

Financial Aid Points for Advisors
Professional Development
February 17, 2017

Program Applicability Update:

Financial aid regulations require that aid be paid only for classes in a student's major. While this has been in effect for a while, a new emphasis and focus is being placed on Program Applicability by the federal government. New software (Regent 8) has been purchased by the System and will be used to help track Program Applicability, among other uses, in the future. When advising students, please be aware of this issue and make them aware up-front that they may not be getting aid for courses not in their major.

Review of *Satisfactory Academic Progress (SAP)* Standards:

Federal regulations also require students to make satisfactory academic progress toward their credential. There are three standards; if students fail one standard, they will lose their financial aid eligibility. They may appeal this loss of eligibility (a SAP appeal).

- **GPA** must be 2.0 or higher
- Students must **successfully complete 67%** or more of hours attempted
- Students must complete within the **Maximum Time Frame (150% of hours required for program completion)**. For an associate degree, this usually means 90 hours; for a diploma, this usually means 73 hours.

The first semester or term a student fails the GPA or successful completion standards, they are on SAP Warning. If they fail a second consecutive semester, their aid eligibility is suspended.

Information about the SAP Appeal Process:

By the Numbers:

- **257** new SAP appeals for spring 2017 as of February 13, 2017.
- **175** Approved. All appeal approvals have their degree audits checked to make sure students are enrolled in only those classes required for degree completion.
- **66** Denied.
- **16** Needed Information. These result in students with no enrollment (must be enrolled to have SAP reviewed) or currently enrolled in classes that do not meet the requirements of student's intended major.

At the end of each term, all students with approved SAP appeals are checked to make sure they met the guidelines of the appeal approval. Each student (continued or SAP=FAIL) is sent an email on their status for the next semester.

Process:

1. Students are informed by KCTCS via email and assigned checklist items in their student self-service page of having financial aid eligibility suspended due to not meeting the federal government's Standards of Academic Progress (SAP).
2. Students are informed that if extenuating circumstances have prevented them from meeting SAP, an appeal can be filed online on their student self-service page.
3. Students file appeals online (no paper appeals are accepted).
4. New reports are generally ran on Monday of each week to identify students filing SAP appeals.
5. The list of students having submitted SAP appeals for review are checked for enrollment.
6. The students enrolled are sent to the appeals committee for review. The reviews are conducted online and votes cast in PeopleSoft.
7. Once votes are cast, we inform students of the decision (Approve, Denied or Need Information) by email. All efforts are made to complete files and inform student by the end of the work week.
In the event of semester start-up, the Monday through Friday model is not possible. All efforts are made to identify, review and complete SAP files within 2 weeks (including notifying students of the committee's decision).
8. At the end of each term, following Academic Action, each student approved on a SAP appeal are reviewed to see if they complied with the terms of the appeal. If satisfactory, their SAP status is updated and they are sent an email stating their aid eligibility has been **continued**.
Those students failing to comply with the terms of the appeal are noted as **SAP=FAIL** and notified of no longer being eligible to receive aid. The email does state the possible steps that can be taken to work their way back into aid eligibility.

Expanded Explanation:

The SAP process cannot run at the end of each semester until grades are posted and academic action reports are completed. After that occurs, an automatic SAP process runs for *enrolled* students. If a student is not enrolled in classes for the upcoming term, the SAP process cannot run. For this term, the SAP process ran on December 29, 2016. After the initial run, the SAP processes run throughout the semester as students enroll in classes. Students can file a SAP appeal at any time during the semester.

After the SAP process runs, students are notified by email from KCTCS if they are on SAP Suspended status (see example below). Students also receive a checklist item in their student self-service account (example also below).

The files for students on a previously approved SAP appeal (a plan of action) are reviewed in-house before the SAP process runs. Each student record is manually reviewed and students are notified by email of the result. In December, this was accomplished before the Christmas break.

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If it is not done before the Christmas break, Financial Aid Office personnel work on it during the Christmas break so that students are notified before they return.

Student who receive the KCTCS email then submit a SAP appeal through their student self-service account directly into Peoplesoft®. These appeals are date and time-stamped. Chuck Anderson consolidates the appeals into a list, by date submitted, and the list of pending appeals is sent to the SAP Appeals Committee. At the beginning of the semester, the SAP Appeals Committee may receive two or more rounds of appeals in a week. After the semester starts, the SAP Appeals Committee continues to review submitted appeals weekly.

The SAP Appeals Committee members review each student's record individually and record their response in Peoplesoft. Committee members also can recommend certain conditions, such as take only six credit hours, etc.

After the members have reviewed all the records, they notify Chuck, who then goes into each individual record and sees what votes have been cast. After the decision is finalized, the student's financial aid record is updated and Chuck notifies each student of the decision by email.

If a student's appeal is denied, they are administratively withdrawn from classes, based upon a cancellation for non-payment status. If they want to be reinstated, they can contact Teresa or Lisa, who will help them and make sure they understand that they have to make payment arrangements.

If a SAP appeal is denied, student can "work their way back" into eligibility. This is explained to them in the email they receive from Chuck.

