

## 2010-2011 CCSNH Student Financial Aid Handbook

Welcome to the Financial Aid Handbook. The Financial Aid Office staff of the Community College System of New Hampshire recognizes that education is an investment that will last a lifetime. We are committed to working with you to secure all eligible funding so that you can achieve your educational goals.

[Mission Statement](#)

[Institutional Financial Aid Directors](#)

[Glossary](#)

[Accreditation](#)

[What Is Financial Aid?](#)

[Who Is Eligible for Financial Aid?](#)

[How to Apply](#)

[When to Apply](#)

[Determining Your Eligibility](#)

[Cost of Attendance](#)

[Expected Family Contribution](#)

[Awarding Aid](#)

[Grade Level](#)

[Special Circumstances](#)

[Consortium Agreements](#)

[Return of Title IV Funds](#)

[Verification](#)

[Satisfactory Academic Progress Policy](#)

[Is Financial Aid Taxable?](#)

[Financial Aid Websites](#)

## **Mission Statement**

**The Community College System of New Hampshire is committed to assisting students and families in planning for and meeting expenses by providing financial resources to students who would otherwise be unable to pursue their educational and professional goals. To the extent that funding is available, the institutions within the Community College System of New Hampshire are committed to ensuring that all eligible students who are making satisfactory academic progress be afforded the opportunity for a post-secondary education.**

**Our employees focus on students and our office environments are distinguished by providing efficient and effective service. In all areas of our fund distribution, we shall be fair, honest and efficient. We focus on establishing aid eligibility, awarding scholarships, grants, loans, and employment to eligible students, and providing financial aid counseling to students and families for the resolution of problems associated with financing an education. We serve as the primary advocate for students and families, assisting them in securing necessary financial resources.**

## Institutional Financial Aid Directors

### *Alphabetically by Institution's Name:*

#### **Liz Hamlin**

Great Bay Community College  
320 Corporate Drive  
Portsmouth, NH 03801  
(603) 427-7610  
FAX (603) 334-6308  
[www.greatbay.edu/](http://www.greatbay.edu/)  
School code: 002583

#### **Kristen Purrington**

Lakes Region Community College  
379 Belmont Rd.  
Laconia, NH 03246  
(603) 524-3207 Ext. 752  
800-357-2992  
FAX (603) 524-8084  
[www.lrcc.edu/](http://www.lrcc.edu/)  
School code: 007555

#### **Stephanie Weldon**

Manchester Community College  
1066 Front Street  
Manchester, NH 03102  
(603) 668-6706 Ext. 352  
800-924-3445  
FAX (603) 668-3061  
[www.manchestercommunitycollege.edu/](http://www.manchestercommunitycollege.edu/)  
School code: 002582

#### **Lizbeth Gonzalez**

Nashua Community College  
505 Amherst Street  
Nashua, NH 03063  
(603) 882-6923 Ext. 1579  
FAX (603) 882-8690  
[www.nashuacc.edu/](http://www.nashuacc.edu/)  
School code: 009236

**Sheri Gonthier**

NHTI – Concord’s Community College  
31 College Drive  
Concord, NH 03301  
(603) 271-7135  
800-247-0179  
FAX (603)223-0785  
[www.nhti.edu/](http://www.nhti.edu/)  
School code: 002581

**Julia Dower**

River Valley Community College  
1 College Drive  
Claremont, NH 03743  
(603) 542-7744 Ext. 310  
800-837-0658 NH & VT  
FAX (603) 543-1844  
[www.rivervalley.edu/](http://www.rivervalley.edu/)  
School code: 007560

**Jackie Catello**

White Mountains Community College  
2020 Riverside Drive  
Berlin, NH 03570  
(603) 752-1113 Ext.3041  
800-445-4525  
FAX (603) 752-6335  
[www.wmcc.edu/](http://www.wmcc.edu/)  
School code: 005291

**Susan Proulx**

System Director of Financial Aid Compliance  
Community College System of New Hampshire  
26 College Drive  
Concord, NH 03301  
(603) 219-0031  
FAX (603) 219-0141  
[www.ccsnh.edu/](http://www.ccsnh.edu/)

