses taken to complete a student's minor can also be used to fulfill general education, school core and free elective requirements.

School Core

The School of Business and the School of Arts and Sciences have core requirements as part of their programs. The School of Business Core is comprised of 10 courses designed to meet program accreditation standards. The School of Arts and Sciences Required Courses are three courses from arts and sciences disciplines that complement each major.

Specialization

Used interchangeably with concentration or track. This term is being phased out in favor of the term concentration.

Concentration

A concentration is a sequence of inter-related coursework that a student chooses to pursue within a major or discipline. A concentration generally replaces elective coursework in the major or discipline, allowing students to focus

College for America

their studies on an area of interest. A concentration is not an official credential, nor is it noted on the diploma. It is, however, acknowledged on student transcripts. A concentration is typically an optional component within a program of study.

A concentration consists of at least 9 credit hours. Courses used to fulfill a concentration may not be used to fulfill another concentration

The concentration is part of the major. Beginning with the 2013-2014 academic year, concentration courses will be combined with the major courses on the degree audit so that they will automatically be considered to meet residency requirements.

Capstone

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 generally does not introduce new content for students to learn, but rather asks them to demonstrate that they can integrate their learning into a cohesive body of work.

Elective Courses

An elective is a course that students choose from among various optional courses in a curriculum. Two types of electives exist. One is electives within a specific subject area, which fulfill the requirements of a major or program of study. The second type of electives is free electives, used to complete the number of credits required for a degree (commonly 60 for an associate's, and 120 for a bachelor's). Students may choose any courses they wish to broaden their educational experience while completing their degree requirements.

Foundation Courses, Graduate

Students who are admitted to certain master's degree programs may be required to complete foundational coursework as a prerequisite to advanced coursework.

Course Numbering

| | |
|---------|---|
| 001-099 | Developmental coursework; does not count toward total hours needed for degree completion. |
| 100-299 | Lower division coursework; introductory level. |
| 300-499 | Upper division course work. |
| 500-799 | Graduate level course work. |
| 800-999 | Doctorate level course work. |

Institutional Credit Requirement

Students may use the same institutional credit to fulfill requirements for their first certificate and degree of the same level. For additional certificates, students must complete a minimum of 12 additional institutional credits. For additional associate degrees, students must complete a minimum of 15 additional institutional credits. For additional bachelor degrees, students must complete a minimum of 30 additional institutional credits. For additional graduate degrees, students must complete a minimum of 21 additional institutional credits.

Associate degree-seeking students must complete a minimum of 15 institutional credit hours with SNHU. Bachelor's and graduate degree-seeking students must complete 30 institutional credit hours from SNHU. Institutional credit requirements cannot be fulfilled by, developmental courses. Note: **ENG 099** (formerly ENG 101) and/or **MAT 050** are developmental courses which do not count towards graduation or institutional requirements. Bachelor's degree candidates must complete a minimum of 12 institutional credit hours within the major beyond required school core courses. Associate degree candidates must complete a minimum of 9 institutional credit hours within the major. For a minor, an optional bachelor's degree component, students must complete a minimum of 9 credit hours of institutional credit, and for a certificate students must complete a minimum of 12 credits. Approved international study and consortium courses are considered to be institutional credit.

Last Hours of Institutional Credit

Students are required to complete their last credit hours at SNHU; for students working toward their bachelor's degree that requirement is the last 24 credit hours and for students working toward their associate degree that requirement is the last 15 credit hours. Occasionally students have a legitimate reason to request that a course or CLEP exam be transferred in during their last credit hours. Students must submit both the "Request to Take Courses at Another

College for America

Institution” as well as the “Petition to Amend” forms during their last credit hour requirement as defined above. The request will be approved as long as the student completes the external credit prior to the last 12 credit hours for a bachelor’s degree program and 9 credit hours for an associate degree program. Forms submitted during or after these credit hours will be denied. This policy will not exempt students from completing the total institutional credits as in the first paragraph.

NOTE: Southern New Hampshire University will limit academic residency to twenty-five percent of the degree requirement for all degrees for active-duty servicemembers and their adult family members (spouse and college-age children). In addition, there are no “final year” or “final semester” residency requirements for active-duty servicemembers and their family members. Academic residency can be completed at any time while active-duty servicemembers and their family members are enrolled. Reservist and National Guardsmen on active-duty are covered in the same manner.

Seminar

A seminar is a course offered to a small group of students engaged in intensive study.

Internship

An internship is a course of supervised practical training, frequently in an off-campus workplace, where the student is guided in his or her learning by a site supervisor and a faculty sponsor. Internships may be paid or unpaid, depending on the specific location and duties involved.

Double Undergraduate Degrees

A student with a SNHU undergraduate degree seeking to earn an additional degree of the same level must complete additional institutional credits and complete all other requirements of the new degree. Students seeking another associate degree must complete at least 15 additional institutional credit hours. Students seeking another bachelor's degree must complete at least 30 additional institutional credits. No more than 2 courses in the new major may overlap with the major(s) of the previous degree(s). Double degrees may be pursued concurrently; however, the courses satisfying institutional credit requirements cannot be shared between the two degrees.

Second Major

A student may elect to earn a second major by completing both the degree requirements associated with a primary major and the requirements of a second major excluding associated school core courses. No more than 2 courses in the secondary major may overlap with the primary major. The student’s diploma lists the primary major; the transcript reflects both majors.

Second Minor

A student may elect to earn a second minor by completing both the program requirements associated with a primary minor and the requirements of a second minor.

No more than fifty percent of the courses that fulfill a student's secondary minor requirements can also be applied to a student's primary major or primary minor requirements.

Courses taken to complete a student's secondary minor can also be used to fulfill general education, school core and free elective requirements.

Second Concentration

Multiple concentrations are allowed at the undergraduate level in any program as long as both concentrations provide a more in-depth focus related to the major and each concentration has at least 9 credits separate from the major and the other concentration. Requests to add additional concentrations must be reviewed and approved by the students' advisor and appropriate faculty member.

Multiple concentrations are not permitted at the graduate level.

College for America Programs

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

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

College for America

feedback from the Reviewer so you know what you need to do in order to master the Competencies in that Project.

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

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

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

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

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

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

Records and Right to Privacy

Academic Record Retention

Introduction

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

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

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

Ensure that outdated or useless records are deleted/destroyed

Record retention periods for selected academic records may be increased for various reasons including government regulation, judicial or administrative orders, contracts, pending or threatened litigation, or audit requirements. Such changes in the records retention schedule supersede the requirements listed in this schedule and will be so noted on the appropriate document. When needed, the Dean of the University Library, or designee, provides advice as to what non-current records of enduring value should be transferred to the University Archives at the Shapiro Library.

Definitions

Academic Record

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

Retention Schedules

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

Retention Period

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

Records Destruction

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

Litigation Hold

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

College for America

Associate

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

Policy

Purpose

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

Roles and Responsibilities

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

Procedure

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

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

| Academic Record Retention/Purge Schedule | |
|---|---|
| Admission records for applicants who do not enroll | |
| Retention Period: 2 years after application term | |
| Record Type | Description |
| Acceptance Letters/Admission Letters/Decision Letters | Notices of admission, denial, or waitlist |
| Alien Registration Receipt Card (international students) | Evidence of admissibility as a permanent resident |
| Application for admission or readmission | Admission applications such as undergraduate, graduate, international, or non-degree/special admittance |
| Attestation Form | Student document certifying completion of high school program |
| Credit by examination | Reports/scores on AP, CLEP, etc. |
| Diploma | |
| Disciplinary Action | Documentation of violation and Disciplinary Action, including plagiarism |
| Dual Enrollment forms | |
| Entrance examination reports/test scores | Standardized test scores, such as ACT/SAT, LSAT, MCAT, GRE, TOEFL |
| Honors Application/Honors Essay | |
| 1-20 (international students) | Certificate of eligibility for F-1 visa status |
| Letter of intent | |

College for America

| | |
|--|---|
| Letter of Intent | |
| Manuscript (admission) | |
| Military documents | including Certificate of Eligibility, DD214, etc. |
| Personal Statement | |
| Request for final transcript letters | |
| Resume | |
| School Report | Common Application: includes senior grades, recommendation and transcript |
| Transcript - high school | |
| Transcript - other colleges | Including college courses in progress |
| Preliminary Transfer Credit Evaluation | |
| Statement of Educational Costs (international students) | Estimate of total school year costs |
| Statement of Financial Responsibility (international students) | Evidence of adequate financial resources |
| Waivers of rights of access | Waiving right of access to admission letters of recommendation |
| Waiver requests | Forms to waive: transfer credit evaluation from another institution, application fee, deposit fee |

Admission records for applicants who do not enroll and Student Academic Records

Retention Period: 4 years after application term

| Record Type | Description |
|--------------------|--------------------|
| Text Opt In | |

Student Academic Records

Retention Period: 5 years from receipt

| Record Type | Description |
|---|---|
| Academic Advising Records | Including, but not limited to, electronic and non-electronic documents, forms and records |
| Acceptance Letters/Admission Letters/Decision Letters | Notices of admission, denial, or waitlist |
| Add/Drop Course | |

| | College for America (non-electronic) |
|--|---|
| Withdrawal Form | |
| Alien Registration Receipt Card (international students) | Evidence of admissibility as a permanent resident |
| Application for admission or readmission | Admission applications such as undergraduate, graduate, international, or non-degree/special admittance, MFA Manuscript |
| Athletic Eligibility Reports | |
| Attestation Form | Student document certifying completion of high school program |
| Class Schedules (students) | Student schedules for each term |
| Enrollment Verifications | Verifications of enrollment, graduation, GPA, and other related academics |
| Entrance examination reports/test scores | Standardized test scores, such as ACT/SAT, LSAT, MCAT, GRE, TOEFL |
| Degree Audit records | Degree audits in support of graduation clearing |
| Grade Change Forms | Non-electronic record of authorization to change grade |
| Grade Dispute Documents | Student final grade disputes |
| Honors Application/Honors Essay | |
| 1-20 (international students) | Certificate of eligibility for F-1 visa status |
| Leave of Absence Forms | |
| Major/Minor Add/Drop Forms | |
| MFA Manuscript | |
| Military documents | |
| Personal Data Information Forms | Including Certificate of Eligibility, DD214, etc. |
| Personal Statement | Non-electronic change of address and other demographic data (excluding name changes) |
| Petitions to Graduate | |
| Preliminary Transfer Credit Evaluation | Degree application, record of degree name, etc. |
| Registration/Enrollment Records | |
| Release from high school or Dual Enrollment forms | (non-electronic) |
| Resume | |
| Returned Diplomas | |

College for America

| | |
|---|--|
| Scholastic Standing Documentation | Notice of academic scholastic standing related to academic nonperformance/deficiency (except academic dismissal, which is permanent) |
| Statement of Educational Costs (international students) | Estimate of total school year costs |
| Statement of Financial Responsibility | Evidence of adequate financial resources (international students) |
| Student Inquiries Relating to Academic Records | |
| Teacher Certifications | |
| Transcript Request Forms | Official transcript requests by student |
| Transfer Credit Evaluations | |
| VA certification records | Certifying documents for federal VA benefits |
| Waiver requests | Forms to waive: transfer credit evaluation from another institution, application fee, deposit fee |
| Withdrawal from the University Forms | (non-electronic) |

