



2019-2020 Veterans Guide

I. Satisfactory Academic Progress Standards

The Department of Veterans Affairs requires that educational assistance benefits to Veterans and other eligible persons be discontinued when the student ceases to make satisfactory progress toward completion of his or her training objective. Benefits can be resumed if the student re-enrolls in the same educational institution and in the same program. In other cases, benefits cannot be resumed unless VA finds that the cause of the unsatisfactory attendance, conduct or progress has been removed and the program of education or training be pursued by the student is suitable to his or her aptitudes, interests, and abilities. See 34 CFR§668.34

Qualitative Measure (GPA)

The qualitative measure for Undergrad requires a minimum cumulative GPA of 2.0. The qualitative measure for Graduate and Post-Baccalaureate level requires a minimum cumulative GPA of 3.0.

Incompletes, Withdrawals, Repetitions (Course Repeats) and Transfer Credits

- **Incomplete Grades** - In extenuating circumstances an Incomplete ("IC") grade may be assigned at the instructor's discretion, and in accordance with the eligibility requirements set forth below. Students may request an "IC" grade for more time to complete required coursework, which s/he was prevented from completing in a timely way due to nonacademic reasons. Students will be asked for documentation to justify the request, though it is important to remember that such documentation does not automatically validate the request. Other circumstances may be taken into consideration, such as the pattern of performance and participation in the course, and any additional factors that the instructor deems relevant. To be eligible for an "IC" grade, students must be passing the course at the time of the request and must have completed at least 75 percent of the major coursework as specified in the syllabus. All "IC" grades require an Incomplete Grade Contract specifying the remaining coursework required for completion and timeline for removal of the "IC" grade. This contract must receive approval of the instructor and the Dean, or assigned designee, of the department or program. If the coursework is not completed within the prescribed timeframe, the "IC" will automatically change to an "F".
- **Withdrawals** - A withdrawal is a change in registration after the official add/drop deadline. A Withdrawal (W) will be noted on the transcript indicating that an individual did not complete the course. To determine the last day to withdraw from a regularly scheduled six-week or twelve-week course see the Academic Calendar published on the College website.
- **Repeated Coursework** - Students are eligible to use federal financial aid to pay to retake a previously passed course for which they earned credit only one time in an attempt to better their grade. Students are eligible to use federal financial aid to retake a failed course repeatedly (please note that eligibility based on Satisfactory Academic Progress standards still apply). Courses that are repeated will count as hours attempted and completed if the student receives a passing grade; however, only the last grade earned is calculated in the GPA.
- **Transfer Coursework** - Transfer credits that are applicable to the student's degree program are counted as credits attempted and completed.
- **Grade Corrections** - The Registrar's Office is responsible for making corrections to grades reported in error. Please contact the Registrar by emailing gsc.grades@granite.edu. The processing of the grade will be researched, and the grade will be corrected, if indeed there was a reporting error. Students who want to appeal the grade reported should refer to the section on "Grade Appeals." Grade Corrections must be processed within six months after the grade has been issued. No grade changes will be made after graduation and certification for the degree has been processed.

Quantitative Standard

The quantitative measure requires a completion rate of at least 67% for all attempted credits. Credit hours attempted include completed credits, incompletes, withdrawals, repeated for failed classes, as well as transfer credits. Also included are all credits attempted at Granite State College as an undergraduate student, regardless of change of major.

- **Maximum Timeframe (in credits)**

The timeframe for degree completion is limited by federal regulations to 150% of the published credit length of the program. Associate Degree programs have a published length of 60 credits. The maximum timeframe for completion of an Associate Degree is 90 credits. Bachelor's Degree programs are 120 credits in length. The maximum timeframe for completion of a Bachelor's Degree is 180 credits.

- **Quantitative Measure (Pace)**

The quantitative measure requires a completion rate of at least 67% for all attempted credits. Credit hours attempted include completed credits, incompletes, withdrawals, repeated for failed classes, as well as transfer credits. Also included are all credits attempted at Granite State College as an undergraduate student, regardless of change of major.