## Glossary

<b>ACG</b>	Academic Competitiveness Grant – repayment is not required
<b>CGPA</b>	Cumulative GPA
<b>COA</b>	Cost of Attendance
<b>DL</b>	Direct Student Loan – repayment is required
<b>EFC</b>	Expected Family Contribution
<b>FAFSA</b>	Free Application for Federal Student Aid
<b>FAO</b>	Financial Aid Office or Officer
<b>FDLP</b>	Federal Direct Loan Program – repayment is required
<b>FSA</b>	Federal Student Aid
<b>FWS</b>	Federal Work Study Program
<b>GPA</b>	Grade Point Average
<b>PELL</b>	A federal program where funds are awarded to students with the highest amount of financial need – repayment is not required
<b>PLUS</b>	Federal Parent Loan for Undergraduate Students – repayment is required
<b>SAP</b>	Satisfactory Academic Progress
<b>SAR</b>	Student Aid Report
<b>SEOG</b>	Federal Supplemental Educational Opportunity Grant – repayment is not required

## Accreditation

The seven institutions within the Community College System of New Hampshire (CCSNH) are accredited by, and are members of, the New England Association of Schools and Colleges (NEASC). All institutions are approved for Veterans' benefits. All health programs within the system are fully accredited by appropriate organizations and several institutions have individual program accreditations.

## What Is Financial Aid?

Financial aid provides funds for direct and indirect college expenses. Direct expenses are generally those expenses charged directly to your student account, such as tuition, fees, and room and board if you live on campus. Indirect expenses are those that you pay out of pocket such as books and transportation to and from college. These funds come in three forms: grants/scholarships which do not have to be repaid; loans which require repayment; and part-time federal work-study jobs for which the student earns an hourly wage. Students who are awarded financial aid may receive any or all of these forms of aid.

## Who Is Eligible for Financial Aid?

To receive federal, state, or institutional funds administered by a CCSNH Financial Aid Office, you must:

- Be admitted to a degree-granting or eligible certificate program at the institution you are attending
- Be a U.S. citizen or an eligible non-citizen
- Be enrolled in a minimum of six credits as an undergraduate (except for Pell Grant consideration, which is a minimum of three credits and ACG which must be full time enrollment)
- Be meeting the Satisfactory Academic Policy requirements as defined by the Financial Aid Office
- Be registered with Selective Service (male students only)
- Not be in default on a student loan
- Not owe a refund on any federal (Title IV) aid due to a previous college withdrawal
- Not have aid eligibility suspended or terminated due to a drug-related conviction that occurred while receiving Title IV assistance
- Not be receiving federal or state financial aid from another institution for the same enrollment period

Students with prior baccalaureates are not eligible to receive Pell, SEOG or ACG grants.

An eligible certificate program must be 16 credit hours or more. Financial aid must be prorated for programs that are less than 30 weeks in any academic year.

A student must be enrolled at least half-time to qualify for Direct Student Loans (DL). In a regular length semester, half-time is the equivalent of six credits. Audited courses, Transfer Credits, Credit by Exam and Experiential Learning Credits do not count towards eligibility.

Special financial aid coordination is required when a student is enrolled at more than one Community College. Courses that start mid semester must be registered for prior to the beginning of each semester to ensure complete financial aid eligibility.

## How to Apply

To apply for financial aid at the one of the Community College System of New Hampshire institutions, students must complete the Free Application for Federal Student Aid (FAFSA) at [www.fafsa.ed.gov](http://www.fafsa.ed.gov). Additionally, various financial aid forms and scholarship information are available on your specific college web site. Students must complete the appropriate financial aid forms as requested and reapply each year they remain in college.

### Application Checklist

- Apply for admission to CCSNH as an eligible certificate or degree seeking student. Each institution in the System has a separate admissions process. The best way to begin is to contact the Admissions Office at the college you want to attend. Go to this website to obtain the contact information for each Admissions Office: <http://ccsnh.edu/admissionoffice.html>
- File the FAFSA at [www.fafsa.ed.gov](http://www.fafsa.ed.gov)
- Review your Student Aid Report (SAR)
- Complete the FAFSA verification process if selected.
- Register for classes.
- Review your Financial Aid Award Letter.
- Complete your Student Loan Entrance Interview (if applicable).
- Sign your Student Loan Master Promissory Note (if applicable).