Sample emails for SAP Approved, SAP Denied, and SAP Suspended for a previously approved appeal and SAP Approved for a previously approved appeal are attached.

Sample KCTCS Email to Student informing them of SAP Suspended Status

DateTime Stamp 01/05/2017 2:41PM

Message Subject SAP SUSP Letter

KCTCS End of Term SAP Notification: SUSPENDED

Dear Student, (Name redacted; Personalized to each student)

At the end of the 2016 fall term, your **Financial Aid Satisfactory Academic Progress (SAP) status changed to SUSPENDED.** You are no longer eligible for a Pell Grant, Direct Loan, Work-Study and some state aid. You are responsible for any charges incurred (tuition, fees, books, etc.) as a result of this SAP status change.

You have failed to meet and maintain the required standards to remain eligible for financial aid. Your current SAP status is based on the following standards as calculated at the end of the 2016 fall term. All standards are cumulative and include all periods of enrollment whether or not financial aid was received.

Cumulative Grade Point Average (GPA)

Your cumulative grade point average is 1.871

You must maintain a cumulative 2.0 or higher grade point average to meet this SAP standard.

Cumulative Completion Rate (Attempted Credit Hours/Earned Credit Hours)

Your cumulative completion rate is 63.31%. You have attempted 139 credit hours and earned 88 credit hours.

All students must successfully complete at least 67% of the cumulative credit hours attempted to meet this SAP standard. Attempted credit hours include all credit hours attempted at a KCTCS school as well as any transfer hours.

Earned hours are credits that are considered in good standing.

Maximum Time Frame (MTF 150%)

You have attempted 139 credits.

You must complete your credential within the maximum time frame of 150% of the required number of credits for your declared program of study. In addition, you must meet "pace progression" which requires you to be on track to receive your declared credential before reaching maximum time frame. The chart below estimates the maximum number of credits before reaching maximum time frame. **There is no Warning period for MTF.**

Credential	Number of Attempted Hours Allowed
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Certificate	46
Diploma	73
Degree	90

SAP Appeal Request

Students who are placed on Suspension but have extenuating circumstances and wish to have their eligibility reviewed by a campus appeals committee may be allowed to submit a SAP Appeal. **If an appeal is submitted, there is no guarantee of approval!** If aid is reinstated, the student is placed on "**PROBATION**" or "**PLAN OF ACTION**" and remains eligible for aid as long as the student meets the terms and conditions set forth in the reinstatement, including progression toward graduation according to the Academic Plan of Action, or until SAP is attained. Appeals should be submitted online through the sap appeal request link available in the student self-service located at <https://students.kctcs.edu/>. At this time, you can submit an appeal. The appeal should be submitted for the next term in which you are or plan to be enrolled.

For more information about submitting a SAP Appeal, visit your college's financial aid web page, call 855/646-4282 or visit <http://hazard.kctcs.edusupportcenter.com>.

Please note: Your financial aid satisfactory academic standing is separate from your overall academic standing at your KCTCS College.

Student Checklist Item

To Do List

To Do Item Detail

Name Redacted

Suspended Status-16

Aid Year:	2016
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Academic Institution:	KCTCS
Administrative Function:	Financial Aid
Due Date:	09/16/2015

Suspended Status-16

At the end of your most recent term of enrollment, your Financial Aid Satisfactory Academic Progress (SAP) status changed to SUSPENDED. You are no longer eligible for financial aid. Please review the SAP information available on your college financial aid website and complete your SAP appeal online at <https://students.kctcs.edu>.

SAP Approved Email

The appeal you submitted for not meeting the federal government's Standards of Academic Progress (SAP) has been reviewed. Based on the information you submitted, your previous academic work and a comprehensive review by the appeals committee, your appeal has been **approved** for the spring 2017 semester.

The following comment(s) were made by the committee concerning your appeal:

●

For the spring 2017 semester, your financial aid eligibility is granted under a probationary status. The terms of this probation is as follows:

1. You are expected to **pass all of your spring 2017 courses** with a grade of "C" or higher. You should avoid receiving grades of "E", "F", "I", "W", "MP", "AU", or any other non-passing grade.
2. You are expected to achieve a spring 2017 term GPA of 2.0 or higher.
3. You are expected to take only those classes stated on your appeal that meet the program of study you indicated on your appeal.
4. You are expected to stay on track to graduate in the HCTC program of study you stated on the appeal and by the date of graduation you stated on the appeal.
5. Any changes in your academic plan, such as taking classes not required for your major or changing your is to be reported to the HCTC Financial Aid Office to be forwarded to the SAP Appeals Committee for approval.
6. Failure to comply with the above stated standards could result in the termination of your financial aid eligibility at HCTC.

At the end of the spring 2017 semester, your file will be evaluated. If you do not meet the guidelines stated above, your financial aid eligibility will be **SUSPENDED** for any future enrollment.

Based on this approval, the HCTC Financial Aid Office will work to complete your financial aid file for the spring 2017 semester and package your financial aid awards. Check your student account online for the loading of your awards. Should you have any questions in regards to your financial aid file, please call our 24-hour Customer Service Center at 855-646-4282 (855-6GO-HCTC).

