2018-2019 Satisfactory Academic Progress Policy

Satisfactory Academic Progress (SAP) is the term used to define successful completion of coursework to maintain eligibility for financial aid. California State University, East Bay is required by federal, state and institutional policy to determine whether a student is meeting SAP requirements. SAP evaluation for students, occur at the conclusion of each semester and/or at the time of awarding.

The student's entire academic career history must be considered when determining SAP status regardless of whether or not the student has received financial aid during each period of enrollment.

Requirements of the SAP Policy
The following components are measure to determine whether the student is meeting SAP Standards: Qualitative, Quantitative, and Maximum Time Frame.

Qualitative (Grade Point Average)
The qualitative component is measuring the quality of the student’s SAP by conducting a review of the student’s cumulative Grade Point Average (CGPA). To meet the qualitative requirement, the student must:

A. Maintain a minimum cumulative GPA of 2.0 or higher / Graduate students must maintain a 3.0 GPA or higher.

B. Undergraduate students that fail to earn a 2.0 cumulative GPA by their second year (4th Term) will be suspended from financial aid.

C. Accepted transfer credit will have no effect on the student’s GPA Calculation.

Specific federal, state, and institutional scholarships and grants may require a higher GPA for continued eligibility. This is a separate and distinct factor in renewing or continuing eligibility for these specific financial aid funds. The GPA for specific scholarships and grants supersedes the GPA requirements referenced above. Information about the terms and conditions of specific student aid programs that have GPA requirements are provided to the student at the time the award is offered.

The following grades and their values are used in computing the semester and cumulative GPA for SAP purposes:

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Quantitative Measure (Calculating Pace or Completion Ratio)

The quantitative component is measuring the pace at which the student must progress through his or her program of study to ensure completion within the maximum timeframe permitted and provides for the measurement of the student’s progress at the time of the evaluation.

Pace or completion ratio is calculated by determining the cumulative number of credit hours the student has successfully completed divided by the number of cumulative credit hours the student has attempted. Credits accepted from other schools that are applied towards the student’s Cal State East Bay degree are counted in the calculation as both attempted and completed hours.

To meet the quantitative requirement, the student’s completion ratio must be 67% or higher.

For financial aid purposes, the following definitions and conditions apply:

- Completed credits include courses in which the student received grade of: A, A-, B+, B, B-, C+, C, C-, CR, D+, D, D-, F, I, RD, RP, or P. All other grades, including: NC, WU, and W grades are not considered as earned credit hours.

- Audited courses count as attempted but not earned hours. Therefore, auditing classes will negatively affect a student’s ability to satisfy the hours earned standard.

- Transfer credit will be included within the student’s completion ratio calculation.

- Courses that receive grade forgiveness are still counted against the student’s maximum time frame.

Maximum Timeframe Measure

A student who completes the number of credits requirements for a program but does not yet have the degree or certificate is considered to not be making Satisfactory Academic Progress.

If the student has not completed their program within the maximum time frame, they will be suspended from financial aid and required to petition for additional financial aid eligibility.

To meet the maximum timeframe requirement, the following rules apply:

A. **Undergraduate students:** Not to exceed 180 attempted semester credit hours
   a. Academic programs that require more than 120 credits may be eligible for additional credits beyond the 180 cap.

B. **Credential / Graduate Students:** Program Specific (Total credits required for the academic program x 150% = Maximum Number of Attempted Credits Allowed)

C. **Transfer credits will be counted within the Maximum Timeframe calculation (maximum of 70 credits).**

Additional SAP Information

Effects of Remedial Courses

Remedial or developmental courses do not count toward the student’s degree requirements; however, they are counted as attempted and earned hours and are used to determine a student’s academic grade level or classification. Thus, developmental courses are calculated in the quantitative and maximum time frame measures.
(Financial aid may be awarded to cover up to 45 remedial course credits. Remedial course credits in excess of 45 cannot be calculated as enrolled hours for financial aid purposes. This rule is not related to SAP but is a general financial aid eligibility requirement).