## When to Apply

Students should apply for financial aid as soon as possible after January 1 of the year they will begin college. Applications will be accepted all year long, but since some aid is limited and awarded on a first-come, first-serve basis, those students who apply by May 1 will receive priority. Before aid is disbursed, the Financial Aid Office must be in receipt of the following:

1. Appropriate signed tax returns and W2's (if requested)
2. Financial aid verification form (if requested)
3. Any other documents required for verification
4. Signed letter indicating acceptance of aid
5. Evidence of acceptance and enrollment at the college

## Determining Your Eligibility

The following equation is used in determining your financial aid eligibility:

$$\begin{aligned} & \text{Cost of Attendance (COA)} \\ & - \text{Expected Family Contribution (EFC)} \\ & = \text{Financial Need} \end{aligned}$$

The Cost of Attendance (COA) is an estimate of the cost for you to attend college at a CCSNH institution, including tuition and fees, room and board, books and supplies, personal/miscellaneous expenses, and transportation.

### Enrollment Status:

Student enrollment at CCSNH institutions is defined according to the number of credits for which the student is enrolled, as follows:

- Full-time: 12 or more credits in a semester
- ¾ time: 9 - 11 credits in a semester
- ½ time: 6 - 8 credits in a semester
- Less than ½ time: Less than 6 credits in a semester

## Cost of Attendance (COA)

The following is a sample COA constructed for a 9 month academic year with full time attendance (24 credit hours for the year) of campus. Although this is a sample COA, and as such will not be the final COA used to award student aid, students can use these figures as a guide for planning the academic year. For more information regarding the COA at your college contact your Financial Aid Office.

Tuition (24 credit hours)	\$4,392
Room and Board	\$12,321
Fees	\$456
Books and Supplies	\$1,200
Transportation	\$4,875
Personal Expenses	\$1,800
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<b>Total Sample Cost of Attendance</b>	<b>\$25,044</b>

## Expected Family Contribution (EFC)

Your Expected Family Contribution (EFC) reflects your (and your family's, if you are considered a dependent student) ability to contribute to the Cost of Attendance. The calculations used to determine the EFC are based on the federally mandated formula known as federal methodology. The Department of Education applies the formula to the information you have provided on the FAFSA application and computes a figure for your Expected Family Contribution.

Your financial aid award is based on both your demonstrated financial need as well as the availability of funds. Campus-based funds are limited so you should apply early in the processing cycle. As such, if you file your FAFSA by the priority filing date of May 1<sup>st</sup>, your file is given highest consideration for all funds available.

## Awarding Aid

Most financial aid programs require that you have financial need to be eligible to participate. However, there are a few programs that do not. All students are evaluated for grants and loans, and student employment if you indicate interest in that particular program on your FAFSA.

Students will be considered for Federal Pell Grant funding prior to any other assistance.

Other Types of Aid available are:

### State Grants

### Federal Campus-Based Programs:

- Federal Supplemental Educational Opportunity Grant
- Academic Competitiveness Grant
- Federal Work Study
- Federal Perkins Loan

### Direct Loans

- Direct Subsidized Stafford Loan
- Direct Unsubsidized Stafford Loan
- Direct PLUS Loan

### Direct Loan limits for 2010-2011 (subject to federal regulatory changes):

#### **Dependent Student:**

Freshman \$5500 (\$3500 Max Subsidized) (01 grade level) (0 to 31 credits earned)  
Sophomore \$6500 (\$4500 Max Subsidized) (02 grade level) (32+ credits earned)

#### **Independent Student:**

Freshman \$9500 (\$3500 Max Subsidized) (01 grade level) (0 to 31 credits earned)  
Sophomore \$10,500 (\$4500 Max Subsidized) (02 grade level) (32+ credits earned)

The student may accept or reject as much of the package as he/she wants.

## Grade Level

Grade level is determined by the number of credits successfully completed and rolled over into the next grade level by the Registrar's office.