Course Records

Retention Period: 1 year after course completion

| Record Type | Description |
|-------------------|--------------------------------|
| Final Exams | If not returned to the student |
| Graded Coursework | If not returned to the student |

Course Records

Retention Period: 2 years after course completion

| Record Type | Description |
|--------------------|---|
| Faculty grade book | Record of students in course and work completed |

Student Academic Records

Retention Period: 7 years after course completion

| Record Type | Description |
|-----------------------------|-------------|
| Field Trip permission slips | |

| Student Academic Records | |
|--|---|
| Retention Period: 10 years after graduation or non-attendance | |
| Record Type | Description |
| Athletic Records | Initial and continuing eligibility information, academic information, documentation of participation, tutor evaluation and assessment |
| Data Change Logs | Electronic log of changes to enrollment and other data, including date/time stamp information and use that changed data if that data is maintained separately in the system |
| Email data/information | Emails and other electronic communications that authorize academic/enrollment actions and/or provide directory/non-directory information about a student |
| Enrollment Data | Electronic record of enrollment in classes, including records of drop, add and enrollment change activity |
| Letter of Intent | |

| Student Academic Records | |
|--|--|
| Retention Period: 50 years after graduation or non-attendance | |
| Record Type | Description |
| Student Demographic Information | Electronic student data including student characteristics, date of birth, former names, address information, photo ID and ethnic information, etc. |

| Student Academic Records | |
|---|--|
| Retention Period: Permanent | |
| Record Type | Description |
| Academic Dismissal | Notice of academic action related to academic non-performance/deficiency |
| Academic Integrity Code Violations (with sanctions) | Documentation of violation and Disciplinary Action, including plagiarism |
| Approvals for: | |
| Course Audit | |
| Course Repeat | |
| Credit/no Credit | Authorization for various enrollment options |

College for America

| | |
|---|--|
| Exceptions | Exceptions to academic rules |
| Overrides | Exceptions to academic rules |
| Petitions to Amend | Exceptions to academic rules |
| Waivers | Approvals to meet program requirements with administrative action |
| Catalogs | Published annually or bi-annually, record of courses, degrees, and programs of study offered |
| Class Lists/Rosters | Record of class rosters for each term |
| Commencement programs | Published annually or bi-annually, record of courses, degrees, and programs of study offered |
| Comprehensive Exams | |
| Credit by examination | Reports/scores on AP, CLEP, etc. |
| Degree statistics | Record of degrees granted by institution per graduation term and/or annually |
| Diploma | |
| Enrollment Statistics | Per term report of enrolled students, eg. by class, by course, totals, headcount, and FTE |
| FERPA: | (unless terminated by student) |
| Requests for formal hearings | Student-initiated request for formal hearing regarding amendment of education record |
| Authorization to disclose non-directory information | Necessary for compliance with record keeping requirements in FERPA |
| Authorization to prevent or resume directory information | Student request to opt-out of directory information disclosure |
| Statements on content of records regarding hearing panel decision | Documentation when student request for amendment of a record is not granted |
| Written decision of hearing panels | Decisions resulting from hearings regarding amendment of education records |
| Grade Data | Electronic record of submitted grades and grade changes, including date/time stamp and user data |
| Grade distribution and other grade statistics | Report of grades, given, including summary grade point statistics by class |
| Grade submission sheets | Non-electronic original record of grades submitted at end of term |
| | |

College for America

| | |
|--|--|
| Graduation lists Narrative Evaluations and Competency Assessments | Lists of graduates for graduating class |
| Race/ethnicity reporting | Report of student enrollment, graduation, and other metrics by race and ethnic origin |
| School Report | Common Application: includes senior grades, recommendation and transcript |
| Transcripts - high school | Including request for final transcript letters |
| Transcripts - other colleges | Including college courses in progress documents and request for final transcript letters |
| Thesis/Dissertation | |

CfA 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.

Change of Student Name, Address, SSN or DOB

To request a change of legal name, diploma name, social security number, or date of birth from the one that is currently on record at SNHU, a student must submit appropriate documentation using the Change to Biographical Record form through the Service Portal on mySNHU. **This must be completed by the student requesting the change.**

The student must provide official supporting documentation. Acceptable documentation is limited to one of the following:

- Driver’s license
- Marriage certificate

College for America

- Divorce decree
- Social Security card
- Court order verifying name change
- Government-issued non-driver ID card
- Government-issued passport

NOTE: Students who have submitted a Petition to Graduate, and wish to have their name updated on their diploma, should indicate that in their request.

FERPA Student Right to Privacy

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

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

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

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

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

The University forwards education records to other agencies or institutions that have requested the records and in which the student seeks or intends to enroll or is already enrolled as long as the disclosure is for purposes related to the students' enrollment or transfer.

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.

(4) The right to file a complaint with the U.S. Department of Education concerning alleged failures by the University to comply with the requirements of FERPA.

The name and address of the Office that administers FERPA is:

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

SNHU Directory Information

In compliance with FERPA, Southern New Hampshire University (SNHU) does not disclose personally identifiable information contained in student education records, except as authorized by law. SNHU may disclose appropriately designated Directory Information without a student's consent, unless the student has advised SNHU to the contrary in accordance with established procedures.

SNHU has designated the following information as directory information:

- Student's name
- Address(es)
- Telephone listing(s)
- Electronic mail address
- Photograph(s)
- Fields of study (major(s), minor(s), etc.)

College for America

- Dates of attendance/Enrollment status
- Anticipated program completion date
- Class level
- Degrees, honors, and awards received
- Weight and height of members of athletic teams
- Participation in officially recognized activities and sports
- The most recent educational agency or institution attended

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. This may be done at any time by submitting an [Authorization to Prevent or Resume Disclosure of Directory Information](#) to the Office of the University Registrar by fax 603-629-4647 or by email to registrar@snhu.edu.

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. Examples include: a playbill, showing your role in a drama production, the annual yearbook, Dean's List, President's List, recognition lists, Commencement Ceremony Program, and sports activity sheets/team rosters, showing weight and height of team members.

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. Outside organizations include, but are not limited to, companies that manufacture class rings or publish yearbooks. Disclosures of directory information will be limited to specific parties for specific purposes or both.

Releasing Academic Records of Deceased Students

Southern New Hampshire University treats academic records of a deceased student with the same level of privacy it afforded prior to death. If there is an active, signed Authorization for Disclosure of Non-Directory Information on file then SNHU will honor that document; if no such authorization is on file then SNHU will not release non-directory information.

Request for Transcript

Except as provided by the Federal Family Education Rights and Privacy Act and in instances in which a student consents to release his or her transcript to another party, the Office of the University Registrar will not release a transcript to any person other than to the person identified by name on the transcript. Transcripts will not be furnished to students or former students whose financial obligations to the university have not been satisfied. To request an official copy, please visit the [Credential Solutions](#) website.

Students Forwarding SNHU Email to Personal Email

All students are expected to access their official SNHU 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 SNHU email in order to receive a response or action.

Transcripts from Other Institutions

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 that transcript.

Rights and Responsibilities

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 Online Accessibility Center at 1-866-305-9430.

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:

College for America

Office of Human Resources and Development

Southern New Hampshire University

2500 North River Road

Manchester, NH 03106-1045

Sexual Misconduct

1. Introduction

Southern New Hampshire University ("the 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 ("VAWA"), and other similar state and federal statutes and regulations), adopts the policy and fosters an environment where no individual may threaten the health, safety and welfare of a member of the University community; or any person on University property; or at a University sponsored or supervised activity, through the commission of a sexual assault, engaging in sexual harassment, discrimination, battery, and/or misconduct, including acquaintance rape.

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

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

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

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

2. Definitions

Acquaintance Rape - Forced, manipulated or coerced sexual contact committed by someone who knows the victim

Associate - A faculty member, staff member, or University personnel

Consent - Consent is the equal approval, given freely, willingly, and knowingly of each participant to desired sexual involvement. Consent is an affirmative, conscious decision -indicated clearly by words or actions-to engage in mutually accepted sexual contact. A person forced to engage in sexual contact by force, threat of force, or coercion has not consented to contact. Coercion includes unreasonably pressuring another to engage in sexual activity. Lack of mutual consent is the crucial factor in any sexual misconduct. Consent to some form of sexual activity does not necessarily constitute consent to another form of sexual activity. Silence without demonstrating permission does not constitute consent.

Consent is not valid when a person is incapacitated, or when an intellectual or other disability prevents a person from having the capacity to give consent. A person is incapacitated if they lack the capacity to consent to sexual activity because the person is asleep, unconscious, mentally and/or physically helpless, or otherwise unaware that sexual activity is occurring.

College for America

Incapacitation is not necessarily the same as legal intoxication. Where alcohol or other drugs are involved, evaluating Incapacitation requires an assessment of how the consumption of alcohol and/or drugs affects a person's: decision-making ability; awareness of consequences; ability to make informed, rational judgments; capacity to appreciate the nature and quality of the act; or level of consciousness. The assessment is based on objectively and reasonably apparent indications of incapacitation when viewed from the perspective of a sober, reasonable person. Under New Hampshire State Law, a person under sixteen years of age cannot consent to sexual contact.

Dating Violence - "Dating Violence" includes violence committed by a person:

- (1) who is or has been in a social relationship of a romantic or intimate nature with the victim; and
- (2) where the existence of such a relationship shall be determined based on a consideration of the following factors:
 - a. the length of the relationship
 - b. the type of relationship.
 - c. the frequency of interaction between the persons involved in the relationship.

Discrimination - Treating an individual differently in the terms or conditions of his or her employment or education on the basis of his or her race, color, religion, sex, ethnicity, national origin or ancestry, age, physical or mental disability, sexual orientation, gender identity, gender expression, genetic information, veteran or military status, and all other categories protected by applicable state and federal laws.

Domestic Violence - The State of New Hampshire defines domestic violence as the commission or attempted commission of one of the following offenses against a victim who is a family or household member or a current or former sexual or intimate partner of the offender:

- assault or reckless conduct
- criminal threatening
- sexual assault
- interference with freedom
- destruction of property
- unauthorized entry,
- harassment, and
- cruelty to animals.

The offense or attempted offense must represent a credible threat to the safety of the victim. This may require consideration of all acts by the perpetrator that reflect an ongoing pattern of behavior which reasonably causes or has caused the victim to fear for his or her safety or well-being.

Gender-Based Harassment - "Gender-based harassment" is unwelcome conduct of a nonsexual nature based on a student's actual or perceived sex, including conduct based on gender identity, gender expression, and nonconformity with gender stereotypes.

Hostile Environment - A "hostile environment" exists when sex-based harassment is sufficiently serious to deny or limit the student's ability to participate in or benefit from the University's programs or activities.

A hostile environment can be created by anyone involved in a University's program or activity (e.g., administrators, faculty members, students, and campus visitors).

In determining whether sex-based harassment has created a hostile environment, the University considers the conduct in question from both a subjective and objective perspective. It will be necessary, but not enough, that the conduct was unwelcome to the student who was harassed. But the University will also need to find that a reasonable person in the student's position would have perceived the conduct as undesirable or offensive in order for that conduct to create or contribute to a hostile environment.

To make the ultimate determination of whether a hostile environment exists for a student or students, the University considers a variety of factors related to the severity, persistence, or pervasiveness of the sex-based harassment, including: (1) the type, frequency, and duration of the conduct; (2) the identity and relationships of persons involved; (3) the number of individuals involved; (4) the location of the conduct and the context in which it occurred; and, (5) the degree to which the conduct affected one or more student's education.

