Student Services

Student Services

Northland Pioneer College offers a variety of student-support services designed to assist you in the pursuit of your educational and life goals.

Academic Advising

Advisor's schedules vary by location to accommodate meeting with students during day and evening hours. To schedule an appointment with an advisor by location, visit **www.npc.edu/advising**.

Academic advisors are available at every campus and center to provide valuable guidance on how prospective, current and former students can reach educational and career goals. Advisors can then help you match those goals with program offerings for various career fields or university transfer and develop a degree plan.

Advisors can provide assistance in a variety of areas, including:

- Educational planning, including degree or certificate plans;
- Evaluating results of placement testing;
- Selecting and registering for classes;
- Obtaining forms, including transcript requests and graduation application;
- University transfer assistance;
- Processing petitions and appeals;
- Utilizing alternative learning options;
- Receiving VA benefits;
- Providing information about financial aid, scholarships and work study opportunities;
- Adult education and GED testing;
- Information about student activities.

Prior to registering for classes, a student should meet with an academic advisor to discuss career and educational goals. Together, you'll develop a degree plan, which lists the courses needed to reach those goals.

A degree plan is also required for federal financial aid and most scholarship applications.

You Must Declare a Degree/Major

Registration will be blocked for students who have earned 12 or more credit hours and have not declared a degree or major. The "advisement hold" gives students an opportunity to plan classes, ensuring they are on the right path toward a major(s) and allows the advisor to check student academic progress. Only after the student has met with their academic advisor will the hold be removed to register for classes.

Students are strongly encouraged to meet with an advisor at the earliest opportunity to avoid registration concerns.

Advisors Contact Information/Phone Numbers

Advisors schedules vary by location to accommodate meeting with students during day and evening hours. For a list of advisors phone numbers, or to schedule an appointment visit **www.npc.edu/advising**, or refer to page 9.

Alternative Education Services

Northland Pioneer College seeks to expand the access of its students to a broad array of educational opportunities via the following specialized programs and services:

Alternative Learning Students may receive credit through a variety of means other than in-district course completion or transfer of credits from Nationally Accredited Institutions. Those other means include the following, as permitted by the NPC District Governing Board:

- Credit by Evaluation
- National Standardized Examinations
- Departmental Credit by Examination
- Departmental Credit by Evaluation
- Articulated Equivalent Course(s)

Once awarded, the institution to which a student transfers may handle acceptance of such credits upon transfer differently.

Students desiring to use such credits at other institutions are advised to check the policies of each institution. Normally a fee is charged for posting credits earned through Alternative Learning.

The following describes details on obtaining credit by these other means, through NPC's Alternative Learning Program.

1. Evaluation of Prior Learning/Assessed Credits

To receive credit for prior learning, the student must provide evidence of the quantity and quality of the learning that has been achieved. The nature of this documentation varies depending on the topic or skill, but generally includes certificates of completion for non-college courses in the private, government or military sectors. Additionally, the student must provide documentation of course content and classroom hours.

Students interested in the evaluation of their prior learning should first meet with an NPC academic advisor. This is necessary to receive a general overview of the options and processes that may need to be followed for any individual student's situation. Students pay a fee of $45 for credits accepted for approved assessed credit evaluation. Assessed credits need to be paid for/applied for within the academic year they are requested to be evaluated by NPC. Students seeking evaluation of prior military training do not pay tuition charges for their assessed credits.

Alternative Education Services Continued

2. Credit By National Examination

Credits awarded through the following national examinations: College Level Examination Program (CLEP), Advanced Placement (AP), Cambridge International Exams (CIE), DANTES Standardized Tests (DSST) and International Baccalaureate (IB) may be used at NPC to count toward the student's degree program, including general education, major and elective requirements. The student does not have to take additional courses to replace the credits for which s/he qualified by national examination in order to accumulate 60 hours for graduation.

NPC establishes acceptable test scores for the awarding of credits based on recommendations from the state articulation task force for each discipline. Please see an academic advisor for minimum scores.

The national examination credits are not used in computing the student's subsequent grade-point average. Credits are posted on the student's transcript. A maximum of 30 semester hours of national examination credit may be used at NPC toward the associate degree requirements.

Specific information concerning test subjects, including general exams, equivalent NPC courses, acceptable scores and the number of credits that NPC awards for each test is available from the Records and Registration Office or academic advisors.

Credit will not be awarded twice in the event a student has met a specific NPC graduation requirement through NPC course credit or another institution's transferable credit and the student is also eligible for the same credit through national examination test scores.

Students desiring to use national examination scores for satisfying requirements at institutions other than NPC are advised to check the policies of those specific institutions. The acceptance of prior learning credits or national examination credits may be handled differently by another institution upon transfer. Each institution reserves the right to set scores for passing, as well as which tests they accept as testing over the equivalents of their courses. It is possible that passing scores may be higher or lower at other institutions. National examination test scores, not necessarily courses, transfer for use between institutions and may be treated differently by the receiving institution.

No fees are assessed by the college for the credit earned through these standardized college-level exams (AP, IB, CIE, CLEP, DSST).

3. Credit By Department Examination

Credit by examination through NPC Departmental Examination will only be available in subjects for which CLEP is not available and for which testing arrangements can be made. Credit by Departmental Examination testing may not be available for all subjects.

