

Financial Aid Student Academic Progress (SAP) Q&A

Date of calculation

Q1. What is the census day for the number of attempted credits (1st day, fifth day, tenth day)?

A1. F.A. used the first day of the quarter for Fall 2011; the 10th day of the quarter will be used for winter and spring 2012 to allow for schedule changes with the waitlist – award adjustments *can* be made up to the 10th day **but** this is an exception not the rule (please discourage students from dropping between the 6th-10th day when possible)

Appeal opportunities

Q2. Where does the appeal process happen in the process, only during suspension based on extenuating circumstances? (#4 on SAP limitations handout)?

A2. The appeal process may happen 1 time and occurs after a student is placed on suspension (or in anticipation of a student who will be placed on suspension) for

- not completing at least half or the credits the student was funded
- not meeting Pace of Progression (67%), or
- not maintaining a 2.0 GPA

*If a student fails 15 credits fall quarter, but passes 15 credits winter quarter, his cumulative pace is only 50% - if the student cannot afford to pay for his tuition until his cumulative Pace of Progression increases back to the 67%, the student can appeal, **and upon approval**, complete an Academic Plan with his advisor. If the student deviates at all from the Academic Plan, the student moves to suspension.

NOTES:

- A student can drop down to $\frac{3}{4}$ time, etc. as part of the plan
- A student can appeal before the quarter has ended if he/she knows that he/she is in danger of being suspended (2 consecutive quarters on warning)

Q3. What is the difference between suspended and no longer eligible (based on the chart/definitions in the handouts)?

A3. Students are **no longer eligible** for aid if they fall into repayment failure or default on a student loan

NOTE: Students will fall into **loan repayment status** if they are not enrolled for two consecutive quarters; for example, spring and summer or summer and fall.

Calculating Pace of Progression

- Q4. Do “W” and “Z” or audit credits count in total of credits attempted?**
- A4.** Audits never count toward # of credits attempted; W and Z grades count.
- Q5. Do transfer and previous credits count toward 67%, since percentages differ from institution to institution (ex: if CBC uses 70% to calculate and a student transfers to WWCC, is the student held to the 70% in the cumulative total?)**
- A5.** Transfer credits are transferred in at 100% of pace; to count as a transfer course, the course would have to have been completed with a passing grade from the other institution; the students’ Pace of Progression at previous institutions will not be included in the cumulative WWCC total.
- Q6. How does the Pace of Progression 67% affect CTE program block classes?**
- A6.** Pace of Progression counts for CTE program block classes, even those with variable credits. If a student can be successful by dropping partial credits of a variable credit class, the advisor should try to help the student calculate the number of credits to withdraw with consideration for **both** Pace of Progression and the # of credits originally funded by financial aid. **TBD – Currently CTE instructors can change the number of a student’s lab hours in IBC when they enter grades. Any adjustment to a student’s credits at grading time will negatively impact a student’s # of credits completed for POP if the number of credits at the end of the quarter differ than those at the time of the award. Student Services and Instruction will work together to resolve this credit completion discrepancy possibility.**
- Q7. Do up to 45 credits of developmental classes count in the cumulative 67% Pace of Progression?**
- A7.** TBD/TBA- Financial Aid is working with IT to see if it is possible to separate the pre-college/developmental data
- Q8. Will a student be placed on suspension for not meeting 1 or more qualitative or quantitative measures of SAP within one quarter?**
- A8.** A student will not be given two warnings within the same quarter for failure to meet financial aid requirements in more than one qualitative and quantitative measure.
- Q9. How does WWCC’s Grade Exclusion policy affect the cumulative 67% Pace of Progression?**
- A9.** TBD/TBA – Financial Aid is working with IT to see if it is possible to ensure that the grades excluded are not used in calculating the total Pace of Progression, even though the grades do not appear on the student’s transcript.

Q10. Do ABE, HSC, and other non-reading, non-English, and non-math courses (OT 024, PHOT 024, HO 027) count toward the 45 credits of developmental coursework?

A10. Only if the student received financial aid for an HSC course and paid full tuition for the course rather than the reduced High School Completion rate. These cases are extremely rare.

Timeline of enforcing new SAP mandate

Q11. Students who have previously been on probation or suspension...will they get a fresh start in Fall 2011, or are their prior quarters figured into their cumulative 67% - are students from last year grandfathered in?

A11. Students will not get a fresh start.

Q12. How do we help message to students when we don't have the tools or knowledge available in a timely manner?

A12. New Web Registration Form with F.A. reminders; discourage students from enrolling in more than they can successfully complete

Advising

Q13. How should an advisor advise a student who needs 1-2 credits his/her last quarter to receive a partial or full financial aid award but has exhausted all of his/her PE credits (for example)?

A13. Send students to Financial Aid to complete a statement requesting a 1 credit course approval.

Q14. To whom should an advisor send a student if he/she cannot answer a question in regard to financial aid?

A14. Please send the student or accompany the student to the financial aid counter. If the frontline staff cannot answer the question, they will make schedule an appointment for the student to meet with a financial aid specialist. Please remember that the Financial Aid Office cannot offer advising advice or make advising suggestions.