

SATISFACTORY ACADEMIC PROGRESS (SAP)

The Satisfactory Academic Progress policy applies to all students enrolled in all programs offered at Computer Systems Institute. All periods of a student's enrollment at CSI, including those in which financial aid was not received, are used in determining Satisfactory Academic Progress.

Evaluation Points

For the purpose of determining overall satisfactory academic progress, CSI programs are divided into evaluation periods. Evaluation period is the period between two evaluation points.

For Business, Healthcare, Networking Career Programs, and CS Foundation Program satisfactory academic progress is evaluated at 25% of the normal program length and then at the end of each payment period.

- Normal Program Length – 36 quarter credits
- 25% of the normal program length – at least 9 quarter credits attempted
- Payment Period – minimum payment period is at least 18 quarter credits earned/16 weeks

For Customer Service Specialist, Hospitality Industry Professional, Administrative Assistant Professional, and Small Business Administrator Programs, satisfactory academic progress is evaluated at the end of each quarter.

- Normal Program Length – 48 quarter credits

For Beginner ESL, Intermediate ESL, Advanced ESL, General Writing, Literature, and Communication Programs, satisfactory academic progress is evaluated at the end of each quarter.

- Normal Program Length – 36 quarter credits

Satisfactory Academic Progress is measured by:

- 1) A student's cumulative grade point average (CGPA) – a qualitative component
- 2) A student's pace of completion (progress toward the completion of their program, completion rate) – a quantitative component

To be considered as making satisfactory academic progress, a student must achieve minimum requirements for both CGPA and pace of completion at each evaluation point according to the charts below:

BCP, HCP, NCP, and CS Foundation Programs SAP Requirements (both requirements must be met)	25% of the normal program length	End of the 1st payment period/ midpoint	End of the 2nd payment period
CGPA	1.5	2.00	2.00
Pace of completion	50%	66.67%	66.67%

CSS, HIP, AAP, SBA Programs SAP Requirements (both requirements must be met)	End of 1st quarter	End of 2nd quarter	End of the 3rd and all consecutive quarters within 150% of the Program Length
CGPA	2.0	2.00	2.00
Pace of completion	100%	50%	66.67%

Beginner ESL, Intermediate ESL, Advanced ESL, and General Writing, Literature, Communication Programs SAP Requirements (both requirements must be met)	End of 1st quarter	End of 2nd quarter	End of the 3rd and all consecutive quarters within 150% of the Program Length
CGPA	2.0	2.00	2.00
Pace of completion	100%	50%	66.67%

SAP Evaluation Procedures

The following actions will occur at each SAP evaluation point:

1. Each student's CGPA is reviewed to determine if the student is meeting the minimum SAP standard
2. Each student's pace of completion is reviewed to determine if the student is meeting the minimum SAP standard

SAP Warning

Students who are not meeting SAP for the first time will be placed on SAP Warning status until the end of the evaluation period. Students on SAP Warning who are receiving financial aid may continue to receive financial aid until the end of the payment period. A student may not be granted consecutive SAP warning statuses.

SAP Warning status is assigned without an appeal or other action needed by the student. Students will be notified within five business days of being placed on SAP Warning status. Students on SAP Warning are encouraged to participate in academic advising.

Students placed on SAP Warning and still failing to meet SAP standards at the next evaluation point will be academically suspended and must appeal in order to remain in school. Students receiving financial aid will also be subject to Financial Aid Suspension.

Appeal Due to Mitigating Circumstances

A student may appeal academic suspension and, if receiving Financial Aid, the loss of financial aid eligibility if extenuating circumstances interfered with student's ability to meet Satisfactory Academic Progress standards.

An appeal letter addressed to SAP Committee must include an explanation of the circumstances that caused the student's unsatisfactory progress, as well as what has changed in the student's situation that would result in the improvement of progress. The student must be able to provide documentation to support mitigating circumstances.

Circumstances must meet one of the following criteria:

- Prolonged illness, medical condition, or injury to student or an immediate family member
- Death of an immediate family member
- Other extenuating circumstances beyond the student's control

Documentation may include but is not limited to:

- Physician's letters and hospital records
- Death certificate or obituary
- Court or police documents
- Letters from third-party professionals on their letterhead

The appeal may not be based upon the lack of knowledge of SAP standards, the need for financial aid assistance or the lack of knowledge that the financial aid assistance or student's F-1 status was in jeopardy.