An appropriate fee must be paid for the type of credit by examination selected as stated in the fees schedule, listed on page 20, and *www.npc.edu/tuition-fees.*

Credit will not be awarded both for credit by examination and equivalent courses taken. In the cases where credit is available for the same course from multiple sources, NPC reserves the right to determine which of the credits will be used toward NPC graduation requirements.

Notification of credit award (or non-award) by examination will be sent to the student and the Records and Registration Office.

4. Non-accredited Transfer Credit

Transfer credit from non-accredited postsecondary institutions may also be awarded if NPC is satisfied that such credits represent equivalent or higher-level work and other measures of the quality of the work completed are evident. This provision applies to official transcripts from private-for-profit postsecondary institutions and postsecondary institutions operated under the auspices of an Indian tribe. Transcripts received from institutions for students who have not enrolled at NPC will only be kept on file for four (4) academic years, then destroyed if student has not enrolled at NPC. Transfer credits will NOT be applied toward the NPC Grade-Point Average.

5. Individualized Learning Contracts

The Individualized Learning Contract provides a method of independent study through learning objectives, individualized activities and appropriate methods of evaluation to verify the objectives have been achieved.

A student completes a Learning Contract Application in consultation with an academic advisor. If approved by the appropriate division dean, the division dean will develop the course, and arrange for a NPC faculty member to act as a resource person and evaluator, while the student completes the contract.

Credit is awarded for the completion of learning contracts when the instructor has received evidence from the student that learning objectives have been achieved.

Students assigned the 'I', or "Incomplete," grade at the end of a semester for a learning contract enrollment must complete the learning contract within the initial grade policy time limit. After that time, any 'I' grade will be converted to an 'F.'

6. Dual Enrollment

Many area high schools offer dual enrollment classes to their students through an agreement with NPC. Dual enrollment classes allow students to earn college credits for certain classes offered at the high school before they graduate from high school. Students can get a head start on college through dual enrollment. Occupational classes are accepted for credit at all state community colleges. Academic courses are accepted for credit by all state community colleges and state universities. For further information about dual enrollment, contact NPC's Early College Coordinator at (800) 266-7845, ext. 6152.

Alternative Education Services Continued

7. Vocational High School Districts

NPC partners with several area vocational high school districts, including Northern Arizona Vocational Institute of Technology (NAVIT) and Northeast Arizona Technological Institute of Vocational Education (NATIVE) to provide career-training courses. Students earn both high school and community college credits. Contact an NPC academic advisor or area high school counselor for enrollment requirements.

8. Experiential Education

Experiential Education may occur via different methodologies, including those defined by the Association of Experiential Education: "Non-formal education, Place-based education, Project based education, Global education, Environmental education, Student-centered education, Informal education, Active learning, Service learning, Cooperative learning and Expeditionary learning."

Northland Pioneer College offers a variety of Experiential Education opportunities, which include Clinicals, Internships and Practicums in various departments throughout the college. Students interested in pursuing Experiential Education should speak with an academic advisor.

Career Services

Career Services is your path to employment success! Career Services helps connect students and alumni with employment opportunities. Whether you need assistance discovering possible career paths, developing effective job search strategies, finding internships, or networking opportunities, Career Services is here to help. More information can be found at *www.npc.edu/career-services*.

You can also email *careerservices@npc.edu*. Career Services can also be contacted for the following additional services:

Career Preparation

Career assessments for undecided and career transition-seeking students allow students to explore career options, interests, values, and skills. Individual assessment, resume writing, interview preparation, and jobs search skills assistance are available through workshops, online webinars, individual appointments, and on the Career Services website at *www.npc.edu/career-services*.

NPC Job Club

Job Club is an online platform developed and managed by NPC Career Services. The platform includes a job board, events calendar, and resources to help with your job search. You can browse and search job postings, internships, and volunteer opportunities. You can also find out about upcoming events such as job fairs, employer visits, and workshops. A curated list

of resources such as assessments, career guides, articles, book recommendations, and recorded presentations are available to help you as well. NPC Job Club is also a platform that allows you to ask questions of other job-seekers, career services, and some employers. For more information visit *www.npc.edu/career-services/students-alumni-community*

Career Fairs

Career Services hosts in-person career fairs so that students, alumni, and community members can network with employers, learn about career pathways, and apply for jobs. Career Fair events can found online on the NPC Events Calendar: *www.npc.edu/calendar*. There are also employer information presentations available at *www.npc.edu/career-fair.* All career fairs are also posted on the Job Club platform (see above).

University Transfer Fairs

Career Services hosts visits from universities for students to learn about how to transfer their NPC credits to a Bachelor's degree program. University visits and transfer fairs can be found on the NPC events calendar at *www.npc.edu/calendar.* Recorded presentations from the universities are available at *https://www.npc.edu/career-services/university-transfer-fairs.* University transfer fair events and transfer representative visits are posted on the NPC Job Club platform (see above).

Internships

"Internships allow students to gain valuable applied experience and make connections in a professional field they are considering for a career path, and allow employers to guide and evaluate talent." - National Association of Colleges and Employers (NACE).