The more severe the sex-based harassment, the less need there is to show a repetitive series of incidents to find a hostile environment. Indeed, a single instance of sexual assault may be sufficient to create a hostile environment. Likewise, a series of incidents may be sufficient even if the sex-based harassment is not particularly severe.

College for America

First Amendment Considerations This policy does not impair the exercise of rights protected under the First Amendment. Nor does it create First Amendment rights that do not currently exist within a private post-secondary institution. The University's sexual misconduct policy prohibits only sex-based harassment that creates a hostile environment. In this and other ways, the University applies and enforces this policy in a manner that respects the First Amendment rights of students, faculty, and others.

Sex-Based Harassment - "Sex-based harassment" includes sexual harassment and gender-based harassment.

Sexual Assault - New Hampshire law defines three levels of Sexual Assault: Sexual Assault, Felonious Sexual Assault, and Aggravated Felonious Sexual Assault.

Sexual Assault ([RSA 632-A:4](#)) means unwanted or unwelcome touching of a sexual nature, including: fondling; penetration of the mouth, anus, or vagina, however slight, with a body part or object; or other sexual activity that occurs without valid Consent.

Felonious Sexual Assault ([RSA 632-A:3](#)) includes the offense often referred to as the "statutory rape law," which involves sexual penetration of a person between the ages of 13 and 16 when the age difference between the actor and the other person is 4 years or more. It also applies when a person is in a position of authority over another and coerces that other person to engage in sexual contact with the actor or with him/herself in the actor's presence.

Aggravated Felonious Sexual Assault ([RSA 632-A:2](#)) is defined as a Sexual Assault under certain circumstances, including but not limited to: use or threat of physical violence or superior physical strength on the victim, coercion by threatened retaliation against the victim or another person, submission under false imprisonment, kidnapping or extortion, or sexual assault after the administration without prior consent of an intoxicating substance which incapacitates the victim.

Sexual Battery - Sexual contact that occurs without consent.

Sexual Exploitation - "Sexual exploitation" occurs when a person takes sexual advantage of another person for the benefit of anyone other than that person without that person's consent. Examples of behavior that could rise to the level of sexual exploitation include:

- Prostituting another person;
- Recording images (e.g., video, photograph) or audio of another person's sexual activity, intimate body parts, or nakedness without that person's consent;
- Distributing images (e.g., video, photograph) or audio of another person's sexual activity, intimate body parts, or nakedness, if the individual distributing the images or audio knows or should have known that the person depicted in the images or audio did not consent to such disclosure and objects to such disclosure; and,
- Viewing another person's sexual activity, intimate body parts, or nakedness in a place where that person would have a reasonable expectation of privacy, without that person's consent, and for the purpose of arousing or gratifying sexual desire.

Sexual Harassment - As defined in the 1980 Equal Employment Opportunity Commission's Guidelines On Sexual Harassment, sexual harassment encompasses "unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature" such as intentional patting, pinching, touching or other sexually suggestive behavior that is sufficiently serious to deny or limit a student's ability to participate in or benefit from the education program. Sexual harassment occurs when:

1. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or educational experience, creating an intimidating or hostile employment, educational or living environment for an individual; or
2. Such conduct has the purpose or effect of abusing, threatening, or intimidating an Associate or student through insulting or degrading sexual remarks or conduct; or
3. Submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment or of a student's status in a course, program or activity; or
4. Submission to or rejection of such conduct is the basis for academic or employment decisions affecting an individual; or
5. Such conduct is directed against an individual persists despite requests for its cessation and/or when a claim of sexual harassment has resulted in retaliation against Associates/students for complaining about such behavior.

Sexual Misconduct - Any sex discrimination that can include discrimination, sex-based harassment, sexual battery, gender-based harassment, sexual harassment, sexual violence or assault, rape, sexual coercion or exploitation, sexual threats or intimidation, domestic violence, dating violence, stalking, and cyber-stalking.

College for America

Stalking - Under New Hampshire state law (RSA 633.3), Stalking occurs when a person:

1. engages in a course of conduct or repeatedly commits acts toward another person, under circumstances that would place the person in reasonable fear for safety, or of harm or bodily injury to self or others; or
2. engages in a course of conduct that the person knows will place that individual in fear for his or her personal safety or the safety of that individual's immediate family; or
3. after being served with a protective order prohibiting contact with an individual, purposely, knowingly, or recklessly engages in a single act of conduct that is included in the "Course of Conduct" definition below.

A course of conduct refers to a pattern of behavior of two or more acts over a period of time that include any of the following acts:

1. Threatening the safety of the targeted person or an immediate family member.
2. Following, approaching, or confronting that person, or a member of that person's immediate family.
3. Appearing in close proximity to, or entering the person's residence, place of employment, school, or other place where the person can be found, or the residence, place of employment or school of a member of that person's immediate family.
4. Causing damage to the person's residence or property or that of a member of the person's immediate family.
5. Placing an object on the person's property, either directly or through a third person, or that of an immediate family member.
6. Causing injury to that person's pet, or to a pet belonging to a member of that person's immediate family.

Any unwelcome act of communication as defined in N.H. RSA 644:4, II, including through email, text, phone, mail, etc.

Unwelcome Conduct - Conduct is considered "unwelcome" if the individual did not request or invite it and considered the conduct to be undesirable or offensive.

Unwelcome conduct may take various forms, including, name-calling, graphic or written statements (including the use of cell phones or the Internet), or other conduct that may be physically threatening, harmful, or humiliating. Unwelcome conduct does not have to include intent to harm, be directed at a specific target, or involve repeated incidents. Unwelcome conduct can involve persons of the same or opposite sex.

Participation in the conduct or the failure to complain does not always mean that the conduct was welcome. The fact that an individual may have welcomed some conduct does not necessarily mean that they welcomed other conduct. Also, the fact that a person requested or invited conduct on one occasion does not mean that the conduct is welcome on a subsequent occasion.

3. Policy Scope

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

Purpose

To define, prevent, and respond to Sexual Misconduct.

Prohibited Conduct

The University strictly prohibits all forms of Sexual Misconduct. As defined above, this includes discrimination, sex-based harassment, sexual battery, gender-based harassment, sexual harassment, sexual violence or assault, rape, sexual coercion or exploitation, sexual threats or intimidation, domestic violence, dating violence, stalking, and cyberstalking. Sexual Misconduct is prohibited whether occurring on or off campus and whether directed against a member of the University community or outside the University. Allegations of sexual misconduct are investigated and processed in accordance with the discipline process outlined herein and in the Student Handbook, Employee Handbook, and/or SNHUPEA Agreement.

Reporting Policy

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

Employee Reporting

The University takes the position that all employees not having a legal duty of confidentiality (e.g. a licensed counselor, doctor, or nurse) are "Responsible Employees". A Responsible Employee is a University employee who has the duty to report incidents of sexual misconduct. With respect to students who are also employed by the University, only Resident

College for America

Assistants (RAs) and those student employees with similar significant responsibility for student welfare are Responsible Employees under this policy.

A Responsible Employee who witnesses or has knowledge of sexual misconduct against a student must immediately contact the Title IX Coordinator, Human Resources, or anyone in a managerial position e.g., Chair, Division Director, Deans, Supervisor, Manager, Department Head, Director, or Vice President for advice and assistance and to ensure the University responds appropriately. A failure by a Responsible Employee to report a violation of this policy perpetrated against a student may warrant disciplinary action, and may in some circumstances also result in civil or criminal liability.

Any employee who has themselves been a victim of sexual misconduct should contact the Title IX Coordinator, Human Resources, or anyone in a managerial position e.g., Chair, Division Director, Deans, Supervisor, Manager, Department Head, Director, or Vice President.

Bystander Policy

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

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

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

4. Role of the Title IX Coordinator

Pursuant to Title IX of the Education Amendments of 1972 and the U.S. Department of Education's implementing regulations at 34 C.F.R. Part 106, the University's Title IX Coordinator has primary responsibility for coordinating the University's efforts to comply with and carry out its responsibilities under Title IX, which prohibits sex discrimination in all the operations of this University, as well as retaliation for the purpose of interfering with any right or privilege secured by Title IX.

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

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

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

Functions and Responsibilities of the Title IX Coordinator

The Title IX Coordinator's functions and responsibilities include the following:

(1) Training for Students, Faculty, and Staff

The Title IX Coordinator provides or facilitates ongoing training, consultation, and technical assistance on Title IX for all students, faculty and staff, including:

- regular training for faculty and staff outlining their rights and obligations under Title IX, including the appropriate response to reports of sexual misconduct, the obligation to report sexual misconduct to appropriate University officials, and the extent to which counselors and advocates may keep a report confidential, and
- regular training for students outlining their rights under Title IX; with regard to sexual misconduct, this training will include what constitutes sexual misconduct and when it creates a hostile environment, the definition of consent, reporting options (including reports to Responsible Employees, campus and local law enforcement, and confidential reporting to counselors or advocates), the procedures used to process complaints, applicable disciplinary code provisions relating to sexual misconduct and the consequences of violating those provisions, the role of alcohol and drugs in sexual misconduct, the effects of trauma, strategies and skills for bystander

College for America

intervention, the offices or individuals with whom students can speak confidentially, the offices or individuals who can provide support services, the employees who must report incidents to the Title IX coordinator, and Title IX's protections against retaliation.

(2) Investigations

The University is responsible for conducting adequate, reliable, and impartial investigations of reports and complaints of Sexual Misconduct. The Title IX Coordinator oversees many aspects of this response, including:

- determining whether the report or complaint alleges conduct that may, upon investigation, constitute prohibited sexual misconduct,
- reviewing the intake information to assess whether there is sufficient information upon which an investigation may proceed,
- appointing an investigative team upon such determination,
- making certain that individual reports and complaints are handled properly and in a prompt and timely manner,
- informing all parties regarding the disciplinary process,
- confirming that all parties have been notified of disciplinary decisions and of the right to, and procedures for, appeal, if applicable,
- maintaining information and documentation related to the investigation in a secure manner, and
- monitoring compliance with timeframes specified in the discipline procedures.

The Title IX Coordinator evaluates requests for confidentiality, as outlined below, by those who report or complain about sexual misconduct in the context of the University's responsibility to provide a safe and non-discriminatory environment for all students.

5. Reporting Sexual Assault or Other Violations of the Sexual Misconduct Policy Timing of Complaints

If the respondent is a current Southern New Hampshire University student (undergraduate or graduate, full-time or part-time), there is no time limit for filing a complaint to initiate these Procedures. However, students are strongly encouraged to report sexual misconduct in a timely manner to maximize the University's ability to gather evidence, and conduct a thorough, impartial, and reliable investigation. If the respondent is a second semester senior (or in the final semester of a graduate program), the University may withhold that student's Southern New Hampshire University degree pending conclusion of the complaint resolution procedures.

After Graduation Complaints of Pre-Graduation Incident

This Policy does not include adjudicating incidents that occurred before the accused was matriculated or after the student has graduated. The college can hear complaints against students who have graduated if the alleged incident took place before the accused student graduated and the complainant files a written complaint within the twelve months of the accused's date of graduation. If found to be responsible for a violation of sexual misconduct policy, the former student charged could face revocation of his/her diploma.