Appeal Process

All Academic Suspension Appeals must be submitted by the fifth business day of a module or quarter immediately following the suspension:

To appeal the student must:

- 1) Submit an appeal letter addressed to SAP Committee
- 2) Attach official documentation of the mitigating circumstances that affected the student's academic performance
- 3) Continue to attend regularly scheduled classes while the appeal is under review

If an appeal is not submitted by the fifth business day of a module or quarter immediately following the suspension, the student will be academically dismissed and must request readmission through standard admission procedures in addition to submitting an appeal.

All appeals will be reviewed within five business days of the appeal submission. The Registrar's Office will provide notice to the student concerning the result of the student's appeal within three business days following the decision. The notice will be sent to student's csinow.edu email account.

If the appeal is approved, the student will be placed on SAP Probation for one evaluation period. Students receiving financial aid will regain their financial aid eligibility for one payment period.

If the appeal is denied, the student will be academically dismissed and will be no longer eligible for financial aid. (See procedures for Reestablishing Satisfactory Academic Progress)

SAP Probation

SAP Probation is a Status assigned to a student who fails to make satisfactory academic progress and who has successfully appealed and has had his or her enrollment reinstated for one evaluation period. Students receiving financial aid will regain their financial aid eligibility for one payment period. Students on SAP Probation must participate in academic advising as deemed necessary by the school as a condition of their probation. Students placed on SAP Probation who are not meeting SAP at the next evaluation point may be eligible to have their Probation status extended for one consecutive evaluation period at a time if they are meeting the conditions of their Academic Recovery Plan.

Academic Advising

Students on SAP Probation must participate in academic advising as deemed necessary by the school as a condition of their status.

Academic advising includes but is not limited to the following:

1. Students must meet with their Instructor and/or Program Manager and/or Academic Dean to complete an Academic Recovery Plan
2. Students may have to participate in tutoring if deemed necessary by the Instructor and/or Program Manager and/or Academic Dean

Procedures for Reestablishing Satisfactory Academic Progress

If a student is not meeting SAP requirements after one probationary period, he or she will be academically dismissed. Students receiving financial aid will have their financial aid suspended. However, students whose CGPA was meeting SAP standards at the moment of dismissal but whose pace of completion was below SAP standards may reestablish their Satisfactory Academic progress. Students receiving financial aid may also reestablish their financial aid eligibility if they earn credit hours at another institution. Credits earned at another institution must be transferrable to students' program of study in Computer Systems Institute and, when applied to Computer Systems Institute's Program of study, must result in a course completion rate that meets SAP standards (66.67% or higher). A student

who pursues this option and whose pace of completion meets standards after the transfer credits are applied to the program of study will be eligible for readmission and can reapply for financial aid. Students who choose to pursue this option are advised to meet with Registrar's Office in advance of enrolling in another institution to ensure that credits can be accepted and the courses planned will apply to CSI's program of study.

Maximum Time Frame

Students who fail to complete the program within 150 percent of the program length will be academically dismissed from Computer Systems Institute due to exceeding Maximum Time Frame (MTF). Students dismissed due to exceeding MTF may return to Computer Systems Institute and reapply for admission after 180 days from their last day of attendance in the program from which they were dismissed. Students will need to go through all the steps of admissions process.

Graduation Requirements and SAP

Students who are not meeting 2.00 CGPA requirements at the end of their program of study will be considered completers. A completer is a student who has attempted and earned the maximum allowable number of credits for the program of study but did not meet a graduation requirement of a 2.00 CGPA in the program.

Calendar System, Academic Year

Computer Systems Institute's Calendar System and Academic Year differ by program. Students should use the chart below to determine calendar system and academic year length of their program of study

Program Name	Calendar System	Academic Year
Business Career Program Healthcare Career Program Networking Career Program CS Foundation Program	Nontraditional/Non-term	36 credits
Beginner ESL Program Intermediate ESL Program Advanced ESL Program Communication Program General Writing Program Literature Program	Quarter	3 Quarters
Administrative Assistant Professional Program Customer Service Specialist Program Hospitality Industry Professional Program Small Business Administrator Program	Quarter	3 Quarters + Summer Quarter

Quarter Definition

Computer Systems Institute defines Quarter as an Academic Calendar unit at least 10 instructional weeks long

Credit Hour Definition

All credit hours are calculated based on quarter credit hours. One-quarter credit hour equals, at a minimum, 10 classroom hours of lecture, 20 hours of laboratory, and 30 hours of practicum. The formula for calculating the number of quarter credit hours for each course is: (hours of lecture/10) + (hours of lab/20) + (hours of practicum/30).

Contact Hour Definition

CSI provides 55 minutes of supervised or directed instruction and 5 minute breaks for every hour of instruction.