**Effects of Pre-Requisite and Repeated Courses**
Pre-requisites (or preparatory courses) do not count toward the student’s degree requirements; however, they are counted as attempted and earned hours and are used to determine a student’s academic grade level or classification. Pre-requisite courses are classified as undergraduate, thus, for SAP purposes credit hours earned and attempted and grades are evaluated in accordance with the Financial Aid SAP Policy for Undergraduate Students.

If the student repeats a course, those credits and grades are used when measuring the qualitative standard. When a student repeats a course, the total attempted hours will increase with each repeat, but the student may only earn hours for a successfully completed course once. Therefore, repeating courses negatively affects the student’s ability to satisfy Quantitative and Maximum Timeframe measures.

**Effects of W, WU, NC Grades**
If the student withdraws (officially or unofficially) from a course after the drop/add period for any given term (e.g., student receives a grade of W for the course), the course credits are included in the count of attempted credit hours. Students who stop attending a course without officially withdrawing are considered to be unofficially withdrawn and may be awarded a “NC” grade.

Thus, withdrawn courses are calculated in the Quantitative and Maximum Timeframe measures.

**Effect of Change in Major**
If a student changes majors, the credits the student earns at CSUEB and accepted transfer credits under all majors will be included in the calculation of qualitative, quantitative and maximum time frame measures.

**Additional Degrees**
If a student successfully completes a degree and enrolls in a subsequent degree program at the university, the student’s SAP eligibility will be considered to have SAP "reset." The student’s SAP will be measured against the new academic program of study, which includes the determination of maximum time frame.

**Financial aid suspension/disqualification**
The first violation of not meeting SAP standards will result in the student receiving a warning. The second violation results in loss of federal, state, and institutional financial aid eligibility. In the event a student was unable to meet SAP standards due to extenuating circumstances they may petition to have their aid reinstated.

**Warning and Suspension Notifications**
Students will be sent an email to their Horizon email to alert them of their Satisfactory Academic Progress status after grades are posted at the end of a term and/or at the time of awarding.

Students who are awaiting a grade change or an update to their academic record should submit a request to have their SAP status re-evaluated after their academic record has been updated.

**Regaining eligibility for Financial Aid**
The following may be considered for regaining eligibility for financial aid:

- Petitioning for financial aid reinstatement
- Self-paying a semester to demonstrate student can meet SAP standards
- Repeating failed courses
Completing incomplete grades

Cumulative GPA can only be improved by course work at CSUEB. Hours-earned deficiencies may be remedied by attendance at CSUEB or another institution. However, if enrolling elsewhere, the student must complete the appropriate transfer credit evaluation request forms and have the course work pre-approved by the academic school/department prior to enrolling at the other institution. Once deficiencies have been remedied, the student must notify the Office of Financial Aid and request reinstatement of eligibility. This request should be made after all grades and credit hours are officially recorded by the appropriate academic offices.

Neither paying for one’s classes nor sitting out for one or more terms affects a student’s academic progress standing, so neither is sufficient to reestablish aid eligibility.

SAP Definitions

Meets SAP (Good Standing)
The Student meets the minimum GPA, Pace, and maximum time frame standard and, if otherwise eligible, can receive financial aid.

Warning
The student fails to meet the minimum standard for GPA, Pace, or both GPA and Pace the students will be placed on a warning status. The student can receive financial aid for one additional semester, but will be suspended if he/she does not improve his/her academic performance and meet the minimum standards by the end of the next evaluation period.

Financial Aid Probation
Financial Aid Probation status is assigned to a student who fails to make SAP and who has successfully appealed and has had eligibility for financial aid reinstated. A student who is placed on financial aid probation may receive financial aid for one subsequent payment period.

Academic Plan
An Academic Plan is a written agreement between the student, their Academic Advisor, and the Financial Aid Office that may extend the student’s probationary period beyond one semester and specifies specific requirements (i.e., minimum course completion ratio and GPA) that the student must maintain while on probation in order to maintain financial aid eligibility.