Career Services helps coordinate the Internship Program. Internships require the cooperation of the student, employer, and faculty member. Career Services can help make the necessary introductions. All internships must follow the requirements specified in the Internship Manual. The Internship Manual can be requested from Career Services at *careerservices@npc.edu* or downloaded at *www.npc.edu/file/download/30996*.

College and Career Preparation

The College and Career Preparation Department matches students to the courses that best fit their learning needs and goals. Courses are offered at different instructional levels including English Language Acquisition for Adults (ELAA), basic literacy, high school equivalency (HSE) preparation, basic workforce development, and foundational skill building for college courses.

In each course, content such as reading, writing, and math

College and Career Preparation Continued

are integrated into workforce skills and/or HSE preparation to provide students with meaningful application. College and Career Preparation offers students a variety of support services: placement testing, small class size, tutoring, college success coaching, and the use of the Student Writing Center. Your first steps to academic success begin here.

To assist you with these steps, a CCP Tuition Waiver is available to students who are seeking a high school equivalency diploma or to begin a workforce credential pathway. The waiver is designed to provide public access to adult basic education through College and Career Preparation (CCP) courses. The tuition waivers pay for tuition and fees for qualifying courses and are offered to students meeting eligibility criteria on a first-come, first-served basis.

Eligibility requirements include, but are not limited to, Arizona or New Mexico residency; state or federally-issued identification; and completion of the new-student orientation, CCP 055.

For more information, please contact the College and Career Preparation Department, Northland Pioneer College, P.O. Box 610, Holbrook, AZ 86025; (800) 266-7845, ext. 6536.

Student Accommodation Services

Northland Pioneer College is committed to all students who self-identify as having a disability or disabilities.. Students are provided equitable access to a quality education in compliance with all federal regulations concerning nondiscrimination of persons with disabilities. Eligible students self-reporting the need for support due to the impact of a disability(ies) will be invited to complete the Student Accommodation Services process to determine reasonable and appropriate accommodations.

Students in need of accommodations must contact Student Accommodation Services to discuss their educational concerns as they relate to their disability(ies) preferably as early in the registration process as possible to ensure that support is there starting day one of class(es). Please note, a student can self-identify at any time while attending class(es) at NPC, but must understand that accommodations are not retroactive so timing is very important. Accommodations are determined on an individual basis; no two disabilities are alike so their impact is experienced differently.

How does a student get accommodations?

Students seeking accommodations must complete the following:

- Step 1 – Complete the Make Contact form which can be found online at *www.npc.edu/sas*.
- Step 2 – once the SAS office has received the student's completed Make Contact form, they contact the student to

schedule an Intake appointment, which can be done in-person or via ZOOM.

Note: When scheduling the Intake appointment, students are asked about supporting documentation to support the disability(ies) they are reporting. The documentation helps SAS provide the support requested by the student. *Please note* that if a student does not have supporting documentation related to their reported disability(ies), SAS would still like to meet with the student to see if support can be provided.

- Step 3 – Request Accommodations form which can be found online at *www.npc.edu/sas*.
  Note: This step must be completed by the student each semester they attend class(es) and wish to have their accommodations in place.

In accordance with the Americans with Disabilities Act, the accommodations made for the benefit of students with disabilities must, at all times, be reasonable. A "reasonable accommodation" is one that enables access to students with disabilities under the following circumstances:

- The accommodation will not fundamentally alter the program in terms of its educational standards and expectations; and,
- The accommodation will not result in undue instructional, financial, or administrative burdens on other students or the college as a whole.

Disability Grievance Process

1. Contact the Student Accommodation Services Coordinator at (800) 266-7845 ext. 6249 to try to resolve the concern.
2. Contact the Dean of Instructional Innovation at (800) 266-7845 ext. 6164 if the concern persists.
3. Request a review by the Disability Access Board through the Student Accommodation Services Coordinator.

*Please note: decisions of Disability Access Board are final and cannot be appealed further.

SAS service application forms are available on *www.npc.edu/sas*.

Student Accommodation Services serves the entire college district from an office on the Silver Creek Campus in Snowflake. The telephone number is (800) 266-7845, ext. 6249.

Financial Aid Information

NPC offers a range of federal Title IV grant aid, institutional, and private financial aid for students who need financial aid assistance in meeting the costs associated with a college education. Financial aid is provided in the form of scholarships, grants, and federal work-study employment.

NPC's Financial Aid Procedure Manual serves as the guiding document for the administration of aid. A student has the right to know the information provided in the manual that is available

Financial Aid Information Continued

at the Financial Aid Office.

The purpose of financial aid is to assist students and their families who have documented need with educational expenses, such as tuition and fees, books and supplies, room and board, and transportation when their own resources are inadequate to cover such costs. However, the primary responsibility for financing a college education lies with the student and the student's family.

Students are encouraged to apply EARLY for financial aid assistance, as it may take 3 – 6 weeks to review and process financial aid requests during peak times. Late applicants are required to make payment arrangements at the time of registration.

What is a "Priority Deadline"?

A priority deadline is the date by which students need to have submitted their completed FAFSA application **and** provide required documents to the NPC Financial Aid Office through the student's financial aid student portal. This allows sufficient time to determine the student's financial aid eligibility. Priority deadlines are set for each academic semester. The submission of

a FAFSA application does not guarantee the award of financial aid funding.