Contact Information for Reporting:

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

- Rebecca Lawrence is the University's Title IX Coordinator and can be reached in person at The Green Center on the University's main campus at 2500 North River Road, Manchester NH, by telephone at 603-644-3188, or by email at r.lawrence2@snhu.edu. Ms. Lawrence, as Title IX Coordinator, is responsible for overseeing the University's response to all Title IX complaints.
- Danielle Stanton is the VP for Human Resources and can be reached in person at 1230 Elm Street, 5th Floor, Manchester NH, by telephone at 603-629-7820, and by email at d.stanton3@snhu.edu.
- Michael Graskemper is the Director of Dispute Resolution for the College of Continuing and Online Education (COCE) and is also the Deputy Title IX Coordinator for COCE. He can be reached at 603-314-7647, or at M.Graskemper@snhu.edu.
- Jim Winn is the Director of Public Safety, in addition to being a Deputy Title IX Coordinator for University College, and can be reached in person at Morrissey House, 2503 North River Road, Manchester NH 03106, by telephone at 603-645-9700, or by email at safety@snhu.edu.

Students:

Any student who believes that he or she has been subject to sexual misconduct and wishes to report it should immediately contact the Title IX Coordinator or any member of the Title IX Compliance team using the contact information above. Violations may also be reported to Public Safety at 603-645-9785, the office of Residential Life at 603-645-9758, coaches, Athletic Director, or any member of the Division of Student Affairs. and Academic Development staff, or any other Responsible Employee. Confidentiality and the opportunity for confidential reporting are addressed below.

Employees:

Any manager or Responsible Employee who wishes to report a complaint of sexual misconduct should immediately contact a member of the Title IX Compliance Team or the office of Human Resources at 603-644-3125.

Reporting to the Police

College for America

Students are also encouraged to report sexual assault and relationship violence not only to the Public Safety or a Title IX Coordinator, but also to law enforcement authorities. However, students have a right to choose not to file a report with law enforcement. The decision to file a criminal complaint is a deeply personal choice. Students often make this decision based on the circumstances surrounding the incident and the circumstances in their life at the time of the incident. Some students discover that participating in a proceeding to hold the accused accountable helps them to regain some measure of control lost by virtue of the assault, and to protect themselves and others from future harm. Students must also understand that SNHU Public Safety is not a police force, and a report to Public Safety is not equivalent to filing a police report.

Upon reporting an incident, students will be given the opportunity and assistance to speak with appropriate local law enforcement personnel to make the report. Public Safety and/or the Title IX coordinator will assist students wishing to file a criminal complaint. Students do not need to file a criminal complaint in order to initiate disciplinary proceedings with the University, and the University may find an accused student responsible for violating the student disciplinary policy regardless of the status or outcome of the criminal proceedings, if any. Absent extenuating circumstances, the University will not unduly delay its Response Procedure to await the completion of any criminal proceeding or investigation, unless required to do so by valid court order.

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

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

Hooksett Police Department

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

Manchester Police Department

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

Health Care Resources in the Manchester Area

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

In the case of an ongoing emergency, dial 911.

Elliot Hospital

4 Elliot Way, Manchester, NH 03013
(603) 669-5300

Catholic Medical Center (CMC)

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

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

New Hampshire Sexual Assault Hotline

1-800-277-5570

YWCA Crisis Service

72 Concord Street, Manchester

Crisis line: 603-668-2299

On-Campus

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

Resources for Online Students

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

6. Confidentiality

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

The University encourages victims of sexual violence to talk to somebody about what happened - so victims can get the support they need, and so the University can respond appropriately.

Different employees on campus have different abilities to maintain a victim's confidentiality.

- Some, including professional counselors, doctors, or nurses, are required to maintain near complete confidentiality (*See "Exceptions to Confidentiality" below for an explanation of when this duty of confidentiality may not apply*).
- All other employees are required to report all the details of an incident (including the identities of both the victim and alleged perpetrator) to the Title IX coordinator. A report to these employees (called "Responsible Employees") constitutes a report to the University—and generally obligates the University to thoroughly review and, if deemed necessary, appropriately investigate the incident and take appropriate steps to address the situation.

This policy is intended to make students aware of the various reporting and confidential disclosure options available to them - so they can make informed choices about where to turn should they become a victim of sexual violence. The University encourages victims to talk to someone identified in one or more of these groups.

Reporting Options: A. Privileged and Confidential Communications

• Professional and Pastoral Counselors

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

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

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

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

• Registered Nurses

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

Both professional counselors and licensed nurses may be required to break confidentiality in certain circumstances, as more fully described in "Exceptions to Confidentiality," below.

College for America

A victim who speaks to a professional counselor or nurse must understand that, if the victim wants to maintain confidentiality, the University will be unable to conduct an investigation into the particular incident or pursue disciplinary action against the alleged perpetrator.

Even so, these counselors and advocates will still assist the victim in receiving other necessary protection and support, such as victim advocacy, academic support or accommodations, disability, health or mental health services, and changes to living, working or course schedules. Again, as a practical matter, the full availability of some of these services may be limited in certain circumstances by a victim's desire for confidentiality and level of cooperation. A victim who at first requests confidentiality may later decide to file a complaint with the school or report the incident to local law enforcement, and thus have the incident fully investigated. These counselors will provide the victim with assistance if the victim wishes to do so.

Exceptions to Confidentiality:

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

Likewise, behavior that poses a serious threat of harm to self or others, or receipt of a court order or a subpoena under certain circumstances can trigger a duty to timely disclose confidential information, irrespective of the categories above.

Also, if the University determines that the alleged perpetrator(s) poses a serious and immediate threat to the University community, Campus Safety may be called upon to issue a timely warning to the community. Any such warning should not include any information that identifies the victim.

B. Reporting to "Responsible Employees."

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

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

A Responsible Employee must report to the Title IX coordinator all relevant details about the alleged sexual violence shared by the victim and that the University will need to determine what happened – including the names of the victim and alleged perpetrator(s), any witnesses, and any other relevant facts, including the date, time and specific location of the alleged incident.

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

All University employees other than licensed counselors or medical professionals are deemed to be Responsible Employees. This includes, but is not limited to: University administrators, Campus Safety Officers, student affairs personnel, residence life employees, and all faculty, adjuncts, and instructors. The only Student Employees who are Responsible Employees are Resident Assistants (RAs) and those student employees with similar significant responsibility for student welfare.

To the extent possible and practicable, a Responsible Employee should try to ensure that the victim understands the employee's reporting obligations before a victim reveals any information to a responsible employee, – and, if the victim wants to maintain confidentiality, direct the victim to confidential resources.

College for America

If the victim wants to tell the Responsible Employee what happened but also maintain confidentiality, the employee should tell the victim that the University will consider the request, but cannot guarantee that the University will be able to honor it. In reporting the details of the incident to the Title IX Coordinator, the Responsible Employee will also inform the Coordinator of the victim's request for confidentiality.

Responsible Employees will not pressure a victim to request confidentiality, but will honor and support the victim's wishes, including for the University to fully investigate an incident. By the same token, Responsible Employees will not pressure a victim to make a full report if the victim is not ready to do so.

Requesting Confidentiality: How the University Will Weigh Request and Respond

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

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

There are times when the University may not be able to honor a victim's request in order to provide a safe, non-discriminatory environment for all members of the university community.

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

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

- The increased risk that the alleged perpetrator will commit additional acts of sexual or other violence, such as:
 - whether there have been other sexual violence complaints about the same alleged perpetrator;
 - whether the alleged perpetrator has a history of arrests or records from a prior school indicating a history of violence;
 - whether the alleged perpetrator threatened further sexual violence or other violence against the victim or others;
 - whether the sexual violence was committed by multiple perpetrators;
- whether the sexual violence was perpetrated with a weapon;
- whether the victim is a minor;
- whether the University possesses other means to obtain relevant evidence of the sexual violence (e.g., security cameras or personnel, physical evidence);
- whether the victim's report reveals a pattern of perpetration (e.g., via illicit use of drugs or alcohol) at a given location or by a particular

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

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

The University will remain ever mindful of the victim's well-being, and will take ongoing steps to protect the victim from retaliation or harm and work with the victim to create a safety plan.

Retaliation against the victim, whether by students or University employees, will not be tolerated. The University will also:

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

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

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

7. The University's Response Procedure

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

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

Timeframe for Response Process

Unless otherwise stated, all timeframes under this policy are listed in calendar days, not business days.

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

An appeal of the results, whether by the complainant or the accused, must be submitted within five (5) business days of receipt of the written result. Absent extenuating circumstances, decisions on appeals are typically issued within thirty (30) days of the date of the original decision.

Extensions

All deadlines and time requirements in the Code may be extended for good cause as determined by the Title IX officer or his or her designee. Both the respondent and the complainant will be notified in writing of the delay, the reason for delay, and provided the date of the new deadline or event. Extensions requested by one party will not be longer than 5 business/school days.

Extenuating Circumstances

Notwithstanding the above, Extenuating Circumstances may require that this timeline be extended. For example, a complainant who seeks confidentiality and chooses not to name an accused at the time of intake may cause an investigation to be paused. If that complainant later identifies an accused, the Response Process may be re-initiated, and the time from the receipt of the initial incident report to sanctions, if imposed, may extend beyond sixty (60) days.

Hearing Procedures

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

Intake

Upon receiving a complaint, the University will conduct an Intake. At the Intake stage, the University will take steps to make a safety plan, prevent or address any retaliatory conduct, address any immediate physical or emotional safety concerns for anyone involved, offer support to the complainant with any law enforcement reporting decision, address any threat to the safety of the University community, and enter any non-identifying information into the University's crime log.

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

Informal Resolution Options

The University may present an opportunity for informal remedies or resolution at any time during the response process. A complainant will never be expected to work out a resolution directly with the accused. Likewise, in incidents of sexual assault or sexual violence, mediation is never an option. Informal resolutions are voluntary.

Interim Measures

If necessary, the University will take immediate steps to protect complainants pending the final outcome of an investigation with interim measures. If it is determined by a staff member that contact between specific persons may pose a threat to the safety or emotional well-being of an individual, a No-Contact order can be issued by the University.

College for America

Other interim measures available to the University include but are not limited to: temporary administrative suspension, restrictions on participation in a team or organization, or student accommodations as described below.

Student Accommodations

A student who has been a victim of sexual misconduct may request an academic accommodation or change in residence after a report of sexual misconduct. Any individual who makes a request will receive an appropriate and reasonable accommodation. Possible requests include the ability to change academic schedules or work schedules, withdraw from or retake a class without penalty, access academic support such as tutoring services, and change residence hall assignments. Pursuant to Title IX, in most cases of sexual violence or sex discrimination, the University will endeavor, to the extent practicable, to change the schedule or accommodations of the accused student prior to changing the schedule or accommodations of the complainant.

After any necessary Interim Measures or Accommodations have been made, the scope of any further investigation or disciplinary action will depend upon factors including but not limited to: whether the complainant wishes to pursue a complaint to the University Conduct Board and whether the University has an obligation to pursue a University Conduct Board hearing regardless of the wishes of the complainant to preserve the safety of the University community.

Investigation and University Conduct Board Discipline Process

After the Intake, the Title IX Coordinator or an assigned Deputy Coordinator will determine if the allegations contained in the complaint would, if proven, constitute a violation of this Policy. If a determination is made that the allegations would constitute a violation, an Investigation will be initiated by the Title IX coordinator or his or her deputy or designee.