Published Program Length

Published program length is the amount of quarter credit hours or clock hours required to complete the program of study as defined in the CSI Academic Catalog for each program.

Maximum Time Frame

Maximum Time Frame (MTF) is a period that is no longer than 150% of the published length of the education program.

For example, students enrolled in a program that is 36-quarter credits long have to successfully complete all program requirements and earn 36 credits within a maximum of 54 credits attempted. Therefore, to meet maximum time frame, students enrolled in a 36 credit hour program cannot fail and/or withdraw from more than 18 credits.

The tables below shows the minimum number of earned credits required at different points of program completion to successfully meet the SAP requirement of a minimum 66.67% completion rate.

Business, Healthcare, and Networking Career Programs:

		Earned Credits																																																			
Attempted Credits		2.25		4.5				6.75				9				11.25				13.5				18				20.25				22.5				27				31.5				33.75				36					
1st SAP Evaluation	2.25	100%																																																			
	4.5	50.00%		100.00%		66.67%				100.00%				80.00%				100.00%																																			
	6.75	33.33%		66.67%		100.00%				80.00%				100.00%				80.00%				100.00%																															
	9	25.00%		50.00%		75.00%				100.00%				80.00%				100.00%				80.00%				100.00%																											
	11.25	20.00%		40.00%		60.00%				80.00%				100.00%				80.00%				100.00%				80.00%				100.00%																							
	13.5	16.67%		33.33%		50.00%				66.67%				83.33%				100.00%				80.00%				100.00%				80.00%				100.00%																			
	18	12.50%		25.00%		37.50%				50.00%				62.50%				75.00%				100.00%				80.00%				100.00%				80.00%				100.00%															
	20.25	11.11%		22.22%		33.33%				44.44%				55.56%				66.67%				88.89%				100.00%				80.00%				100.00%																			
	22.5	10.00%		20.00%		30.00%				40.00%				50.00%				60.00%				80.00%				90.00%				100.00%				80.00%				100.00%															
	27	8.33%		16.67%		25.00%				33.33%				41.67%				50.00%				66.67%				75.00%				83.33%				100.00%				80.00%				100.00%											
2nd SAP Evaluation	31.5	7.14%		14.29%		21.43%				28.57%				35.71%				42.86%				57.14%				64.29%				71.43%				85.71%				100.00%				80.00%				100.00%							
	33.75	6.67%		13.33%		20.00%				26.67%				33.33%				40.00%				53.33%				60.00%				66.67%				80.00%				93.33%				100.00%				80.00%				100.00%			
	36	6.25%		12.50%		18.75%				25.00%				31.25%				37.50%				50.00%				56.25%				62.50%				75.00%				87.50%				93.75%				100.00%							
	40.5	5.56%		11.11%		16.67%				22.22%				27.78%				33.33%				44.44%				50.00%				55.56%				66.67%				77.78%				83.33%				88.89%							
	45	5.00%		10.00%		15.00%				20.00%				25.00%				30.00%				40.00%				45.00%				50.00%				60.00%				70.00%				75.00%				80.00%							
	49.5	4.55%		9.09%		13.64%				18.18%				22.73%				27.27%				36.36%				40.91%				45.45%				54.55%				63.64%				68.18%				72.73%							
	MTF 54	4.17%		8.33%		12.50%				16.67%				20.83%				25.00%				33.33%				37.50%				41.67%				50.00%				58.33%				62.50%				66.67%							

CS Foundation Program:

		Earned Credits																																																			
Attempted Credits		3		6				9				12				15				18				19				21				24				27				30				33				36					
1st SAP Evaluation	3	100%																																																			
	6	50.00%		100.00%		66.67%				100.00%				80.00%				100.00%				80.00%				100.00%				80.00%				100.00%				80.00%				100.00%											
	9	33.33%		66.67%		100.00%				80.00%				100.00%				80.00%				100.00%				80.00%				100.00%				80.00%				100.00%															
	12	25.00%		50.00%		75.00%				100.00%				80.00%				100.00%				80.00%				100.00%				80.00%				100.00%				80.00%				100.00%											
	15	20.00%		40.00%		60.00%				80.00%				100.00%				80.00%				100.00%				80.00%				100.00%				80.00%				100.00%															
	18	16.67%		33.33%		50.00%				66.67%				83.33%				100.00%				80.00%				100.00%				80.00%				100.00%				80.00%				100.00%											
	19	15.79%		31.58%		47.37%				63.16%				78.95%				94.74%				100.00%				80.00%				100.00%				80.00%				100.00%															
	21	14.29%		28.57%		42.86%				57.14%				71.43%				85.71%				90.48%				100.00%				80.00%				100.00%				80.00%				100.00%											
	24	12.50%		25.00%		37.50%				50.00%				62.50%				75.00%				79.17%				87.50%				100.00%				80.00%				100.00%															
	27	11.11%		22.22%		33.33%				44.44%				55.56%				66.67%				70.37%				77.78%				88.89%				100.00%				80.00%				100.00%											
2nd SAP Evaluation	30	10.00%		20.00%		30.00%				40.00%				50.00%				60.00%				63.33%				70.00%				80.00%				90.00%				100.00%				80.00%				100.00%							
	33	9.09%		18.18%		27.27%				36.36%				45.45%				54.55%				57.58%				63.64%				72.73%				81.82%				90.91%				100.00%				80.00%				100.00%			
	36	8.33%		16.67%		25.00%				33.33%				41.67%				50.00%				52.78%				58.33%				66.67%				75.00%				83.33%				91.67%				100.00%							
	39	7.69%		15.38%		23.08%				30.77%				38.46%				46.15%				48.72%				53.85%				61.54%				69.23%				76.92%				84.62%				92.31%							
	42	7.14%		14.29%		21.43%				28.57%				35.71%				42.86%				45.24%				50.00%				57.14%				64.29%				71.43%				78.57%				85.71%							
	45	6.67%		13.33%		20.00%				26.67%				33.33%				40.00%				42.22%				46.67%				53.33%				60.00%				66.67%				73.33%				80.00%							
	48	6.25%		12.50%		18.75%				25.00%				31.25%				37.50%				39.58%				43.75%				50.00%				56.25%				62.50%				68.75%				75.00%							
	51	5.88%		11.76%		17.65%				23.53%				29.41%				35.29%				37.25%				41.18%				47.06%				52.94%				58.82%				64.71%				70.59%							
	MTF 54	5.56%		11.11%		16.67%				22.22%				27.78%				33.33%				35.19%				38.89%				44.44%				50.00%				55.56%				61.11%				66.67%							

Customer Service Specialist, Hospitality Industry Professional, Administrative Assistant Professional, and Small Business Administrator Programs:

Attempted Credits		Earned Credits			
	12				
	24	100.00%		24	
	36	50.00%	100.00%		36
	48	33%	66.67%	100.00%	
	60	25%	50.00%	75.00%	100.00%
MTF	72	20%	40.00%	60.00%	80.00%
		17%	33.33%	50.00%	66.67%

SAP evaluation after each quarter

Beginner ESL, Intermediate ESL, Advanced ESL, General Writing, Literature, and Communication Programs:

Attempted Credits		Earned Credits			
	12				
	24	100.00%		24	
	36	50.00%	100.00%		36
	48	33%	66.67%	100.00%	
MTF		25%	50.00%	75.00%	

SAP evaluation after each quarter

Definitions and Formulas for CGPA Calculation

Quality Points

Quality Points are points that are assigned to every course for which a student receives an A, B, C or F letter grade (A = 4, B = 3, C = 2, F = 0)

Grade Point Factor/ Grade Points

Each course's Grade Point Factor (or Grade Points) can be calculated by multiplying quality points assigned to the course by the number of credits the course is worth. For example, a 4.5 credit course for which a student receives a grade of C is worth 9 Grade Points (2 x 4.5)

CGPA Calculation

1. Convert each letter grade to its applicable number of quality points (A = 4, B = 3, C = 2, F = 0)
2. Calculate Grade Points for each of the attempted courses by multiplying quality points by course credits
3. Calculate total Grade Points by adding up Grade Points for each of the attempted courses
4. Calculate total Attempted Credits by adding up course credits for each of the attempted courses
5. Calculate CGPA by dividing Total number of Grade Points by Total number of Attempted Credits

For example, a student who took 4 courses worth 4.5 credits each and received two A's, an F and a C will have the following CGPA calculation:

1. *Convert each letter grade to its applicable number of quality points: A = 4, A = 4, F = 0, C = 2*
2. *Calculate Grade Points for each of the attempted courses by multiplying quality points by course credits:*
 Course 1 Grade Points for A grade: 4 x 4.5 = 18
 Course 2 Grade Points for A grade: 4 x 4.5 = 18
 Course 3 Grade Points for F grade: 0 X 4.5 = 0
 Course 4 Grade Points for C grade: 2 X 4.5 = 9
3. *Calculate total number of Grade Points by adding up Grade Points for each of the attempted courses:*
 18 + 18 + 0 + 9 = 45

4. Calculate total Attempted Credits by adding up course credits for each of the attempted courses:
 $4.5 + 4.5 + 4.5 + 4.5 = 18$
5. Calculate CGPA by dividing total number of Grade Points by total number of Attempted Credits:
 $45 / 18 = 2.5$ CGPA

Definitions and Formulas for Pace of Completion Calculation

Attempted/Scheduled Credits

Any credit for which a grade of A, B, C, F, I (Incomplete), W, WD or TR was awarded.