Semester	Priority Deadline
Fall	April 15
Spring	October 15
Summer	March 15

LAST DAY TO SUBMIT REQUIRED DOCUMENTS FOR FINANCIAL AID PURPOSES: JULY 15
All documents must be uploaded into the student financial aid portal to determine eligibility for the academic year.

Inquiries regarding financial aid should be directed to the main Financial Aid Office, Tawa Center, Painted Desert Campus, 2251 E. Navajo Blvd. in Holbrook, AZ or by mail to Northland Pioneer College, P.O. Box 610, Holbrook, AZ 86025, phone (800) 266-7845, ext. 7318 or email *financialaid@npc.edu*.

Financial Aid Calendar

Also see, 2025-26 Academic Calendar on page 23.
For updates to Financial Aid dates, click
www.npc.edu/academic-calendar

Fall Semester 2025

Priority deadline ....April 15
You must have a completed financial aid file to expect to have disbursements released on August 1st.
Registration deadline for initial
financial aid disbursements...July 11
Financial Aid refunds available to students ....August 1
Fall Semester classes begin.. August 18
Last day to withdraw from first eight-week classes at 100% refund and without a "W" on transcript..................August 22
Last day to withdraw from regular semester classes at 100% refund and without a "W" on transcript..................August 29
Last day to make course schedule changes
for financial aid purposes – no award adjustment
after this date ....August 29
Last day of Fall Semester...December 9

Spring Semester 2026

Priority deadline .... Oct. 15
You must have a completed financial aid file to expect to have disbursements released on January 9th.
Registration deadline for initial
financial aid disbursements... Dec. 12

Financial Aid refunds available to students ....January 9
Spring Semester classes begin......................................January 12
Last day to withdraw from first eight-week classes at 100% refund and without a "W" on transcript................January 16
Last day to withdraw from regular semester classes at 100% refund and without a "W" on transcript..................January26
Last day to make course schedule changes
for financial aid purposes – no award adjustment
after this date ....January 26
Last day of Spring Semester...May 9

Summer Session 2026

Priority deadline ....March 15
You must have a completed financial aid file to expect to have disbursements released on May 22nd.
Registration deadline for initial
financial aid disbursements...May 1
Financial Aid refunds available to students ....May 22
Summer Session begins ....June 1
Last day to withdraw from regular semester classes at 100% refund and without a "W" on transcript........................June 5
Last day to make course schedule changes
for financial aid purposes – no award adjustment
after this date ....June 5
Last day of Summer Session ....July 24

Financial Aid Information Continued
Steps to Apply Online for Federal Student Aid at *studentaid.gov*

Step 1: Create your FSA ID:

Go to **https://studentaid.gov/h/apply-for-aid/fafsa.** Select the option 'Start New Form', you will be prompted to 'Log In' with your FSA ID. The FSA ID is a username and password that you are required to use to log in to complete your Free Application for Federal Student Aid (FAFSA) and access certain U.S. Department of Education (ED) websites. If you are parent(s) of a dependent student, each parent is required to create their own FSA ID to electronically sign your dependent's FAFSA. Each parent is considered a contributor on the student's FAFSA application and must provide consent to disclose information to the Internal Revenue Service's (IRS) and approval to retrieve and use certain federal tax information. If you are a parent with more than one dependent attending college, you can use the same FSA ID to electronically sign all dependent applications. It is important to remember that each contributor must have their own mobile phone number or email address for each FSA ID created. So, the student and the parent must have separate personal email addresses and separate mobile phone numbers to create each FSA ID.

Step 2: Gather the following information:

Student and Parent(s) information required for the 2025-2026 FAFSA:

- Social Security Number (SSN)
- Date of Birth (DOB)
- Marital Status
- Date of Marital Status
- 2023 - Federal 1040 Tax Return (all pages)
- 2023 - W-2s (all W-2 forms from employer)
- 2023 - 1099s
- Alien Registration Number (if the student is not a U.S. citizen)
- Untaxed income, such as:
  ◊ untaxed portion of individual retirement account (IRA) distributions,
  ◊ untaxed portions of pensions, tax-exempt interest income,
  ◊ child support received,
  ◊ housing and food allowances paid to members of the military, clergy and others (including cash payments and cash value of benefits),
  ◊ Veteran's Non-educational Benefits, etc.
  ◊ information on savings,
  ◊ investments and business and farm assets

The 2025-2026 FAFSA application availability was delayed to open on December 1, 2024 for the 2025-2026 academic year. The 2025-2026 FAFSA application availability was delayed due to the major overhaul of the FAFSA application and awarding processes.

NOTE: The FAFSA application is available on October 1st each year. *Subject to change by the Department of Education.

Why is this important?

Filling out a FAFSA is the first step in determining your eligibility for federal financial aid, such as Pell Grants and a federal work-study job at NPC. The information on your FAFSA is also used by college scholarship committees, state governments and private scholarship programs to determine if you qualify for other types of financial aid or scholarships.

Nearly 20 million FAFSA filers get access to federal grants and loans each year – the vast majority are American college students. Yeah, it's kind of a big deal.

