The Office of Financial Aid and Scholarships will notify students of their failure to meet the standards of the Satisfactory Academic Progress (SAP) policy. Each student is responsible for knowing his/her own status, whether or not s/he receives this notification. Students may view their SAP status via UNCGenie. Students who fail to meet the standards of this policy may reestablish their financial aid eligibility at UNCG in the following ways:

- The student can earn the number of credit hours for which they are deficient or improve their GPA without financial aid. AP credits and CLEP courses do not count as hours towards making up credit hour deficiencies. These hours may be earned at UNCG or they may be earned at another institution and transferred to UNCG for any term after the deficiency occurs. Students should get prior approval from the University Registrar’s Office to ensure that courses taken at another institution will be accepted at UNCG.

- The student can appeal if there were extenuating circumstances beyond the student’s control that prohibited the student from complying with the standards of the SAP policy, and those circumstances are now resolved.

Students on Financial Aid Warning are NOT required to submit any additional documents to be eligible for financial aid.

**SUMMARY OF DOCUMENTS TO BE INCLUDED IN THE SAP APPEALS PROCESS**

Students must include the following with an appeal:

- Students MUST include all necessary documentation to support the existence of extenuating circumstances described and evidence that the circumstances have been resolved or are being managed. APPEALS WITHOUT DOCUMENTATION WILL BE DENIED.

- Students are required to submit an academic success plan along with a financial aid appeal. The plan must include how you are going to use on/off campus resources to receive assistance while working on your skills and issues. A separate document is preferred.

- IF you are classified as a JUNIOR or SENIOR (60 hours or greater), you are required to submit a graduation plan with your appeal. This graduation plan must include the courses you need to graduate and which semester each course will be taken. The graduation plan must be approved and signed by an academic advisor, an advising center, or the Students First Office.

**IMPORTANT POINTS TO REMEMBER**

- Appeals based upon circumstances that were under the control of the student are rarely approved.

- Appeals will not be reviewed after the last day of schedule adjustment unless the student is currently enrolled.

- Students seeking to reestablish financial aid eligibility remain ineligible to receive financial aid assistance or deferment of payment until the appeals process is complete and a decision has been made by the Office of Financial Aid and Scholarships.

- Students should be prepared to pay tuition, fees, and other educational expenses until s/he has been approved to receive financial aid and has been awarded.

- If a SAP appeal is approved, replacement of any previously awarded financial aid package is not guaranteed.


**EXAMPLE SITUATION**

| Medical/psychological circumstances (excluding chronic conditions—students are responsible for properly balancing school work with known chronic conditions) | Statement from physician on letterhead including dates of service and whether or not the student is stable and ready to return to the University  
Statement from therapist on letterhead including dates of service and whether or not the student is stable and ready to return to the University  
Do NOT include copies of medical charts  
Explanation of how situation is resolved or is being managed |
| Car accident | Police Report  
Medical documentation  
Statement from physician on letterhead indicating that the student is stable and ready to return to the University |
| Death affecting student/family | Obituary  
Complete copy of funeral program  
Statement of the relationship between the student and the deceased to accompany the obituary or funeral program |
| Personal/family emergency | Explanation of how situation has been resolved or is being managed  
Appropriate medical documentation including statement from physician on letterhead including dates of service |
| Reinstated after Suspension /Dismissal from the University | Separate appeal from the one submitted to academics to be readmitted to the University.  
Success plan and Graduation Plan (signed by advisor) |

**NOTE the suggested documentation required for each situation.**
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<th>EXAMPLE SITUATION</th>
<th>SUGGESTED DOCUMENTATION</th>
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| ☐ Made up deficient hours by paying for classes on own (reinstatement) | • If hours taken at another institution the academic transcript must be received and transfer hours posted by Registrar’s Office.  
• Do NOT submit transcript to the Office of Financial Aid and Scholarships |
| ☐ Unusual Enrollment History Appeal          | • Explanation/documentation can include personal reasons such as illness, family emergency, and other extenuating circumstances  
• Explanation/documentation can also include academic reasons which may explain the failure to earn academic credit  
• Please refer to other example situations in this document for suggested documentation for extenuating circumstances  
• If appeal is based on academic reasons, please do NOT send academic transcripts. UNCG has access to review your transcripts. Please include any |
| ☐ Other                                      | • Explanation of how situation has been resolved or is being managed  
• Other documentation depending on type of situation |