A. Academic progress will continue to be measured at the end of each semester while a student is on an Academic Plan.

B. A student that fails to meet the requirements of the Academic Plan will be placed on Financial Aid Suspension.

C. The student will need to appeal if they would like to request a revision to their Academic Plan.

The Academic Plan includes:

- Specified courses the student will enroll within the probation period
- Minimum grade that must be earned in each course
- Expected graduation date
- Advisor’s signature

Financial Aid Suspension
Financial Aid Suspension is a status assigned to a student who fails to make SAP, fails to regain eligibility by meeting the minimum SAP standards after a successful appeal and a probationary period or does not fulfill the requirements set
forth in his or her Academic Rehab Plan when placed on Financial Aid Probation. A student who is placed on Financial Aid Suspension may only receive financial aid if the student re-establishes eligibility by meeting the standards set forth in this policy.

Per the Department of Education, neither paying for one’s classes nor sitting out for a term affects a student’s academic progress status, so neither is sufficient to re-establish aid eligibility.

Academic Dismissal/Disqualification
In the event a student is academically disqualified or dismissed from Cal State East Bay, they will be advanced to a suspended financial aid status. Students that appeal to be reinstated into the institution may utilize their academic appeal to appeal for financial aid reinstatement. Reinstatement into the university does not guarantee the student’s financial aid will be reinstated.

Appeal
An appeal is a process by which a student who is not meeting SAP standards, petitions the school for reconsideration of his eligibility for federal student aid funds. An appeal must explain why the student failed to make satisfactory academic progress and what has changed in the student’s situation that will allow the student to make satisfactory progress by the next evaluation.

A. In the event a student is dismissed for the university, the Financial Aid Office will not review the student’s SAP appeal unless the student has been reinstated within university.

B. Appeals that do not provide documentation of the cited extenuating circumstance will be denied.

C. Unresolved extenuating circumstances from a prior appeal will not be sufficient for appealing for financial aid to be reinstated.
   a. When student’s appeal to have their aid reinstated, they are to explain how their extenuating circumstance previously prevented them from being academically successful and they attest to how that circumstance will no longer impede their ability to be successful. Therefore, the OFA is unable to accept on-going extenuating circumstances as justification to reinstate financial aid eligibility.

Appeal Process & Procedure
A student who fails one or more of the three measures (qualitative, quantitative and maximum time frame) after being placed on one semester of financial aid “Warning” will be placed on Financial Aid Suspension. The student is not eligible for federal, state, and institutional financial aid, which include grants, scholarships, work-study and loans. However, students failing SAP standards who have had extenuating circumstances may request reinstatement of their financial aid eligibility by completing the SAP Appeal form and submitting it to the Financial Aid Office - SAP Appeals Committee.

The appeal must include the following:
- A detailed explanation with supporting documentation of why the student failed to meet SAP standards
- A detailed explanation of what has changed that will now allow the student to meet SAP in future semesters

Important Information about Appeal Processes
Financial aid funds are limited and aid programs have statutory annual limits per student. In many cases, even if an appeal meets the criteria above, it may not result in any additional aid.

A. Review and decisions regarding appeals are final, they cannot be appealed to the U.S. Department of Education.

B. At the conclusion of the subsequent payment period of an approved appeal, if the student meets the standards of SAP/Academic Plan, the Financial Aid Probation status will be removed. If the student meets the
requirements of the Academic Rehab Plan, the student will be assigned Financial Aid Probation for the subsequent payment period.

If the student fails to meet SAP standards or the requirements set forth in the SAP Academic Plan, the student will be deemed ineligible for financial aid. Once deficiencies have been remedied, the student may notify the Financial Aid Office and request reinstatement of eligibility. This request should be made after all grades and credit hours are officially recorded on the student’s transcript.

**SAP Appeal Deadlines**

Deadlines are published on the Cal State East Bay website and are updated annually.

The SAP appeal deadlines align with the financial aid census (financial aid freeze) date for each semester. Submission of a SAP appeal after the published deadlines may not be reviewed, students are encouraged to plan accordingly.

**SAP Appeals Committee and Decision**

Students will be sent official notification of the appeals committee decision via email. The decision of the SAP Appeals Committee is final.

If the extenuating circumstance, documentation and/or the Academic Plan are acceptable to the Appeals Committee, the appeal will be approved. The student will be placed on Financial Aid Probation or an Academic Plan, then aid will be reinstated.