If the Title IX coordinator determines that the allegations, if true, would not constitute a violation of the Policy, the complainant will be provided with other support options as appropriate, but the Title IX coordinator will not pursue any further investigation or discipline under this Policy at that time.

If, however, the complainant presents new evidence, reveals new information, or presents a violation of another SNHU Policy, this decision can be reevaluated by the Title IX Coordinator in his or her discretion.

Investigation Process

If the Title IX Coordinator determines that an investigation is appropriate under the standard described above, the Title IX Coordinator or an assigned deputy Title IX coordinator will conduct a prompt, fair, and impartial investigation that involves interviewing parties and witnesses as appropriate, and reviewing evidence including available police reports. All investigations will be conducted by officials who receive annual training on the issues related to domestic violence, dating violence, sexual assault, and stalking, and how to conduct a hearing process that protects the safety of victims and promotes accountability. Any member of the university community who knowingly makes a false statement to the investigator during the course of the investigation may be subject to disciplinary action.

The Investigator will complete an investigation report within a reasonable time period after initiating the investigation. The Title IX Coordinator will then, based upon the findings in that report, determine whether the conduct in question should be referred to the University Conduct Board for a hearing. If so, written charges will be prepared by the Title IX Coordinator or his or her designee, provided to the complaining party and the accused simultaneously by email, and filed with the University Conduct Board. An investigative report completed as part of this process is a fact-finding report that will not include a recommendation of sanctions to the University Conduct Board, which will determine what sanctions, if any, are to be imposed. The report shall be mandatory evidence for the University Conduct Board hearing, and will be presented to the Board by the Title IX Coordinator or the Investigator.

If the Title IX Coordinator determines that the information presented does not merit a referral for a University Conduct Board hearing, he or she will inform both the complainant and the accused simultaneously by email to their SNHU email accounts of the decision. That email will include Notice that the investigation may be re-opened at the discretion of the Title IX Coordinator if new evidence is presented, new information comes to light, or a violation of another SNHU Policy or another section of this Policy are discovered.

Option to File Independent Charges:

Under extenuating or unusual circumstances, at the sole discretion of the Dean of Students, the complainant may be permitted, despite a decision by the Title IX Coordinator not to refer the matter to the University Conduct Board, to file independent charges with the University Conduct Board on his or her own behalf. In such cases, the Investigator's report shall be considered as evidence by the Conduct Board, and the Investigator shall be called by the Board as a necessary witness. A complainant wishing to file independent charges must seek permission of the Dean of Students, no later than 180 days of the alleged incident, unless extended for good cause by the Dean of Students in his or her sole discretion.

University Conduct Board Hearing for Students

If the matter is referred to the University Conduct Board, or if a complainant files independent charges with the

College for America

Student Conduct Board, a hearing will be conducted consistent with the process outlined in the Student Handbook and herein. All hearings conducted involving allegations of Sexual Misconduct will be conducted by officials with annual training related to domestic violence, sexual assault, and stalking, and on processes that protect the safety of victims and promote accountability. In the event of any discrepancy between the procedures described in the Student Handbook and this Policy, this Policy shall control.

Applicable Procedures for Employees

The adjudication of complaints lodged against Southern New Hampshire University employees will be handled consistent with the Southern New Hampshire University Professional Employees Association Agreement and the Employee Handbook.

Parties' Rights to Advisors

The accused and the complainant may be assisted during disciplinary hearings, any mediation, and related meetings, by an advisor of their choice, including an attorney. The respondent and complainant may propose witnesses and may produce other evidence for consideration by the University Conduct Board. The respondent and complainant are responsible for presenting evidence on their own behalf. Either party may request a brief recess to consult with their advisor which will be granted at the discretion of the hearing officer or his or her designee. Advisors may speak privately to their advisee, during the proceeding, but may not present evidence, question witnesses, raise objections, or address the student conduct body.

Student Sanctions

The University considers Sexual Misconduct violations as extremely serious and subject to sanctions including expulsion, suspension, disciplinary probation, recommended counseling, and/or other educational sanctions.

Evidentiary Standard in Sexual Misconduct Complaints:

The burden of proof in all cases of Sexual Misconduct to be adjudicated by the conduct board is "the preponderance of the evidence" standard – whether it is "more likely than not" that the sex discrimination, dating violence, domestic violence, sexual assault, or stalking occurred. If the evidence presented meets this standard, then the respondent must be found responsible.

Conflict of Interest

If there is a real or reasonably perceived conflict of interest involving the actions of the designated University official or University office typically responsible for handling matters of concern for a student, employee or faculty member, an alternative University representative or University office can be contacted instead. Alternate representatives may include the Office of Academic Affairs, Provost's Office, or Office of Human Resources. The alternate University representative or office may then designate an impartial and appropriate University official to resolve the matter following applicable University policy.

Evidence and Witnesses

Evidence to be presented by complainant(s) and respondent(s) during any hearing on the charges must be presented to members of the University Conduct Board presiding over the hearing at least 24 hours prior to the hearing, who will then share it with the opposing party in advance of the scheduled hearing. The Conduct Board members presiding at and/or hearing the case may exclude evidence that has not been shared or adjourn the hearing to afford all parties the opportunity to review evidence to be presented during the hearing.

If a party intends to present witnesses, a list of proposed witnesses and a written witness statement for each witness must be presented to the hearing officer at least 24 hours prior to the hearing. Written witness statements will be shared with the opposing party as documentary evidence. Witnesses are defined as someone who perceived the actual incident as it occurred. The Conduct Board will have discretion to call or choose not to call proposed witnesses during the hearing. The parties may not question witnesses directly during the hearing, but may submit questions to the Conduct Board, which the conduct board may, in their discretion, ask directly to the witness. Any attempt to coerce or intimidate a proposed witness by any person will constitute Retaliation under this policy subject to appropriate disciplinary action.

Members of the University Conduct Board presiding at and/or hearing the case will have broad discretion and make the final decision relating to the admissibility of all evidence and the presentation of witnesses. When the circumstances warrant, Conduct Board members may, in their sole discretion, consider evidence or admit witnesses submitted with less than 24-hours' notice. Where required by applicable law, witness statements or evidence may be reasonably redacted to protect recognized privacy rights.

Documentation or Recording of Proceedings

The University will seek to maintain a record of all hearings, including findings of fact. The record of the University Conduct Board Hearing will generally be made by audio recording, though alternative methods of recording or documentation may be employed at the University Conduct Board's discretion or as needed.

Notice to Parties

College for America

Both the complainant and the accused will be informed, simultaneously, by email to their Southern New Hampshire University email accounts, of (1) the outcome of any disciplinary proceeding involving and allegation of sexual misconduct, (2) the University's appeal process and the rights of both the complainant and the accused to appeal the results (3) any change to the results that occurs prior to the results becoming final, and (4) when such results become final.

Rights of Appeal

Both parties shall have the opportunity to appeal a decision by the University Conduct Board using the procedure described in the Student Handbook. Appeals must be submitted within five (5) business days of the decision, and are only to be allowed on the limited grounds defined in the Student Handbook.

Additional Reporting Resources

A student or applicant who believes that he or she has been discriminated against can file a Charge of Discrimination at their regional U.S. Department of Education Office for Civil Rights.

The New Hampshire Regional Office can be contacted at:

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

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

New Hampshire Human Rights
Commission

2 Chenell Drive Unit 2
Concord, NH 03301-8501
Telephone: (603) 271-2767
Fax: (603) 271-6339
Email: humanrights@nhsa.state.nh.us

Retaliation

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

Student Academic Complaint

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 that academic courses or services have failed to meet reasonable expectations. Examples might include complaints about the design or delivery of a course or about the behavior of an instructor or staff member.

Process

Students are encouraged to address their concerns first with their instructors or their advisors. If the issue cannot be resolved at that level, students who wish to file academic complaints must complete the [Student Concern Dispute Form](#). The form asks for a description of the students' complaint and the resolution sought. Upon receipt of the form, a Dispute Resolution Specialist will review and research the concern to determine a fair resolution in consultation with the appropriate academic dean. Every effort will be made to resolve the issue in a timely manner, and students will be contacted during the process so that they know their complaints are under consideration. While complaints are being reviewed, students should continue to participate in their courses unless instructed otherwise by the Dispute Resolution Specialist.

Student Account and Fees

CfA Tuition and Billing

Tuition is billed \$2,500 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 may be eligible for discounted tuition based on the relationship between Southern New Hampshire University and the student's employer.

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 policy for more information.

Payment Information

Student Payment and Deposit Policies

Student Financial Services

Student Financial Services combines financial aid, billing, and student account services into one centralized location. You can visit Student Financial Services online at <https://my.snhu.edu/Offices/SFS/Pages/default.aspx>, email questions to studentfinance@snhu.edu or call 1.877.455.SNHU to speak with an Enrolled Student Service Associate.

Student Account Payment

Tuition must be paid prior to the start of the term. Textbooks and supplies are sold separately. **Student financial accounts must be settled in one of the following ways:**

1. Students may make payments online at my.snhu.edu
2. Students may make payments through Student Financial Services in person (cash, check, money order, debit/credit cards and wires accepted)
3. Student may make payments through the mail by sending payments to:
Southern New Hampshire University
Client 800100
PO Box 55008
Boston, MA 02205-5008

Credit and Collections Policy

All outstanding balances, are the student's responsibility to pay. Unpaid balances may be subject to finance charges, fees and further collections efforts as detailed below.

Other Information

- All students with unresolved balances must contact the Credit Department for resolution. The Credit Department can be reached at:
Email: Credit@SNHU.edu
Phone (888) 867-7376
Fax (603) 668-0259.
- Transcripts, diplomas, enrollment verifications, along with registration for future classes will be withheld if the student owes any type of balance.
- Students with unresolved balances will be placed on financial hold; finance charges and late fees will be assessed at the discretion of the University.
- All student accounts sent to a third-party collection agency will be subject to an additional collection fee of up to 40% of the outstanding balance, legal fees and the account will be reported to the credit bureaus.
- All former collection accounts and bankruptcies must pay up front for any future classes.
- The Credit and Collections Policy is at the discretion of the Credit and Collections Department and subject to change without notice.
- Students acknowledge and authorize SNHU and/or its agents, including attorneys and/or collection agencies to allow contact via cellular telephone and /or all forms of electronic technology, unless such party is notified in writing to cease such communication.

Industry Sponsors

The university cooperates with many company tuition sponsorships and reimbursement plans. Students attending under these plans should give their center office or Student Financial Services the necessary authorization and inform the office how the tuition payment will be handled.

Deferred Tuition

Students receiving tuition benefits from their employer, may qualify for a Deferred Tuition Plan. Participating students may carry a one-term outstanding balance, allowing access to registration for the next term and will not be assessed interest charges. Eligibility is based on the completion of all paperwork and by maintaining good financial and academic standing. Students must obtain a letter of eligibility from their employer stating the terms and conditions of their tuition reimbursement policy, and complete the Institutional Promissory Note. Students must sign a contract giving the university permission to charge their credit card (kept on file) in the event that the tuition has not been paid by 30 days after the end of the term and are required to renew annually. Contracts can be obtained through the Credit Office.