Freshman	01 grade level	0 to 31 credits earned
Sophomore	02 grade level	32+ credits earned

### **Special Circumstances**

Each financial aid award is calculated individually based on financial need according to the FAFSA results. However, for some students and their families, the funding offered is not sufficient to allow them to attend college. If you/your family have special circumstances that you believe should be taken into consideration—for example an income source is no longer being received or a significant change in income is expected for 2010/11 — you should contact the Financial Aid Office to discuss the situation. Staff will discuss what additional documentation is required and explain the special review process and timeline.

### **Consortium Agreements**

A Consortium Agreement allows a student who is accepted into an eligible program and who is receiving financial aid at one CCSNH College (Home) to use his/her financial aid to pay for courses at another CCSNH College (Host). The agreement is a formal contract between the Home and Host Colleges. The college in which the student is enrolled is considered the Home College. A student who wishes to take a course at a college other than the Home College is required to complete a Consortium Agreement with the Home College. Courses taken at the Host College must be approved for transfer to the student's program. Various financial aid forms and scholarship information are available on your specific college web site; see Page 3-4 of this handbook for the respective web site addresses.

Please contact the Financial Aid Office at your Home College for more information.

### **Return of Title IV Funds**

Financial Aid recipients who withdraw from school or stop attending classes may be required to repay all or part of the financial aid they received. Recipients may also be required to pay back, to the college, all or a portion of tuition charges. Students who attend more than 60 percent of the semester are considered to have earned 100 percent of the federal or state aid received. Contact the Financial Aid Office for more information on Return of Title IV funds.

## **Verification**

Any student may be subject to verification. Students whose applications for financial aid have been flagged by the federal processing system will be required to complete verification. Students will be advised as to which types of documentation must be submitted in order to meet verification requirements. This documentation may include some or all of the following:

- 2010-11 Verification Worksheet
- Signed 2009 federal income tax return for the applicant
- Signed 2009 federal income tax return of the applicant's parents if the student is considered dependent for financial aid purposes
- All appropriate 2009 W2s if requested
- A signed statement that the applicant and/or the applicant's parents did not file a federal tax return in 2009 along with a breakdown of sources and amounts of untaxed income for 2009 (if applicable)

Applicants should be aware that, until all required documentation has been received and accepted by the Financial Aid Office, no Title IV money will be disbursed. This documentation must be submitted within fourteen days of request or by the end of the academic year, whichever comes first.

If documentation verifies the information submitted on the original application, financial aid will be disbursed as soon as admission, registration and class attendance can be confirmed. If the documentation indicates the need for corrections, the student will be notified. Corrections will be made electronically to the applicant's Student Aid Report by the Financial Aid Office.

## **Satisfactory Academic Progress Policy**

The Financial Aid Office is required by federal regulations to periodically review financial aid recipients to ensure that they are making academic progress towards the completion of their program of study. Satisfactory academic progress for financial aid recipients is measured by both qualitative and quantitative standards and is an assessment of a student's cumulative academic record while in attendance at the institution.

Qualitative Standard		
	Cumulative GPA Component	Must have earned the <u>minimum published CGPA</u> at the published intervals.
Quantitative Standard		
	Completion Rate Component	Must complete more than <u>2/3 of the credits attempted</u> .
	Maximum Timeframe Component	May receive financial aid for up to <u>150%</u> of the number of credits required for successful program completion.

In general, coursework that is taken while in attendance at the CCSNH institution and that applies to your academic program is considered when reviewing your academic record for satisfactory academic progress. However, there are some exceptions. Please refer to the table below for a breakdown of how each type of course or credit is treated in the review.

	Cumulative GPA Component	Completion Rate Component	Maximum Timeframe Component
<u>Regular courses in your program of study</u>	Y	Y	Y
<u>Repeat Courses</u>	Y	Y	Y
<u>Transfer Credits</u>	N	Y	Y
<u>Consortium Credits</u>	N	Y	Y
<u>Developmental/Remedial/ESL</u>	Y	Y	Y
<u>Incompletes</u>	Y	Y	Y
<u>Audit Courses</u>	N	N	N
<u>Credit by Examination</u>	N	N	Y

**Qualitative Standard**

**Cumulative GPA (CGPA) Component**

A student must maintain a minimum cumulative grade point average as noted below to be considered as making satisfactory academic progress.