Earned/Completed Credits

Any credit for which a grade of A, B, C, or TR was awarded.

Pace of Completion Calculation

1. Calculate total number of Earned Credits
2. Calculate total number of Attempted Credits
3. Calculate Pace of Completion percentage by dividing total number of Earned Credits by total number of Attempted Credits and multiplying the result by 100

For example, a student who took 4 courses worth 4.5 credits each and received two A's, an F and a C will have the following pace of completion calculation:

1. Calculate total number of Earned Credits:

Course 1 earned credits for A grade = 4.5

Course 2 earned credits for A grade = 4.5

Course 3 earned credits for F grade = 0

Course 4 earned credits for C grade = 4.5

$1.5 + 4.5 + 4.5 = 13.5$ credits earned

2. Calculate total number of Attempted Credits:

Course 1 attempted credits for A grade = 4.5

Course 2 attempted credits for A grade = 4.5

Course 3 attempted credits for F grade = 4.5

Course 4 attempted credits for C grade = 4.5

$1.5 + 4.5 + 4.5 + 4.5 = 18$ credits attempted

3. Calculate Pace of Completion percentage by dividing total number of Earned Credits by total number of Attempted Credits and multiplying the result by 100:

$13.5 / 18 \times 100 = 75\%$

Grading Scale and CGPA/Pace of Completion Calculation

Grades	CGPA Calculation	Pace of Completion Calculation
A	Calculated	Calculated as attempted and earned
B	Calculated	Calculated as attempted and earned
C	Calculated	Calculated as attempted and earned
F	Calculated	Calculated as attempted, not earned
AU	Not Calculated	Not Calculated
FAIL	Not Calculated	Not Calculated
I	Not Calculated	Calculated as attempted, not earned
IP	Not Calculated	Not Calculated
PASS	Not Calculated	Not Calculated

TR	Not Calculated	Calculated as attempted and earned
W	Not Calculated	Calculated as attempted, not earned
WD	Not Calculated	Calculated as attempted, not earned

SAP and Repeat Grade and Grade Forgiveness Policies

All grades are considered when assessing both qualitative and quantitative components of a student's Satisfactory Academic Progress. The Satisfactory Academic Progress Policy supersedes Repeat Grade and grade forgiveness policies.

Program Changes

In the event of a program change, Computer Systems Institute will transfer all relevant courses successfully completed in the old program toward the new program of study. A grade of TR will be assigned to all transferred courses. Courses not accepted for transfer will not count toward CGPA or pace of completion in the new program. Students not meeting SAP at the time of the program change are allowed to change the programs and consequently "reset" SAP only one time during their continuous enrollment at Computer Systems Institute.

Additional Programs

If a student graduates from one program and desires to earn an additional diploma in another program, Computer Systems Institute will transfer all relevant courses successfully completed in the previous program of study toward the new program. A grade of TR will be assigned to all transferred courses. Courses not accepted for transfer will not count toward CGPA or pace of completion in the new program.

Incomplete

Classes with a grade of Incomplete are not calculated toward CGPA. They are calculated towards the pace of completion as attempted but not earned credits.

Transfer Credits

Transfer Credit Hours (indicated by TR grade on student's record) are treated as both attempted and completed hours in the determination of the student's pace of completion. Transfer credits are not included in CGPA calculation.

Withdrawal from a Course

Students who withdraw from a course will receive a grade of "W" or "WD" on their record. Withdrawals are treated as attempted but not completed hours in the determination of the student's pace of completion. Withdrawals are not included in CGPA calculation.

Remedial Courses, Non-credit Courses, or Pass/Fail Courses

Remedial courses, non-credit courses, or pass/fail courses are not included in the calculation of a student's CGPA and completion rate.

Experiential Learning, Advanced Academic Standing, Credit by Examination

No credit is given for experiential learning. CSI does not allow for testing for an advanced academic standing nor does it award credit by examination.

Academic Dismissal

Academic dismissal is dismissal from the school due to not meeting SAP requirements as defined in the CSI Academic Catalog.

Financial Aid Suspension

Students on Financial Aid Suspension will NOT be eligible to receive further financial aid assistance.