Active Duty Military

First time students using tuition assistance must present a tuition assistance form from their military branch in which

College for America

they are enlisted. Continuing students may enroll in successive terms without making initial payments but must submit tuition assistance forms to allow direct billing and payment from the military. If a tuition assistance form is not provided, your account will be placed on financial hold, which will prevent future registration, and you will be responsible for the unpaid balance.

Third Party Direct Billing

Students may authorize direct billing from the university to a third party. Students must first submit a voucher/letter or military tuition assistance form to Student Financial Services or appropriate center. The voucher must include beginning and end dates of the academic term, courses covered, books, and other fees covered (if any) and maximum dollar value. Paperwork is due before the term start date. Payers will be billed at the beginning of the term covered by the voucher. Payment is due within 30 days of the billing, finance charges are waived upon confirmation of the approved authorization. Student reimbursement based upon satisfactory completion of the course and grades are not subject to third party billing.

EdLink (formerly known as CAEL)

EdLink has partnered with Southern New Hampshire University to offer tuition discounts to eligible students. Employees of an EdLink partner company will receive a 10% tuition discount off the regular Southern New Hampshire University tuition on courses approved by your employer's tuition assistance policy.

Please contact your place of employment for additional information on the EdLink tuition assistance program.

For tuition assistance: Students must obtain a letter of credit from the EdLink website to present at the time of registration. Each discount-eligible course must be accompanied by a letter of credit. First-time students should direct this letter of credit to their Center. Subsequent letters for future classes can be sent directly to Student Financial Services.

Tuition reimbursement: This is entirely outside of SNHU and is between the student, EdLink and the employer. Students need to obtain an approval notification from the EdLink website to present at the time of registration.

Please note: Students who register for courses without evidence of EdLink authorization are not guaranteed a discount.

College for America Students

CfA Student Financial Services

MySNHU provides quick access to your billing, payment and financial aid information. Through this site you can access your invoice, check your balance and make payments to your account on-line. If you have any questions please contact Student Financial Services at 877-455-7648, option 3 or email sfscfs@snhu.edu.

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

College for America

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.

Refund Policy

University College

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

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

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

- 100 percent refund before the first day of the term (includes fees).
- 90 percent refund from day 1 to day 10 of the term.
- 50 percent refund from day 11 to day 25 of the term.
- 25 percent refund from day 26 to day 52 of the term.
- No refund after day 52 of the term.

Note: The refund calculation is based on calendar days.

Fees: No refund after the first day of class.

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

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

College of Online and Continuing Education (COCE)

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

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

Undergraduate Students

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

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

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

Graduate Students:

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

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

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

College for America

College for America Program

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.

State Refund Policies

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

Wisconsin

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

| | |
|---|-----------------|
| The student cancels enrollment within 3 business days, Educational Approval Board (EAB 6.04) | Full refund |
| The Student accepted is unqualified, and the school did not secure a disclaimer under Educational Approval Board (EAB 9.04) | Full refund |
| The school procured the student's enrollment as the result of any false representations in the written materials used by the school or in oral representations made by or on behalf of the school. Educational Approval Board (EAB 7.02) | Full refund |
| A student who withdraws or is dismissed after three business days but before completing 60% of the potential units of instruction in the current enrollment period shall be entitled to a pro rata refund, as calculated below, less any amounts owed by the student for the current enrollment period, less a one-time application fee of \$100 | Pro rata refund |
| A student who withdraws or is dismissed after completing 60% of the potential units of instruction in the current enrollment period. | No refund |
| <i>Pro rata refund shall be determined as the number of units remaining after the last unit completed by the student, divided by the total number of units in the enrollment period, rounded downward to the nearest ten percent. Pro rat refund is the resulting per cent applied to the total tuition and other required costs paid by the student for the current enrollment period.</i> | |

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

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

College for America

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

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

Return of Military Tuition Assistance

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

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

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

Student Code of Conduct

CfA Academic Honesty Policy

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 Advisor and Reviewers will be able to direct you to resources regarding appropriate citation and documentation.

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

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

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

Process for Violation of Policy

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

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

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

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

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

College for America

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.

CfA Computers and Technology

Students are required to have access to a computer, an Internet connection, a webcam and an internal or external microphone. The Learning Management System is not mobile-compatible, so with the exception of recording video or audio deliverables, mobile devices including cell phones and tablets should not 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.

CfA Graduate Access

College for America alumni will retain access to the Student Portal (Learning Management System) for one-year post graduation. Students are encouraged to download their portfolio of work 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 1-855-764-8232 with any questions related to this policy.

Copyright Guidelines

Guide to Online Use of Published Material in SNHU Courses

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

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

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

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

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

Under Fair Use it is generally permissible to post:

- One chapter from a book with more than 10 chapters, or 10% of a book with fewer than 10 chapters;
- One article from an issue of a periodical or newspaper;
- A short story or short essay (less than 2,500 words) or short poem (less than 250 words);
- A chart, graph, diagram, drawing, cartoon or picture from a book, periodical, or newspaper.

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

Making Copies

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

College for America

clearance.

- Material borrowed through interlibrary loan cannot be posted without copyright clearance.

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

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

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

Copyright Policy

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

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

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

Evan Lowry, Staff Attorney
General Counsel's Office
Southern New Hampshire University
2500 North River Road
Manchester, NH 03106
603.626.9100
e.lowry@snhu.edu

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

SNHU DMCA Take-Down Procedure:

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

1. All DMCA notices shall be sent to the University's designated agent listed above. The agent will review the notice to ensure that it contains all elements required by Section 512(c)(3)(A) of the DMCA.
2. The designated agent shall acknowledge receipt of the claim to the complainant. If the notice provided does not substantially comply with the requirements of the DMCA, the agent shall attempt to contact the sender to notify of the non-compliant notice.
3. The designated agent shall coordinate the University's response, maintain records of notices and offenses, and assure all incidents are processed in accordance with the law. The actions of the agent shall protect the rights of intellectual property owners, while also respecting the rights of those accused of infringement. The agent shall consult the University's General Counsel regarding any questions of applicable law.
4. Upon receipt of a complaint, the designated agent shall work with a representative of the Information Security team to ensure the prompt removal of all infringing material. The agent will take reasonable steps to ensure such action does not negatively impact activities essential to the University's mission.
5. When a compliant counter-notice is received, the designated agent will ensure that the material is restored in accordance with the provisions of the DMCA.
6. Southern New Hampshire University may take steps to terminate access and exercise other disciplinary action in response to valid copyright infringement claims, particularly with regard to claims of repeat infringement.
7. Questions regarding this procedure should be directed to the University's designated agent listed above.

Using SNHU's Copyright Protected Materials

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

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

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

express written permission.

Unlawful File-Sharing

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

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

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

Disciplinary Dismissal

If a student is dismissed from SNHU for disciplinary reasons, he/she is permanently dismissed from the university without opportunity for readmission and the student will not be allowed on campus at any time.

Disciplinary Suspension

Southern New Hampshire University reserves the right to suspend any student for disciplinary reasons. Suspension means that the student is dismissed from Southern New Hampshire University for a given period, with an opportunity for readmission. This sanction may only be imposed by the Dean of Students or designee after a hearing. If suspended from the university, the student will be persona non grata on all university facilities and from all university functions for the period of his/her suspension. This information will be used in evaluating re-admission.

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 or Dean of Students may make such a determination and direct provisional suspension.

File Sharing

Introduction

H.R 4137, the Higher Education Opportunity Act (HEOA), is a reauthorization of the Higher Education Act. It includes provisions that are designed to reduce the illegal uploading and downloading of copyrighted works through peer-to-peer (P2P) file sharing. These provisions include requirements that:

- Institutions make an annual disclosure informing students that the illegal distribution of copyrighted materials may subject them to criminal and civil penalties and details the steps institutions will take to detect and punish illegal distribution of copyrighted materials.
- Institutions certify to the Secretary of Education that they have developed written plans to "effectively combat" the unauthorized distribution of copyrighted material.
- Institutions, "to the extent practicable," offer alternatives to illegal file sharing.
- Institutions identify procedures for periodically reviewing the effectiveness of the plans to combat the unauthorized distribution of copyrighted materials.

This policy document outlines SNHU's plan to comply with these requirements.

Annual Disclosure

Consistent with our educational principles, we view education as the most important element in combating illegal sharing of copyrighted materials at SNHU. We use a wide variety of methods to inform our community about the law and SNHU's response to copyright infringement claims:

1. In order to use University computing resources, all members of the SNHU community are required to adhere to a [Network Acceptable Use Policy](#) that prohibits use of University computing resources for copyright infringement and a [Copyright Policy](#) that specifically addresses the University's position on copyright laws and file sharing.
2. Every fall we send an email to all students regarding illegal distribution of copyrighted materials.
3. SNHU's policies and procedures concerning the Digital Millennium Copyright Act and our response to infringement claims are published on the University web site.
4. Southern New Hampshire's library staff have provided extensive educational materials regarding copyright rights and responsibilities, which can be viewed [here](#).

Plans to "Effectively Combat" the Unauthorized Distribution of Copyrighted Material

Southern New Hampshire University employs multiple technology-based deterrents to combat the unauthorized

College for America

distribution of copyrighted materials. SNHU's firewall and network monitoring technologies enable bandwidth-shaping technology to both block network access to known sites/services employed in the unauthorized distribution of copyrighted materials. SNHU responds promptly to legitimate notices or letters of illegal copyright infringement based on the requirements of the Digital Millennium Copyright Act and sent to our DMCA agent address. In addition, SNHU takes appropriate disciplinary action against community members who violate its rules and policies governing file-sharing and copyright. Disciplinary procedures may include, but are not limited to, referral to student affairs or human resources with possible sanctions including suspension or termination of network privileges for repeat infringers.

Alternatives to Illegal File Sharing

There are many legal sources for copyrighted material such as music and movies. They have a wide range of business models; some are free and some charge a nominal fee. The Motion Picture Association of America maintains an up-to-date and comprehensive list of legal sources available at <https://www.wheretowatch.com>. In addition, Educause maintains a comprehensive list of Legal Downloading Resources at <https://www.educause.edu/legalcontent>. Members of the SNHU community are encouraged to take advantage of these legitimate sources of digital content.

Reviewing Effectiveness

Beginning in 2011-2012 and periodically thereafter, SNHU will assess the extent to which our anti-piracy efforts are succeeding. We will analyze the impact of our technical efforts to combat illegal file sharing, and other aspects of our plan to combat the unauthorized distribution of copyrighted materials, and make changes or updates deemed necessary.