Sallie Mae reports that most students receive some type of financial aid, so you should fill out a FAFSA application even if you don't think you qualify. Some families assume they won't qualify for financial aid and don't even bother completing the FAFSA. This could be a huge mistake. In 2022, students left an estimated $3.6 billion in Pell Grants on the table by not submitting the FAFSA. **https://www.salliemae.com/college-planning/financial-aid/fafsa/fafsa-guide/**.

> **The biggest mistake you can make with federal aid is assuming you don't qualify, so even if you don't think you'll be eligible, you should apply.**

According to education advising site **edvisors.com**, two million students who would have qualified for the Pell Grant in a single school year missed out because they didn't fill out a FAFSA.

More time to weigh options

By applying in October instead of January, students will find out earlier if they are eligible for aid, giving them time to consider college costs and weigh their options. This also gives the student plenty of time to collect needed forms and documents to complete their financial aid file.

The convenience of using so-called "prior-prior-year" tax data also makes it easier for students to get college applications in before many scholarship deadlines, which can be set in January and February (example: prior-prior year = two years ago; two years back from 2025 is 2023).

This widened window of time will enable families to determine the true costs of going to school once financial aid is factored in.

Streamlined process

The current changes have simplified the FAFSA a great deal for the student and parent. Due to FAFSA Simplification the

Financial Aid Information Continued

FAFSA application has been decreased from 100 plus questions to 47 questions and the enhanced ability to directly transfer federal tax data from the IRS which reduces the amount of manual entries for the student and parent, which can reduce the amount of time to complete the FAFSA application. Directly transferring federal tax data into the FAFSA application may decrease the student's chances of being selected for the verification process which can decrease processing time. Students who apply early each year can expect to have their financial aid released during the initial disbursements each semester.

The FAFSA has been through a major overhaul to streamline for ease of use for students and parents. In prior years, the FAFSA application had over 100 or more questions compared to today with only 47 questions. Today, less than one-half of one percent of applicants fill out the paper version as more applicants chose to use the online form for ease of use and the ability to submit immediately with notification of federal aid eligibility status. Now through an online form at ***https://studentaid.gov*** the FA-DDX process enables the FAFSA to retrieve income and tax data directly from the IRS. FA-DDX simplifies the steps to complete the Free Application for Federal Student Aid (FAFSA). The IRS Data Direct Exchange (DDX) tool allows you to consent for the exchange of Federal Tax information directly into the student's FAFSA application for student (spouse) and/ or parent(s)."

How do I know if I'm an independent student?

If you answer 'Yes' to any of the following questions:

- Were you born before Jan. 1, 2002?
- As of today, are you married? (Answer "No" if you are separated but not divorced.)
- At the beginning of the 2025–26 school year, will you be working on a master's or doctorate program (such as an M.A., MBA, M.D., J.D., Ph.D., Ed.D., graduate certificate, etc.)?
- Are you currently serving on active duty in the U.S. armed forces for purposes other than training? (If you are a National Guard or Reserves enlistee, are you on active duty for other than state or training purposes?)
- Are you a veteran of the U.S. armed forces?*
- Do you have children or other people (excluding your spouse) who live with you and who receive more than half of their support from you now and between July 1, 2025, and June 30, 2026?
- At any time since you turned age 13, were you an orphan (no living biological or adoptive parent)?
- At any time since you turned age 13, were you a ward of the court?
- At any time since you turned age 13, were you in foster care?
- Are you or were you a legally emancipated minor, as determined by a court in your state of residence?
- Are you or were you in a legal guardianship with someone

other than your parent or stepparent, as determined by a court in your state of residence?

- At any time on or after July 1, 2024, were you unaccompanied and either (1) homeless or (2) self-supporting and at risk of being homeless?**
  ◊ Answer "Yes" (you are a veteran) if you (1) have engaged in active duty (including basic training) in the U.S. armed forces (military, naval, air, or space service) and were released under a condition other than dishonorable; (2) served full-time as a Reservist or member of the National Guard; or (3) were called to federal active duty.
  ◊ Also answer "Yes" if you are not a veteran now but will be one by June 30, 2026.
  ◊ *Answer "No" (you are not a veteran) if you (1) have never engaged in active duty in the U.S. armed forces, (2) are currently a Reserve Officers' Training Corps (ROTC) student or a cadet or midshipman at a service academy, (3) are a National Guard or Reserves enlistee activated only for state or training purposes, or (4) were engaged in active duty in the U.S. armed forces but released under dishonorable conditions. Also answer "No" if you are currently serving in the U.S. armed forces and will continue to serve through June 30, 2026.
  ◊ **You'll be considered provisionally independent and will be allowed to fill out the FAFSA form as an independent student if you indicate that you are unaccompanied and homeless or at risk of being homeless on the FAFSA form for the first time and you don't have a determination from an individual at an eligible agency. An individual at an eligible agency includes one of the following:
  ◊ your high school or district homeless liaison or designee
  ◊ the director or designee of an emergency or transitional shelter, street outreach program, homeless youth drop-in center, or other program serving those experiencing homelessness
  ◊ the director or designee of a project supported by a federal TRIO program or a Gaining Early Awareness and Readiness for Undergraduate Programs (GEAR UP) grant
  ◊ a financial aid administrator

Step 3: Begin filling out your FAFSA:

The Free Application for Federal Student Aid (FAFSA) must be completed each school year at ***https://studentaid.gov*** on October 1. NPC's school year is Fall, Spring and Summer semester. **NPC's Federal School Code is 011862.**

When will I receive the FAFSA results?