- **Standards for Earning Credits**

- ▷ Undergraduate Student: Grade of "C" or better for all General Education and all Major requirement classes and earn an overall 2.0 cumulative GPA
- ▷ Graduate Student: Grade of "C" or better for all classes and earn an overall 3.0 cumulative GPA.
- ▷ Post-Baccalaureate Student: Grade of "C" or better for all classes and earn an overall 3.0 cumulative GPA.
- ▷ Transfer credits from regionally-accredited institutions of higher education are accepted based on equivalency of course content and outcomes. Transfer courses must be completed with a C or better. The Undergraduate Admissions Office, in consultation with Academic Affairs, is responsible for determining the acceptance of transfer credit.
- ▷ The College also recognizes competency demonstrated through CLEP, DSST, Excelsior College Examinations, and certain other postsecondary exams approved by the American Council on Education. Students seeking credit for examinations must request that official transcripts be sent directly to the Undergraduate Admissions Office for evaluation as transfer credit. Learning acquired through workplace training and/or other life experiences is acknowledged and may satisfy degree requirements as approved through the PLA process detailed in the "Prior Learning Assessment (PLA)" section.

II. Attendance and Participation

Participation in class is essential to success whether the course is conducted in a traditional classroom setting, in a blended format, or as an online class. The instructor will make the participation requirements clear to students. Attendance requirements may vary. It is the student's responsibility to ascertain what each instructor requires. If a student will be absent, it is his or her responsibility to inform the instructor and to abide by the terms of attendance, as explained in the course syllabus. Unexplained absence from classes or failure to meet an assignment deadline may seriously affect the student's academic standing and may result in a final grade of 'F' or unofficial withdrawal (AF).

Students receiving aid through the Department of Defense's (DoD) Federal Tuition Assistance program are subject to the same return policies designated by the U.S. Department of Education's Title IV Federal Student Aid prorated schedule of returning unearned aid if the student officially or unofficially withdraws from a course(s). The calculation will be based on the student's last date of attendance in the course(s). The unearned aid will be returned to the DOD. Students are responsible for any balances that results from the calculation. The only exception is when the student stops attending due to military obligation.

III. Academic Discipline Policy

Undergraduate Academic Standing Levels

▷ **Academic Notification**

A student who has completed at least eight credits at Granite State College and has a cumulative GPA below 2.0 is placed on academic notification.

▷ **Academic Warning**

If a student who is on academic notification still has a cumulative GPA of less than 2.00 after eight additional credits at Granite State College (i.e., after earning a total of at least 16 graded credits at Granite State College), the student is placed on academic warning. A registration restriction is placed on the student's account and an academic success plan developed with their advisor is required to register for the next term.

▷ **Academic Probation**

If a student who is on academic warning still has a cumulative GPA of less than 2.00 after earning an additional eight credits at Granite State College (i.e., after earning a total of at least 24 graded credits at Granite State College), the student is placed on academic probation. Again, a registration restriction is placed on the student's account and completion of an academic success plan with the respective advisor is required to register for the next term.

▷ **Academic Dismissal**

If a student who is on academic probation still has a cumulative GPA of less than 2.00 after earning an additional eight credits at Granite State College (i.e., after earning a total of at least 32 graded credits at Granite State College), the student is academically dismissed from the college. In most cases it is advisable for the student to repeat a course when a failing grade is earned. More information on repeating a course can be found in the "Repeating a Course" section of the catalog.

Graduate Academic Standing Levels

▷ **Academic Warning**

A student who has completed at least six credits at Granite State College and has a cumulative GPA below 3.0, is placed on academic warning. A registration restriction will be placed on the student's account and an academic success plan developed with their advisor is required to register for the next term.

▷ **Academic Probation**

If a student who is on academic warning still has a cumulative GPA of less than 3.00 after earning an additional six credits at Granite State College (i.e., after earning a total of at least 12 graded credits at Granite State College), the student is placed on academic probation. Again, a registration restriction is placed on the student's account and completion of an academic success plan with the respective advisor is required to register for the next term.