Network Acceptable Use

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

Definition:

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

1. Every computer account issued by Southern New Hampshire University remains the property of Southern New Hampshire University. The person to whom the account is issued is responsible for the account and its use. This responsibility continues until the person is no longer a student or employee of Southern New Hampshire University, at which time all rights and responsibilities regarding the account are terminated. The individual must keep the account secure by keeping the password secret, by changing the password often and by reporting to the CFA student support helpdesk when anyone else is using the account without permission. Using another person's account or allowing someone else to use an account makes both parties potentially liable to disciplinary action.
2. The use of SNHUnet is prohibited for:
 1. illegal purposes
 2. transmitting threatening, obscene or harassing materials
 3. interfering with or disrupting network users, services or equipment (disruptions include, but are not limited to, distribution of unsolicited advertising, propagation of computer viruses and using the network to make unauthorized entry to any other computers accessible via the network)
 4. profit-making from the selling of services and/or the sale of network access
 5. excessive private or personal business
3. The following activities are specifically prohibited:
 1. tampering with Southern New Hampshire University-owned computer or communication hardware and software
 2. defining and/or changing IP addresses on any machine
 3. intercepting or attempting to intercept e-mail and file transfers
 4. originating or attempting to originate mail from someone else
 5. attempting to log on to computers without an account (other than using guest or anonymous accounts)
4. Data within computer accounts issued by Southern New Hampshire University are private. Access to data within computer accounts issued by Southern New Hampshire University without written permission of the owner is prohibited. However, if there is probable cause to believe such data files or programs contain information relevant to a Southern New Hampshire University business requirement or legal proceeding, a person other than the authorized user may examine such data files or programs. Permission for such access would be granted by Southern New Hampshire University's Vice President of Operations. Access to accounts and/or data by the Department of Computing Resources for routine computer systems maintenance work is permitted.
5. Backup copies of all data in Southern New Hampshire University computer accounts are made routinely to protect against loss of data. No exceptions can be granted.
6. Requests to waive some policies will be reviewed by the Director of the Department of Computing Resources on an individual basis. Under no circumstances will a waiver be granted that violates state, local or other laws.

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

1. loss of access to computer resources
2. required repayment of funds expended in unauthorized use
3. expulsion from the University
4. termination of employment
5. legal action

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

Online Course 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.

Support Services

ADA/504 Grievances

1 Introduction

Southern New Hampshire University (the University) is dedicated to providing equal access to individuals with disabilities, in accordance with Section 504 of the Rehabilitation Act of 1973, Title III of the Americans with Disabilities Act (ADA) or 1990, and the Americans with Disabilities Act Amendments Act of 2008. The University prohibits unlawful discrimination on the basis of disability and takes action to prevent such discrimination by providing reasonable accommodations to eligible individuals with disabilities. The University has adopted this policy providing for prompt and equitable resolution of complaints regarding any action prohibited by the ADA or Section 504.

2 Definitions

Complaint: Disability discrimination concern handled informally through the appropriate department as outlined in the Informal Complaint Process

Grievance: Disability discrimination concern handled formally through the appropriate department as outlined in the Formal Grievance Process

3 Policy 3.1 Scope

It is the policy of Southern New Hampshire University to not discriminate on the basis of disability. This policy extends to all rights, privileges, programs and activities, including housing, employment, admissions, financial assistance, educational and athletic programs. It is also the policy of the University to provide reasonable accommodations to persons with disabilities unless such accommodations would impose an undue burden or fundamental alteration to the program in question; or for employees, would unreasonably interfere with the performance of the position's essential functions.

3.2 Purpose

The purpose of this policy is to ensure that all complaints based on disability are thoroughly and fairly investigated by the authorized units of the University, which will conduct an adequate, reliable, and impartial investigation of all complaints, with due regard for the rights of all parties. The University will take steps to prevent the recurrence of any discrimination or harassment and to correct its discriminatory effects on the complainant and others, if appropriate. Retaliation against any individual who has filed a complaint, or who has cooperated in the investigation of such a complaint, is unlawful and in violation of University policy.

The University has adopted an internal grievance process providing for prompt and equitable resolution of complaints regarding any action prohibited by the Americans with Disabilities Act (ADA) and by the Department of Education regulations implementing Section 504 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794). Section 504 states, in part, that "no otherwise qualified individual with a disability...shall solely by reason of his or her disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance...." Complaints can include physical, electronic, or programmatic barriers (such as an inoperative elevator, an inaccessible website, or a blocked access ramp), a refusal to make a reasonable accommodation, failure to follow an approved accommodation, the inadequacy of an accommodation that has been granted, etc.

4 Procedure

Any student, faculty, staff, or member of the public who believes he or she has been subject to discrimination on the basis of disability may file a complaint or grievance under this procedure. Concerns can be handled through an *informal complaint process* or can be escalated to a more *formal grievance process*. Steps for both options are outlined below.

College for America

Southern New Hampshire University will make appropriate arrangements to ensure that persons with disabilities are provided reasonable accommodations, if needed, to participate in the grievance process. The complainant should contact the ADA/504 Compliance Coordinator by email at adacompliance@snhu.edu or phone 603.645.9664 for such arrangements.

Informal Complaint Process

The University encourages the informal resolution of complaints and will assist any individual with that process. The University is also committed to the prompt investigation and resolution of concerns pertaining to the civil rights of individuals attending the University, employed by the University or participating in University functions, of which it is aware regardless of the filing of an actual grievance. Complaints can be resolved informally by:

- College of Online and Continuing Education (COCE) and College for America (CfA) students should contact:
Director, Online Accessibility Center
866.305.9430
oac@snhu.edu
- University College (UC) and Program in Clinical Mental Health Counseling (PCMH) students should contact:
Director, Office of Disability Services
603.644.3118
disabilityservices@snhu.edu
- Staff and Faculty of the University should contact their local HR Business Partner or request information from:
Hr4u@snhu.edu
- Members of the public and those with questions should contact:
ADA/504 Compliance Coordinator
adacompliance@snhu.edu
Phone: 603.645.9664
- Students working in a paid capacity for the University should contact the appropriate department depending on the circumstances. Student-related complaints would be handled through the student channels listed above. Employment-related complaints would be handled through Human Resources.

Formal Grievance Process

1. An individual dissatisfied with the informal resolution attempt or wishing to forego an informal resolution may follow the more formal grievance process. A grievance should be filed as soon as possible after the incident or informal resolution attempt. A formal grievance must be filed in writing and should contain a statement of facts, as specific as possible, regarding the concern or action. Any student having an issue with completing the grievance form may contact the ADA/504 Compliance Coordinator by email at adacompliance@snhu.edu or by phone at 603.645.9664 for assistance.

● COCE & CfA:

Students should file a grievance with Dispute Resolution using the following form:

https://cm.maxient.com/reportingform.php?SouthernNHUnivCOCE&layout_id=3

● UC & PCMH:

Students should file a grievance with the Office of Disability Services using the following form:

https://cm.maxient.com/reportingform.php?SouthernNHUnivCOCE&layout_id=55

● HR:

Staff and Faculty should contact their local HR Business Partner or request information from: Hr4u@snhu.edu

- The formal grievance process for employees will differ from the steps below. Employees should refer to the Employee Handbook and Master Agreement for details on the employee grievance process. Contact Human Resources for more information.
- Members of the public may file a formal grievance by requesting a formal grievance form from:
ADA/504 Compliance Coordinator
adacompliance@snhu.edu
Phone: 603.645.9664
- Students working in a paid capacity for the University should contact the appropriate department depending on the circumstances. Student-related complaints would be handled through the student channels listed above. Employment-related complaints would be handled through Human Resources.

2. To be timely, a formal grievance must be filed within 180 calendar days of the date of the incident.

3. The Director or his/her designee will conduct an investigation, as may be appropriate, within 20 working days following the opening of a grievance. These rules contemplate thorough investigations, affording all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the grievance. Once the formal grievance form is received, a designated reviewer will investigate the matter set forth in the written grievance. In conducting an investigation, the reviewer may forward a copy of the grievance statement to the persons whose actions (or inactions) are the subject of the grievance, and may request a written response from appropriate individuals within

College for America

the University. The reviewer may also interview witnesses, meet with concerned parties, receive oral or written statements, and make other appropriate inquiries.

4. The Director or his/her designee will issue written determination as to the validity of the grievance and a description of the resolution, if any, and forward a copy to the complainant no later than 20 working days after the grievance is received. The deadline may be extended for good cause.

● COCE & Cfa:

After completing the investigation, if no discrimination is found, the reviewer will forward a copy of the report and recommendation to the Director of Dispute Resolution. If discrimination is found, the reviewer will forward a copy of the report and recommendation to the appropriate University officials as follows:

COCE:

- If the grievance arises out of an academic unit, the report will be forwarded to the Director of Dispute Resolution as well as the Dean of the appropriate school or college, unless he or she is the subject of the grievance. In such cases, the report will be sent to the COCE Vice President of Academic Affairs (or designee).
- If the grievance arises from a non-academic unit, the report will be forwarded to the Director of Dispute Resolution as well as the administrative head of the unit, unless he or she is the subject of the grievance. In such cases, the report will be forwarded to the COCE Assistant Vice President of Student Success (or designee).
- In all cases, formal written notification will be sent to the student's SNHU email account at the conclusion of the investigation.

CfA:

- If the grievance arises out of an academic unit, the report will be forwarded to the Director of Dispute Resolution as well as the Chief Academic Officer (or designee), unless he or she is the subject of the grievance. In such cases, the report will be sent to the Executive Director (or designee).
- If the grievance arises from a non-academic unit, the report will be forwarded to the Director of Dispute Resolution as well as the Chief Learning Architect (or designee).
- In all cases, formal written notification will be sent to the student's SNHU email account at the conclusion of the investigation.

● UC & PCMH:

After completing the investigation, if no discrimination is found, the reviewer will forward a copy of the report and recommendation to the Director of Disability Services. If discrimination is found, the reviewer will forward a copy of the report and recommendation to the appropriate University officials as follows:

- If the grievance arises out of an academic unit, the report will be forwarded to the Director of Disability Services as well as the Dean of the appropriate school or college, unless he or she is the subject of the grievance. In such cases, the report will be sent to the Vice President of Academic Affairs (or designee).
- If the grievance arises from a non-academic unit, the report will be forwarded to the Director of Disability Services as well as the administrative head of the unit, unless he or she is the subject of the grievance. In such cases, the report will be forwarded to the Dean or administrative head of the division.
- In all cases, formal written notification will be sent to the student's SNHU email account at the conclusion of the investigation.

5. Southern New Hampshire University will keep all files and records related to the grievances filed for seven years.

6. The complainant may appeal the decision of the formal grievance within 10 working days to the ADA/504 Compliance Coordinator who will involve other University officials as deemed necessary. A link to the appeals form will be included in the formal written notification sent to the student's email account at the conclusion of the formal investigation.

The appeal must specify the particular substantive and/or procedural basis for the appeal, and must be made on grounds other than general dissatisfaction with the current resolution. In the written appeal, the complainant must explain why he or she believes the factual information considered was incomplete, the analysis of the facts was incorrect, and/or the appropriate standard or procedure was not applied, *and* how this should change the University's determination of the matter.

A copy of the ADA/504 Compliance Coordinator's written decision will be sent to the reviewer of the formal grievance, the Director of Dispute Resolution (for COCE and Cfa students) or Director of the Office of Disability Services (for UC and PCMH students), and the student's SNHU email account within 20 working days of opening the appeal for investigation. The decision of the ADA/504 Compliance Coordinator is final.

7. The informal resolution option remains available at all stages of a grievance, up to and including appeal.

These rules will be construed to protect the substantive rights of interested persons, meet the appropriate due process standards, and assure that Southern New Hampshire University complies with the ADA and Section 504 and their implementing regulations. Any of the above time frames for the University may be extended if the University determines there are extenuating circumstances. Examples of extenuating circumstances include University holidays and absence or illness of witnesses or personnel. Under such circumstances, the complainant will be notified in writing as to the delay and a projected date for resolution.

College for America

Procedure for Students Requesting Disability Support Services

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

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

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

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

1. Contact the Online Accessibility Center

- oac@snhu.edu
- 866-305-9430

2. Review and submit the [Disability Verification Form](#). If you have not heard back within two (2) business days after your submission of documentation, please contact us for a status update.