Results are received via email in 3- 5 business day from the Department of Education (DOE) in the form of a Federal Submission Summary (FSS), previously known as the Student

Financial Aid Information Continued

Aid Report (SAR). If you applied online, you should receive your FSS in approximately 3 - 5 business days. Keep the FSS for your records, and review the information carefully, and make corrections as needed. The financial aid office will receive the information electronically from the DOE in 5 - 7 business days which is about the same time you receive your FSS. Check the status of your FAFSA with your financial aid office as soon as you receive your FSS by calling the Financial Aid Office at 928-524-7318 or emailing the Financial Aid Office at *financialaid@npc.edu*.

Step 4: Check your FAFSA status online:

You may check the status of your submitted FAFSA, make corrections to your FAFSA (if needed), or print a signature page if you (spouse or parent(s)) did not use your FSA ID. All unsigned FAFSA applications are delayed by the Central Processing System (CPS) for 14 days; after 14 days the Financial Aid Office will receive your FAFSA. An unsigned FAFSA will delay the student's financial aid process. To avoid this type of delay, the student (spouse) and/or parent(s) should create an FSA ID to electronically transfer federal tax information and to sign the FAFSA application.

Assistance with Financial Aid Application

Assistance in completing the FAFSA form is available by contacting the Financial Aid Main Office at 928-524-7318. Recently the financial aid office has placed financial aid representative at the Snowflake, AZ NPC campus and the Winslow, AZ NPC campus for ease of access to assist all applicants interested in financial aid funding. Appointments can be made to meet in person at a campus/center closest to the student or a video meeting over the internet. If a Financial Aid Representative is not available an academic advisor at a campus/center can help a student to complete the FAFSA.

Required financial aid forms are available in the student's individual financial aid student portal (FASP) account, which the student must create once and log in to **each** academic year to auto-populate task(s). If selected for verification or requesting a review of income or dependency status for financial aid due to a circumstance out of the student's control the student will access all required tasks and appeal options in their FASP. Forms available online are limited to the FAFSA signature page and the 4506-T to request federal tax record information visit *www.npc.edu/financial-aid-scholarships/forms-worksheets* or *https://www.irs.gov/individuals/get-transcript*.

Federal Student Aid Programs

NPC participates in the following federal financial aid programs as authorized under Title IV of the Higher Education Act of 1965 as amended:

- The Federal Pell Grant is the foundation of all financial aid consideration. The grant is designed to assist students with documented financial need who have not earned a Bachelor's degree. If the student is eligible for a Federal Pell Grant and meets the priority deadline, the student will be considered for other types of financial aid assistance as well.

Limit on Federal Pell Grant Eligibility. Students are limited to 12 full-time semesters (or 600 percent) of Federal Pell Grant eligibility during their lifetime. This change affects all students regardless of when or where a student received their first Federal Pell Grant. Students who have received 600 percent of Federal Pell Grant eligibility will no longer be eligible to receive a Federal Pell Grant. You may view your percentage of Federal Pell Grant used by logging into "My Aid" using your FSA ID at *https://studentaid.gov/fsa-id*

The Department of Education keeps track of your Federal Pell Grant Lifetime Eligibility Used (PELL LEU) by adding together the percentages of the Federal Pell Grant awards that you received for each award year. Your "Lifetime Eligibility Used" percentage will be displayed in the "Grants" section of the student's "My Aid" page. Additional information is available online at *https://studentaid.gov/understand-aid/types/grants/pell/calculate-eligibility*.

- The Federal Supplemental Educational Opportunity Grant (FSEOG) is grant aid designed to assist exceptionally needy students with college education costs. FSEOG recipients are Pell-eligible students who demonstrate exceptional financial need and complete their financial aid files in a timely manner before the April 15 financial aid deadline each year.

- The Federal Work Study (FWS) program offers students with financial need an opportunity to earn money working on-the-job at the college or at certain off-campus agencies while attending college. Students who participate in the FWS program gain considerable benefits such as gaining work experience, the ability to work where they learn, the ability to schedule working hours around class hours, and building work relationships for future job references.

Please note that NPC does not participate in any Federal student loan programs, which include the William D. Ford Federal Direct Loan (Direct Loan) Program, the Federal Family Education Loan (FFEL) Program, and the Federal Perkins Loan Program. NPC also does not participate in any private or personal educational loans.

State Aid Grant

- The Arizona Leveraging Educational Assistance Partnership (AzLEAP) establishes a state and institutional partnership to provide student financial assistance in the form of need-based grants to low-income Arizona resident students who are enrolled at half-time (6) or more credit hours. The state grant is contingent upon Arizona State funding.