<b><u>Total Credits Earned Toward Program</u></b>	<b><u>Minimum Cumulative Grade Point Average Required For the Program</u></b>
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<b><u>Credits</u></b>	<b><u>Certificate/ Diploma</u></b>	<b><u>Associate</u></b>
0 – 13	1.50	1.50
14 – 27	2.00	1.70
28 – 40		1.80
41+		2.00

**Quantitative Standard**

**Completion Rate Component**

A student must successfully complete more than two-thirds (66.66%) of the total credits he/she attempts throughout his/her academic career at the college. All attempted credits resulting in either an academic grade or administrative transcript notation will be included in the quantitative calculation.

For example, a student who has enrolled in 36 credits throughout their academic career at the college must pass more than 24 credits in order to be making satisfactory academic progress.

**Maximum Timeframe Component**

A student may receive student federal aid for any attempted credits towards his or her program of study as long as those credits do not exceed 150% of the published length of the student’s program of study.

For example, a student enrolled in an eligible 24 credit certificate program can receive financial aid for up to 36 credits attempted. Likewise, a student enrolled in a program of study that requires 64 credits to earn the degree can receive student federal aid for a maximum of 96 credits attempted.

If a student changes curriculum programs or graduates and requests a second degree, a degree audit will be completed and evaluated to determine what portion of the requirements for that curriculum has been satisfied. Students who seek a dual degree may appeal for an extension of the maximum time frame provision of this policy. Appeals will be evaluated on an individual, case-by-case basis.

**Academic Periods Included in the Review**

The qualitative and quantitative standards of the Satisfactory Academic Progress policy will be used to review the academic progress for all periods of the student’s enrollment. Even periods in which the student did not receive FSA funds will be included in the review. Additionally, periods for which the student was granted academic amnesty will be included in the review.

**Satisfactory Academic Progress Review Process (SAP):**

Question	Answer
When is my academic progress <u>Reviewed</u> ?	At the end of each semester
Are there Probationary Periods?	Yes, Probation & Final Probation
Is there an Appeal Process?	Yes
Can you regain Financial Aid eligibility once you lose it?	Yes

The qualitative and quantitative components of the SAP policy will be reviewed at the end of each semester within the regular academic year of the student’s program of study.

Students who meet SAP standards will be coded as making satisfactory academic progress and will retain eligibility for Student Federal Aid for the following semester.

Students who do not meet SAP standards will be placed on SAP probation for one semester. Students placed on SAP probation will retain their eligibility for Student Federal Aid for that upcoming semester.

**STUDENTS PLACED ON SAP PROBATION**

At the end of the probationary period, SAP standards will be reviewed. If the student meets SAP standards, he/she will once again be coded as making satisfactory academic progress and will retain eligibility for Student Federal Aid for the next semester.

If the student is still unable to meet SAP standards, he/she may be placed on SAP final probation **unless otherwise determined by the FAO**. Students placed on SAP final probation will retain their eligibility for Student Federal Aid for the upcoming semester.

## **STUDENTS PLACED ON SAP FINAL PROBATION**

At the end of the final probationary period, SAP standards will be reviewed again. If the student meets SAP standards, he/she will once again be coded as making satisfactory academic progress and will retain eligibility for Student Federal Aid for the following semester.

If the student is still unable to meet the standards for SAP, he/she will no longer be eligible to receive FSA at the institution until such time that he/she is able to meet the standards of SAP.

## **REPEAT COURSES**

Financial Aid will cover a repeated course only when it is repeated to replace an unacceptable grade as determined by a specific course and/or major. Only the most recent grade for a course that has been repeated will count towards a student's CGPA. Therefore, grades from prior attempts will be excluded from the student's cumulative GPA. However, all attempts including the most current will be included in the calculation for the completion rate and maximum timeframe components.

## **TRANSFER CREDITS**

Credits that are transferred in from another institution and apply to the most current major will be excluded from the student's cumulative GPA. However, they will be included in the calculation for the maximum timeframe and completion rate components.

## **CONSORTIUM CREDITS**

All courses taken at an institution other than your home institution through an official consortium are included in the calculation for completion rate and maximum timeframe components, but are excluded from the student's cumulative GPA component.