▷ **Academic Dismissal**

If a student who is on academic probation still has a cumulative GPA of less than 3.00 after earning an additional six credits at Granite State College (i.e., after earning a total of at least 18 graded credits at Granite State College), the student is academically dismissed from the college.

IV. Grievance Policy and Procedures

A grievance is defined by Granite State College as a formal complaint made by a student arising from an issue that falls outside established dispute resolution procedures outlined in the College catalogs and/or handbooks (e.g. academic and conduct matters). Generally, a grievance concerns instances where a student feels that a College policy has been applied unfairly, incorrectly, or unreasonably.

If no established dispute resolution procedure is available, the student must make a reasonable effort to resolve the matter before initiating a grievance. If the dispute remains unresolved, the student may initiate a grievance hearing by submitting a written request to the Director of Student Affairs (email is acceptable). A grievance hearing committee consisting of personnel with no previous involvement in the matter will be formed and chaired by the director or designee, who will serve as a non-voting member. Should the grievance concern the director, the committee will be chaired by another member of the Student Conduct Team. The decision of the committee will be by majority vote and is final. The decision will be communicated to the student by the Director of Student Affairs, or by the chair of the committee if the grievance involves the director.

The U.S. Department of Education's Program Integrity Rule obligates institutions providing online education to share contact information of the state agency that handles complaints against those institutions within that state.

Granite State College is ready to provide guidance should a student wish to file a grievance during study in one of its online programs. If the issue is unresolved after communicating directly with an instructor, a student may:

- Contact Granite State College at GSC.online@granite.edu
- Contact the New Hampshire Department of Education, Division of Higher Education, (<https://www.education.nh.gov/highered/compliance-allegation.htm>), or
- If you live outside New Hampshire, you may contact the appropriate agency in your state at <https://www.granite.edu/wp-content/uploads/academics/sara-agency-by-state.pdf>.

V. Other Information

Veteran Benefits and Transition Act of 2018, Section 3679 of Title 38, U.S. Code

If you are a beneficiary of Vocational Rehabilitation and Employment (VR&E) or the GI Bill® and provide the following by the payment due date of a course, you may attend the course(s) without penalty while the VA processes payment to Granite State College:

- a. You provide:
 - i. If using the Post 9/11 GI Bill®: either a certificate of eligibility, a statement of education benefits from the eBenefits website, OR an application confirmation number after completing VA Form 22-1990 Application for VA Education Benefits
 - ii. If using Vocational Rehabilitation and Employment: a valid VA Form 28-1905

AND

- b. You submit a written request to use that entitlement using Granite State College's Military Benefits Request Form, AND
- c. You use Granite State College's Previous Records Training Acknowledgement Form to provide additional information necessary for proper certification of your enrollment, AND
- d. If there is any difference between your financial obligation and the amount of the VA education benefit disbursement amount, you pay the difference.

Required paperwork received after payment due date but prior to first day of the course may be allowed as an exception on a case by case basis.

Helpful Links:

- ▷ You may receive Vocational Rehabilitation and Employment (VR&E) services to help with job training, employment accommodations, resume development, and job seeking skills coaching.
<https://www.benefits.va.gov/vocrehab/index.asp>
- ▷ About VA/DoD eBenefits. Welcome to eBenefits! This site is the result of a collaboration between the Department of Veterans Affairs (VA) and the Department of Defense (DoD). We serve Veterans, Service members, Wounded Warriors, their family members, and their authorized caregivers.
<https://www.ebenefits.va.gov/ebenefits/homepage>
- ▷ Veterans Crisis Line: Are you a Veteran in crisis or concerned about one? Connect with the Veterans Crisis Line to reach caring, qualified responders with the Department of Veterans Affairs. Many of them are Veterans themselves.
<https://www.veteranscrisisline.net/>
- ▷ As a Veteran, you may be eligible for educational benefits through numerous GI Bill® programs. Once you've decided to use your GI Bill® benefits it's important to choose the proper school and type of training. VA's decision-making tools will help you get the most from your benefits.
<https://www.benefits.va.gov/gibill/>
- ▷ At Military OneSource, we have one mission — to connect you to your best MilLife. How can we help you achieve your goals today?
<https://www.militaryonesource.mil/>
- ▷ Every Active, Guard and Reserve Soldier is capable of earning a college degree. On this page learn more about your options and the steps for getting started. When you are ready, select "Get Started" to create your GoArmyEd account.
<https://www.goarmyed.com/>
- ▷ The Air Force currently pays 100 percent of tuition, up to \$250 per credit hour (\$4,500 annually), in off-duty courses with accredited schools who have signed the Department of Defense Memorandum of Understanding in pursuit of approved degree programs.
<https://www.my.af.mil/gcss-af/USAF/ep/home.do>
- ▷ This website will help you make the most of education opportunities available to Sailors serving in the Navy.
<http://www.navycollege.navy.mil/>
- ▷ WebTA is the Navy's tuition assistance system and is accessed through the My Education Portal.
<https://www.forcecom.uscg.mil/Our-Organization/FORCECOM-UNITS/ETQC/Voluntary-Education/Active-Duty/>
- ▷ The Voluntary Education Program provides personal and professional learning opportunities to the Marine Corps community. The program positively impacts recruitment, retention and readiness of all Marines.
<http://www.marforres.marines.mil/General-Special-Staff/Marine-Corps-Community-Services/Marine-Family-Services/Lifelong-Learning-Center/Tuition-Assistance/>

As a student using a Military benefit, before you enroll in classes, Granite State College recommends you review the following tools. As you do, keep in mind that Granite State College serves a primarily adult population, most of whom arrive with previously earned college credits. Many of the statistics presented count only first-time students taking classes full-time. Granite State College's college-wide retention and graduation rates are higher than those of first-time students.

- ▷ The College Scorecard is a resource to help prospective students as they evaluate school options.
<https://collegescorecard.ed.gov/>
- ▷ The College Navigator helps students find detailed information about schools. Its data is not representative of Granite State College students because it measures outcomes of full-time/first-time students rather than an adult population with a high transfer-in rate who are largely part-time.
<https://nces.ed.gov/collegenavigator/>
- ▷ Financial Aid Shopping Sheet is a model financial aid letter designed to provide information about costs and financial aid so students can make informed decisions about where to attend school.
<https://ifap.ed.gov/eannouncements/011619CollegeFinancingPlanShoppingSheet1920.html>
- ▷ Paying for College can be used to compare detailed financial information and actual financial aid award information for up to three schools.
<https://www.consumerfinance.gov/paying-for-college/>

Contact your Military and Veterans Benefits Coordinator if you have questions on locating, and understanding the above US Department of Education and Consumer Financial Protection Bureau tools.

Request Your Transcripts

To be fully accepted as a student, you need to forward all of your college and military training transcripts to the Granite State College Admissions Office. The process will vary by your branch of service:

- ▷ **Army, Navy, Marines, and Coast Guard**
The Joint Service Transcript (JST) system produces official transcripts for eligible Soldiers, Sailors, Marines, and Coast Guardsmen on request
- ▷ **Air Force**
Airmen can obtain transcripts from the Community College of the Air Force through the Air Force Virtual Education Center. Instructions for obtaining CCAF Transcripts as well as request forms can be found at the Air University Registrar's webpage and the CCAF Transcript Procedures web page.

VI. Contact Information

Administrative Campus

25 Hall Street
Concord, NH 03301
603-228-3000
888-228-3000
Fax: 603-513-1389

Academic Affairs

603-513-1310
Fax: 603-513-1387

Financial Aid

603-513-1392
Fax: 603-513-1386

Registrar

603-513-1391
Fax: 603-513-1386

School Certifying Official

603-513-1364
Fax: 603-513-1386
Email: gsc.veterans@granite.edu

Student Accounts

603-513-1330
Fax: 603-513-1386

Student Affairs & Disability Services

603-513-1140

August 2019