Student Services

Financial Aid Information Continued
Student Financial Aid Eligibility

Requests for financial assistance will be based on the following selection criteria:

- A student must be degree-seeking in an eligible NPC degree or certificate program. Lists of eligible degree and certificate programs approved by the U.S. Department of Education are available from academic advisors, the Financial Aid Office, or by viewing the eligible program list at: *www.npc.edu/financial-aid-status-degree-programs*.
- Federal methodology calculations and the FAFSA form determine need-based financial aid. Students must have documented financial need as prescribed for Federal Title IV aid programs;
- Preference will be given to applicants who complete their financial aid file in a timely manner by the priority deadline each semester;
- A student must have a high school completion document that is accredited by a regional accrediting association as defined by the United States Office of Education or approved by a state board of education or appropriate state educational agency or certificate of equivalency (GED®). A student who earned a home-schooled high school education will be required to upload their official home school transcript into the student's financial aid student portal (FASP). The review is completed by the Records and Registration Department.
- A student who has not earned a high school diploma or a GED (General Education Diploma) may be able to eligible for the Ability to Benefit (ATB) provision. The ATB makes financial aid available to students without a high school diploma or the equivalent of a high school diploma. If you were enrolled in college or career school prior to July 1, 2012, or if you are currently enrolled in an eligible career pathway program*, you may show you're qualified to obtain a higher education by
  ◊ passing an approved ability-to-benefit test* (if you don't have a diploma or state-recognized equivalent, NPC can administer a test to determine whether you can benefit from the education offered at NPC) or
  ◊ completing six credit hours, 225 clock hours, or equivalent course work toward a degree or certificate.
  ◊ College and Career Preparation (CCP), including formerly BSK and TLC coursework, do not count toward this requirement.
- A student who is offered financial aid funding must meet Satisfactory Academic Progress (SAP) at the end of each semester of enrollment. Please visit *https://www.npc.edu/satisfactory-academic-progress* for SAP requirements.
- An individual must meet the appropriate citizenship requirements as defined by federal regulations. An individual may review citizenship eligibility per the DOE at *https://studentaid.gov/2425/help/citizen*.

Verification Process

A student can be selected for 'verification' by the Department of Education's central processing system. The student (spouse) and/or parent(s) will be required to verify specific information provided on the student's FAFSA application based on three categories of verification groups. The student (spouse) and/or parent(s) will be required to submit specific documentation to verify the accuracy of the data reported on the student's FAFSA application. Documentation that the financial aid office may request for verification:

- federal income tax return (includes amended federal tax return)
- other income and asset documents
- marital status document
- proof of high school completion
- valid, unexpired, government-issued photo identification
- family size information

The financial aid verification process cannot be completed without the required documentation. The student's financial aid eligibility cannot be determined without all documentation being submitted. A student can be selected for the verification process more than once during their lifetime as a college student.

Students are required to upload all requested documentation to the student's financial aid student portal to be considered for financial aid assistance. All requested documents for information must be uploaded three weeks **before** the financial aid priority deadline to ensure review of the student's request for financial aid assistance and receipt of a financial aid offer two-weeks prior to the first day of class. Financial aid applicants who neglect to comply with requests for documentation or information will not be considered for financial aid until the information requested is submitted. Students should periodically check with the Financial Aid Office or their financial aid student portal (FASP) to verify completion of their file that all uploaded documents were accepted to ensure timely processing of financial aid funding. Students must log in to *npc.verifymyfafsa.com* (the financial aid student portal - FASP) each academic year to upload documents and track their verification status.

NPC Scholarships

NPC offers scholarships to help qualified students with college costs. NPC attempts to assist both the academically talented and students emphasizing in particular program.

Scholarship Search Website

NPC scholarships, local and national, including merit and non-need-based scholarships, are listed at the NPC website at *www.npc.edu/scholarships*. Students should review the application process – and pay specific attention to deadlines and scholarship requirements/criteria before applying. Incomplete scholarship applications will not be accepted.

Student Services

Financial Aid Information Continued

Other Scholarship Award Criteria

Most NPC private and institutional scholarships have specific award amounts stipulated in writing. If not, NPC's Scholarship Committee will distribute the money in a fair and equitable manner that assists the most students based on limited funds.

Financial Aid Disbursement

The disbursement of financial aid is approximately two weeks before the first day of classes each (standard 16 week) semester. *Subject to change based on the Academic Calendar; can be as early as two weeks, or the Friday prior to classes beginning. Check the Financial Aid Calendar (see page 30) for finalizing your registration for financial aid disbursement, as well as disbursement date(s) for Fall, Spring and Summer semesters and the last date to make changes to your class schedule for financial aid purposes. Financial aid disbursement will be delayed for late applicants and students who register late. Adding a course after 'the last date to make changes' to your class schedule will not increase a student's financial aid award. Disbursements are made through BankMobile, a financial services company. Students may select to have the disbursement made to their BankMobile card, (see page 21), direct-deposited to their bank account, or paid to them by paper check. Students must create an account to chose select an option for their financial aid refund to be disbursed. Please set up your account at *www.refundselection.com* once you have received your financial aid offer letter.

Satisfactory Academic Progress

All students who receive federal financial aid, are required to maintain certain standards of academic performance known as Satisfactory Academic Progress (SAP). A student must make satisfactory academic progress toward the completion of a degree or certificate program. Academic progress toward that degree/or certificate program will be reviewed at the end of each semester to determine the students continued eligibility for federal financial aid for the next semester of enrollment.