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

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

Accommodations & Services

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

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

ADA/504 Grievances

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

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

Student Rights & Responsibilities

Rights

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

Responsibilities

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

Privacy and Release of Information

College for America

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

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

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

Programs

Communications with concentration in Business (BA)

Goal Requirements

Transfer Requirements
60 Total Credits

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

Goals
60 Total Credits

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

Grand Total Credits: **120**

Communications with concentration in Healthcare (BA)

Goal Requirements

Transfer Requirements
60 Total Credits

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

Goals
60 Total Credits

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

Grand Total Credits: **120**

General Studies with a concentration in Business (AA)

Goal Requirements

Goals
51 Total Credits

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

Concentration Goals
9 Total Credits

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

Grand Total Credits: **60**

Healthcare Management (AA)

Goal Requirements

Goals

60 Total Credits

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

Grand Total Credits: **60**

Healthcare Management Fundamentals (Certificate)

Goal Requirements

Goals

30 Total Credits

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

Grand Total Credits: **30**

Healthcare Management with concentration in Communications (BA)

Goal Requirements

Transfer Requirements

60 Total Credits

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

Goals

60 Total Credits

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

Grand Total Credits: **120**

Healthcare Management with concentration in Global Perspective (BA)

Goal Requirements

Transfer Requirements

60 Total Credits

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

Goals

60 Total Credits

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

Grand Total Credits: **120**

Management with concentration in Insurance Services (BA)

Goal Requirements

Transfer Requirements

60 Total Credits

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

Goals

60 Total Credits

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

Grand Total Credits: **120**

Management with concentration in Logistics and Operations (BA)

Goal Requirements

Transfer Requirements

60 Total Credits

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

Goals

60 Total Credits

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

Grand Total Credits: **120**

Management with concentration in Public Administration (BA)

Goal Requirements

Transfer Requirements
60 Total Credits

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

Goals
60 Total Credits

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

Grand Total Credits: **120**

Goals

Accounting

ACC293 - Account for Business

Goal Description

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

Credit

3

ACC386 - Investigate Managerial Accounting

Goal Description

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

Credit

3

Advertising

ADV386 - Advertise a Product or Service

Goal Description

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

Credit

3

Anthropology

ATH111 - Confront Culture

Goal Description

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

Credit

3

Biology

BIO210 - Discover the Human Body

Goal Description

This Goal focuses on explaining key principles that impact the structure, function and regulation of human body systems and using mathematical concepts to solve problems in the healthcare workplace.

Credit

3

Business

BUS386 - Work within the Law

Goal Description

This Goal focuses on the legal frameworks within which businesses operate in the United States, as well as the main legal issues affecting U.S. businesses, such as torts, product liability, criminal law and contracts.

Credit

3

College for America

CFA220 - Create a Positive Patient Experience

Goal Description

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

Credit

3

CFA221 - Communicate with Cultural Competence

Goal Description

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

Credit

3

CFA320 - Research Communications

Goal Description

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

Credit

3

CFA321 - Use Math to Solve Problems

Goal Description

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

Credit

3

CFA322 - Research Healthcare

Goal Description

Students use a variety of sources, including scholarly materials and personal interviews, to obtain information on healthcare topics, and use these research findings to write articles or other pieces.

Credit

3

CFA323 - Contribute to Society

Goal Description

This Goal focuses on both the content knowledge and active participation needed for meaningful community and civic engagement, both globally and in the United States.

Credit

3

CFA324 - Improve Organizational Effectiveness

Goal Description

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

Credit

3

CFA325 - Research Management

Goal Description

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

Credit

3

CFA405 - Address Aging and End of Life

Goal Description

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

Credit

3

CFA406 - Support Global Health

Goal Description

Students learn how globalization affects the prevalence of disease and consider the impact of cultural, economic and social factors on the burden of disease in regions around the world.

Credit

3

CFA420 - Construct and Deconstruct Media

Goal Description

This Goal focuses on media literacy, which has been defined by the National Association for Media Literacy Education as the ability to “comprehend the messages we receive and effectively utilize these tools to design and distribute our own messages.”

Credit

3

CFA421 - Negotiate Difference

Goal Description

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

Credit

3

CFA499 - Capstone Goal

Goal Description

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

Credit

3

Communication

COM126 - Chart the Evolution of Media

Goal Description

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

Credit

3

COM128 - Decode Media

Goal Description

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

Credit

3

COM274 - Control the Message

Goal Description

In this Goal, students apply the principles and key concepts of public relations to address the challenging task of shaping an organization's public image.

Credit

3

COM297 - Go Behind the News

Goal Description

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

Credit

3

COM310 - Leverage Social Media

Goal Description

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

Credit

3

COM329 - Create Multimedia

Goal Description

In this Goal, students engage in the various stages necessary to design and develop a basic multimedia product, including creating a storyboard and writing a script.

Credit

3

COM341 - Convey Technical Information

Goal Description

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

Credit

3

COM430 - Represent an Organization

Goal Description

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

Credit

3

Customer Experience

CUS115 - Connect with Customers

Goal Description

This course focuses on basic elements of communication with customers, including the communication process, customer communication styles, and providing clear, accurate and appropriate information to customers. Other topics include interacting with diverse customers and creating a personal action plan.

Credit

3

CUS212 - Analyze Customer Needs

Goal Description

This course focuses on providing students with the skills necessary to effectively assist customers. Students analyze customer problems, explore a variety of customer service metrics, and push customers through the consumer buying decision-making process. Other topics include selling, de-escalation techniques and stress management.

Credit

3

CUS236 - Represent the Brand

Goal Description

This course focuses on methods used to support an organization's brand and mission through customer service. Students create "on-brand" communications, apply follow-up techniques to nurture relationships with customers, and explore the keys to professionalism in customer interactions. Other topics include ethical and legal issues in customer service.

Credit

3

Economics

ECO201 - Apply Economic Theories

Goal Description

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

Credit

3

ECO202 - Analyze Data

Goal Description

This Goal focuses on applying important terms and concepts in macroeconomics to analyze financial news and using basic concepts in statistics and probability to solve graphical and numerical problems.

Credit

3

English

ENG124 - Access Information

Goal Description

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

Credit

3

ENG220 - Own Your Career

Goal Description

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

Credit

3

Environmental Studies

ENV101 - Consider the Environment

Goal Description

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

Credit

3

Finance

FIN250 - Develop a Budget

Goal Description

This Goal focuses on the application of basic mathematical concepts and tools to different practical situations, including creating charts and graphs and making mathematically informed financial decisions.

Credit

3

FIN426 - Insure Against Risk

Goal Description

In this Goal, students examine various types of insurance, determine how to measure and manage insurance risk, and explore the function of regulation in the insurance industry.

Credit

3

Fine Arts

FAS201 - Experience Art

Goal Description

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

Credit

3

Geography

GEO297 - Map the World

Goal Description

Students demonstrate familiarity with basic geographic tools and concepts, and examine ways in which geography helps illuminate environmental, political and social issues in the world today.

Credit

3

Health Information Management

HIM387 - Utilize Healthcare Data

Goal Description

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

Credit

3

Healthcare Management

HCM205 - Speak Healthcare Fluently

Goal Description

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

Credit

3

HCM340 - Navigate the US Healthcare System

Goal Description

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

Credit

3

HCM345 - Handle Managed Care and Reimbursement

Goal Description

This Goal explores the impact of public policy and the business environment on healthcare organizations. Students explore ways in which managed care, Medicare, and Medicaid affect eligibility for and access to healthcare.

Credit

3

Human Services

HSE210 - Demonstrate Ethical Behavior and Regulatory Compliance

Goal Description

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

Credit

3

Integrated Health Profession

IHP420 - Provide Healthcare Legally and Ethically

Goal Description

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

Credit

3

IHP430 - Ensure Healthcare Quality

Goal Description

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

Credit

3

Interdisciplinary Studies

IDS400 - Demonstrate Cultural Competence

Goal Description

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

Credit

3

International Business

INT440 - Conduct Business Globally

Goal Description

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

Credit

3

Literature

LIT201 - Explore Writing

Goal Description

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

Credit

3

Marketing

MKT113 - Build Teamwork Through Marketing

Goal Description

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

Credit

3

MKT293 - Market a Product or Service

Goal Description

In this Goal, students focus on the key phases of the marketing process: pre-marketing analysis and research, creation of a marketing plan, and development of a marketing brief.

Credit

3

MKT300 - Sell Like a Professional

Goal Description

This Goal focuses on the role of sales within an organization and on maximizing positive outcomes for both the customer and organization in the sales process.

Credit

3

Organizational Leadership

OL102 - Leverage Business Tools

Goal Description

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

Credit

3

OL125 - Interact Effectively in the Workplace

Goal Description

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

Credit

3

OL215 - Solve Problems in the Workplace

Goal Description

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

Credit

3

OL320 - Innovate Like an Entrepreneur

Goal Description

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

Credit

3

OL328 - Lead a Team

Goal Description

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

Credit

3

OL342 - Manage a Healthcare Organization

Goal Description

This Goal focuses on the practical application of management functions, theories and models in the healthcare setting, with special attention to effective decision-making and communication.

Credit

3

OL342 - Manage a Business Organization

Goal Description

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

Credit

3

OL443 - Employ Human Resources

Goal Description

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

Credit

3

OL443 - Employ Healthcare Human Resources

Goal Description

This Goal focuses on the practical application of human resource management functions, theories and models in the healthcare setting, with special attention given to effective decision-making and communication.

Credit

3

Philosophy

PHL210 - Examine Ethical Perspectives

Goal Description

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

Credit

3

PHL212 - Investigate Business Ethics

Goal Description

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

Credit

3

Political Science

POL309 - Explore State and Local Government

Goal Description

This Goal focuses on exploring the structure and function of state and local governments and on key social, economic and political factors that impact policy making.

Credit

3

Psychology

PSY108 - Evaluate Popular Psychology

Goal Description

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

Credit

3

PSY224 - Experiment with Psychology

Goal Description

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

Credit

3

Public Administration

PAD330 - Navigate Public Administration

Goal Description

This Goal focuses on the history, purposes and components of public administration in the United States and explores public policy implementation challenges and funding issues.

Credit

3

PAD331 - Administer Policy Ethically

Goal Description

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

Credit

3

Public Health

PHE321 - Promote Health and Wellness

Goal Description

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

Credit

3

Quantitative Studies & Operations Management

QS0300 - Orchestrate Business Operations

Goal Description

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

Credit

3

QS0310 - Serve Customers Effectively

Goal Description

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

Credit

3

QS0322 - Oversee Logistics

Goal Description

In this Goal, students explore the field of logistics management, use quantitative and qualitative data to analyze logistics scenarios and evaluate the efficiency of physical distribution systems.

Credit

3

QS0340 - Manage a Project

Goal Description

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

Credit

3

Science

SCI386 - Foster Community Health

Goal Description

In this Goal, students explore pressing issues that affect world and community health, with attention to the three major dimensions of health: physical, emotional and social.

Credit

3

Southern New Hampshire University

SNHU107 - Plan for Success

Goal Description

This Goal focuses on skills that are vital for effective learning, including reflecting on past learning experiences, giving and receiving feedback, and using the web to find authoritative information.

Credit

3

