

Policy: Federal regulations governing student financial aid require **federal aid** recipients to maintain standards of academic progress towards completion of their degree or certificate. For a complete description of the Satisfactory Academic Progress (SAP) policy and relevant deadlines, please review UMass Global's [Student Financial Aid Information Guide](#).

Process: If you do not meet these standards, you may submit a Non-Satisfactory Academic Progress Appeal (NSP Appeal) to the Financial Aid Office (FAO) to request reinstatement of aid eligibility. Students must have extenuating circumstances beyond their control. Appeals will not be approved for issues that could have been anticipated, such as dissatisfaction with coursework, lack of motivation, or unit overload. Please note that an NSP appeal made to the FAO is separate from an academic appeal and follows different processes and standards.

Pro Tip: Students are highly encouraged to speak with their one-stop specialist prior to submitting an appeal to discuss supporting documentation in greater detail. While this meeting is recommended, it is not required and does not guarantee appeal approval. **One-Stop Office Contact:** (800) 775-0056; OneStopOL@umassglobal.edu

Examples of Extenuating Circumstances & Suggested Documentation:

Extenuating Circumstance

Examples of Supporting Documentation

Personal illness or injury

- Statement from licensed healthcare provider/
- Hospital discharge note

Death of a family member or significant person in student's life

- Copy of death certificate
- Copy of obituary or funeral notice
- Personal statement should clearly outline the name of the deceased, the date of death, and their relationship to student

Illness, accident, or injury of a family member or significant person in student's life

- Statement from a physician or licensed healthcare provider
- Hospital discharge note
- Personal statement should clearly outline who was injured or ill, when this occurred, treatment dates in correspondence with the trimester(s) the student did not make academic progress

Natural disasters

- Insurance claims
- Articles related to natural disaster
- Mortgage or lease with address corresponding to area afflicted by a natural disaster
- Statement from a third-party professional

Other documented special circumstances beyond a student's control.

- Copy of police report with relevant information to student's personal statement

- Approved Petition for Excused Withdrawal

- Student's personal statement must clarify how the situation was extenuating and unforeseen, and how it corresponds with the **trimester** the student did not meet satisfactory academic progress.

Student Name:	UMass Global ID Number:
Student Email:	Advisor Name:

NSP Appeal Steps:

Please read the instructions below and attach **all** required information. **NOTE:** Failure to submit all required documentation can result in denial of your NSP appeal.

NSP & Academic Plan submission options:

1. Upload into [Umass Global Financial Aid Portal](#) or,
2. Mail to Financial Aid Office: 65 Enterprise, Suite 150, Aliso Viejo, CA 92656

Step One: Select the reason(s) you are not meeting Satisfactory Academic Progress (SAP). For more information about the University's SAP policies, please visit the link on page 1.

I am not meeting the minimum SAP 66.66667% percentage PACE requirement.

I am not meeting the required GPA for my program.

I have exceeded the maximum time frame (MTF) to complete my degree program (exceeded 150% of the program's published length of study). For undergraduate students, MTF is reached when you have 180 or higher attempted units. For graduate/ credential students, MTF is reached when you have completed 150% of the units required for the degree.

Step Two: Personal statement of extenuating circumstances.

1. **What:** Extenuating circumstances are generally extraordinary, beyond the student's control and are non-recurring events that directly impact the student's ability to attend classes or complete coursework. Examples included, but aren't limited to those listed above, on page 1.
2. **When:** Extenuating circumstance(s) must have occurred during specific individual session(s) that caused you to not meet SAP standards.
3. **How it has improved:** The statement should explain how the circumstance has been resolved and detail the steps you have taken to ensure that you will successfully complete all current and future classes.
 - Students appealing due to exceeding the maximum time frame: please include how many units/sessions you have remaining to complete your degree, and your expected graduation date.

Step Three: Provide supporting documentation.

1. Attach any relevant documentation that will support your personal statement above. Examples of acceptable documentation can be found on page 1.
2. If steps 1-3 are submitted and the FAO approves them, then proceed with Step 4.

Step Four: Complete and submit an Academic Plan:

1. The student must meet with their academic advisor to complete an Academic Plan. This defines an academic course and unit plan for meeting the university's SAP standard for financial aid.
 - The Academic Plan must be reviewed and approved by the FAO. If the plan is not submitted, the appeal will remain incomplete, and the student will remain ineligible for financial aid.
2. Please return the completed Academic Plan to the FAO. Once the plan is approved, the NSP will be complete and approved.

Student Signature: _____

Wet signature

Date: _____