SAP Denied Email

The appeal you have submitted for not meeting the federal government's Standards of Academic Progress (SAP) has been processed. Based on the evaluation of your appeal form, attached documentation, and academic records, your appeal has been **denied**. The reason(s) for this decision was based on the following:

- At this time, you are **NOT** eligible to receive financial aid at Hazard Community and Technical College. Per federal government guidelines, **if denied due to poor academic performance or SAP=FAIL**, you can attempt to work your way back into financial aid eligibility. Working your way back into possible financial aid eligibility will require the following:

1. You will enroll in at least two classes (minimum 6 credit hours). The classes must be applicable towards your major and be 100-level or higher.
2. You will pay for the course(s) with means other than financial aid.
3. You must pass the classes with a grade of "C" or higher. No dropped, incomplete or failing grades.
4. If you choose to enroll in additional classes or credit hours, you must pass all classes with a grade of "C" or higher. No dropped, incomplete or failing grades.
5. Upon successful completion of the above items, you can submit a new SAP appeal for future consideration of financial aid eligibility.

As previously stated, you are not eligible to receive financial aid at HCTC. If you are currently enrolled in spring 2017 classes, your enrollment will be cancelled with no charges for tuition and fees. Should you need any additional information in regards to your financial aid file, please call our 24-hour Customer Service Center at **855-646-4282 (855-6GO-HCTC)**.

SAP Suspended Email – Failed to Comply with Previously Approved Appeal

During the fall 2016 semester, you received financial aid based on a successful SAP appeal. After review of your final fall 2016 grades, your financial aid eligibility will be **SUSPENDED** for the spring 2017 semester and beyond.

The following comment(s) were made by the committee concerning your appeal:

- **You received financial aid for the fall 2016 semester based on a successful SAP appeal and did not comply with the terms of appeal approval.**
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At this time, you are **NOT** eligible to receive financial aid at Hazard Community and Technical College. Per federal government guidelines, you can attempt to work your way back into financial aid eligibility. Working your way back into possible financial aid eligibility will require the following:

6. You will enroll in at least two classes (minimum 6 credit hours). The classes must be applicable towards your major and be 100-level or higher.
7. You will pay for the course(s) with means other than financial aid.
8. You must pass the classes with a grade of “C” or higher. No dropped, incomplete or failing grades.
9. If you choose to enroll in additional classes or credit hours, you must pass all classes with a grade of “C” or higher. No dropped, incomplete or failing grades.
10. Upon successful completion of the above items, you can submit a new SAP appeal for future consideration of financial aid eligibility.
11. Please note, if you near completion of your degree program, you may not qualify for any aid at HCTC as you should have finished your academic program.

As previously stated, you are **not** eligible to receive financial aid at HCTC. If you are enrolled in Spring 2017 classes at this time, those classes will be removed. If you would like to be placed back in classes for the Spring 2017 semester you can email Teresa Breeding (Teresa.Breeding@kctcs.edu) or Lisa Callihan (LCallihan0005@kctcs.edu) for assistance with enrollment. You must be prepared to prove a payment arrangement before you can be placed back in classes. Should you need any additional information in regards to your financial aid file, please call our 24-hour Customer Service Center at **855-646-4282 (855-6GO-HCTC)**.

SAP Approved Email – Complied with Previously Approved Appeal

During the fall 2016 semester, you received financial aid based on a successful SAP appeal. After review of your final fall 2016 grades, your aid will be **approved** for next semester of enrollment (spring 2017).

The following comment(s) were made by the committee concerning your appeal:

- **Continue appeal approval for the spring 2017 semester.**
- **You will complete the _____ program at the end of the _____ semester.**
- **Must**

For the your next semester of enrollment, your financial aid eligibility is granted under a probationary status. The terms of this probation is as follows:

7. You are expected to pass all of your spring 2017 courses with a grade of “C” or higher. You should avoid receiving grades of “E”, “F”, “I”, “W”, “MP”, “AU”, or any other non-passing grade.
8. You are expected to achieve a spring 2017 term GPA of 2.0 or higher.
9. You are expected to take only those classes stated on your appeal that meet the program of study you indicated on your appeal.
10. You are expected to stay on track to graduate in the HCTC program of study you stated on the appeal and by the date of graduation you stated on the appeal.
11. Any changes in your academic plan, such as taking classes not required for your major or changing your is to be reported to the HCTC Financial Aid Office to be forwarded to the SAP Appeals Committee for approval.
12. Failure to comply with the above stated standards could result in the termination of your financial aid eligibility at HCTC.

At the end of your next semester of enrollment (spring 2017), your file will be evaluated. If you do not meet the guidelines stated above, your financial aid eligibility will be **SUSPENDED** for any future enrollment.

Based on this approval, the HCTC Financial Aid Office will work to complete your financial aid file for your next semester of enrollment. Check your student account online for any updates to your financial aid awards. Should you have any questions in regards to your financial aid file, please call our 24-hour Customer Service Center at 855-646-4282 (855-6GO-HCTC).

Thank you,
HCTC Financial Aid Office