## **DEVELOPMENTAL / REMEDIAL / ESL COURSES**

Credits from these courses will be included in the calculations for all three components of the satisfactory academic progress review. A student is eligible for up to 24 credit hours of federal financial aid in this category.

## **INCOMPLETES**

All incompletes must be resolved by the end of the third week of the semester following the receipt of the incomplete grade. If not, the grade is either automatically changed to an "F" or is considered to be an "F" for all components

of the satisfactory academic progress review. Financial Aid can be withheld until Incompletes are resolved.

### **AUDIT COURSES**

Financial Aid does not cover any courses a student audits. Further, audit courses are not included for any of the calculated components.

### **CREDIT BY EXAMINATION**

Financial Aid does not cover courses for which a student earns credit through examination. Credit by Examination courses count toward the maximum time frame component, but are excluded from the student's cumulative GPA component and completion rate components.

### **APPEAL PROCESS**

A student who becomes ineligible for federal student aid as a result of not meeting satisfactory academic standards may appeal for a review of that determination. A student who believes he/she has extenuating circumstances that affected his or her ability to progress satisfactorily should appeal in writing within 30 days of the date of the letter indicating a loss of financial aid eligibility. The letter should be addressed to the Financial Aid Appeals Committee and be submitted to the Financial Aid Office. A successful appeal may preserve the student's eligibility for federal student aid in the following semester.

### **CHANGE OF PROGRAM**

A student who changes his/her academic program may request an appeal in that determination if s/he has changed programs while enrolled at his/her current college. If this appeal is taken up then only those courses applicable to the new program will be evaluated for the Completion Rate and CGPA components. However, all courses attempted will be evaluated for the Maximum Timeframe component. If under these circumstances the student is making satisfactory academic progress, the student will regain eligibility for student aid. If under these circumstances the student is not making satisfactory academic progress, the student will not regain eligibility for student aid at this time.

For further information about the Financial Aid Satisfactory Academic Progress policy, please contact the Financial Aid Office.

### **Is Financial Aid Taxable?**

Scholarships and grants (but not loans) which exceed the cost of tuition, fees, required books and equipment are considered taxable income under the Tax Reform Act of 1986. It is the responsibility of the student to properly report this income to the Internal Revenue Service.

<http://www.irs.gov/publications/p970/index.html>

## **Financial Aid Web Sites**

### **Access On-line Selective Service Information**

[www.sss.gov](http://www.sss.gov)

### **“Ask the Advisor”**

[www.collegenet.com](http://www.collegenet.com)

### **College Search, Scholarships Search, Sample Test**

[www.gocollege.com](http://www.gocollege.com)

### **Community College System of New Hampshire**

[www.ccsnh.edu](http://www.ccsnh.edu)

### **Financial Aid at CCSNH**

[www.ccsnh.edu/links.html](http://www.ccsnh.edu/links.html)

### **Free Scholarship Search Service**

[www.fastweb.com](http://www.fastweb.com)

[www.collegenet.com](http://www.collegenet.com)

### **General Financial Aid Information**

[www.finaid.org](http://www.finaid.org)

### **General US Department of Education Financial Aid Information**

[www.ed.gov](http://www.ed.gov)

### **Information on Scholarship Scams**

[www.finaid.org/finaid/scams.html](http://www.finaid.org/finaid/scams.html)

### **International Student Awards and Scholarships**

[www.nasfaa.org](http://www.nasfaa.org)

### **IRS Online Forms and Publications**

[www.irs.gov](http://www.irs.gov)

### **New Hampshire Charitable Foundation**

[www.nhcf.org](http://www.nhcf.org)

### **Free Application for Federal Student Aid Site**

[www.fafsa.ed.gov](http://www.fafsa.ed.gov)

### **Planning and Paying for College**

[www.salliemae.com](http://www.salliemae.com)

**Planning & Preparing for College**  
[www.CollegeIsPossible.org](http://www.CollegeIsPossible.org)

All financial aid applications will be considered without regard to race, color, religion, national origin, gender, sexual orientation, age, marital status, or the presence of any physical, sensory or mental disability.

Information in this publication is subject to change without notice and does not constitute an agreement between CCSNH Colleges and the student.