Satisfactory academic progress is the process a college uses to determine if a student is meeting all of educational requirements and is on target to graduate on time with a degree or certificate. This process may vary across schools.

NPC has a qualitative, quantitative, and maximum credit hour measure of academic progress:

1. Qualitative Requirement: Maintain a minimum cumulative grade-point average (GPA) of 2.0 or above;

2. Quantitative Requirements: Satisfactorily complete at least 67 percent (rounded up) of the cumulative credits in which the student is enrolled. Satisfactory completion means earning a passing grade of A, B, C, D, or P. Grades of W or F are not considered passing grade. (Even though a D is considered "passing" for financial aid, your degree program may not recognize the "D" as a passing grade and you will be required to retake the course. Check with your academic advisor.)

3. Maximum time frame (MTF) to complete a degree program (maximum number of credits to complete a degree). Students may receive financial aid funding for up to 150 percent of the published credit hours for a degree or certificate program.

The quantitative and maximum credit hour measures include all attempted NPC credits (with or without a passing grade), which includes all accepted transferable and assessed credits. In addition, this includes all semesters with or without financial aid assistance. For example, an associate degree that requires 60 credit hours to complete will have a maximum credit hour allowance of 90 credits.

Students who choose to transfer from another college to NPC can apply for financial aid and may be required to submit official transcripts of all previous college credits earned from other colleges/universities to the Records and Registration Office. Evaluated transfer credits will assist academic advisors prior to assisting a student with enrolling in classes at NPC that apply to the student's declared degree intent. Transferable credits that apply to the degree or certificate program at NPC can reduce the required number of credits to complete a degree or certificate. Transferred credit hours will be counted as both attempted and completed hours for the quantitative measure.

- A student may repeat a previously passed course one time only (with a prior passing grade). A student may repeat a class four times (if a passing grade is not received) and receive financial aid funding, provided all academic progress requirements are met. Also, students may receive funding for a maximum of six repeatable special projects or special classes. For courses that are repeated, SAP calculations will only consider the GPA (Grade Point Average) of the class with the highest grade.

- Eligibility for federal financial aid is limited for students who are required to take 'pre-college' courses to improve basic high school education skills at NPC. Students are limited to the equivalent of one year or 30 credit hours of College and Career Preparation (CCP) courses. Ineligible CCP (formerly named BSK and TLC) courses will not be funded and will be counted toward the 30-credit-hour limit.

The following CCP courses are eligible for federal financial aid funding:

Prefix	#	Course Title
CCP	072	Reading & Writing Applications III Science
CCP	074	Reading & Writing Applications III Social Studies
CCP	078	Math Applications III
CCP	082	Reading & Writing Applications IV
CCP	088	Beginning Algebra with Applications
CCP	103	Workforce Readiness I
CCP	104	Workforce Readiness II
CCP	106	Workforce Skills I
CCP	107	Workforce Skills II

Financial Aid Information Continued

The list of eligible CCP courses is also available online at *www.npc.edu/ccp.*

Incomplete Grades

Incomplete grades will not be factored into a student's SAP calculation until a final grade has been posted to the student's transcript. Changes to prior semester grades, including incomplete grades, will be considered during the next SAP calculation following a completed semester. SAP calculations for incomplete grades may be made earlier upon request by the student.

Unsatisfactory Progress towards Degree Completion

If a student does not meet Satisfactory Academic Progress requirements, the student can become ineligible for Title IV aid (Pell Grant, SEOG, and FWS program). If the student fails to meet SAP, the following guidelines will be followed:

1. The first time the student does not to meet SAP, the student is placed on financial aid SAP Warning status. A student on SAP Warning status is still eligible to continue receiving Title IV funding for the next semester of enrollment.

2. The second consecutive time the student does not meet SAP , the student is placed on financial aid SAP Suspension status. A student on SAP Suspension status is not eligible to continue receiving Title IV funding for the next semester of enrollment. A student on SAP Suspension status may appeal their SAP Suspension status to the financial aid SAP Committee for reinstatement of federal financial aid funding.

• An appeal is required to request reinstatement of federal financial aid if the student experienced a circumstance that was out of their control that prevented the student from meeting SAP requirements.

• The student may apply for a Satisfactory Academic Progress (SAP) Appeal within their financial aid student portal to request a reinstatement of their federal financial aid.

Financial Aid SAP Warning status

Recipients of student financial aid funding will receive a Warning notification either by postal mail or email after any semester in which their cumulative grade point average falls below 2.0 or they fail to satisfactorily complete 67 percent of the cumulative credit hours in which they are enrolled. The SAP Warning notice serves as a caution to the student that he or she did not maintain satisfactory academic progress during the last semester of attendance at NPC. Students are eligible to continue to receive financial aid assistance while on warning status if all other eligibility requirements are met.

Students will be removed from the warning status once they meet the cumulative 2.0 GPA and 67 percent completion percentage (also known as PACE) requirements.

Financial Aid SAP Suspension status

Recipients of student financial aid funding will be suspended from aid if they fail to meet the 2.0 minimum cumulative grade point average, or satisfactorily complete 67 percent of their cumulative enrollment for two consecutive semesters of academic work. The SAP Suspension notice serves as a notification that the student is not eligible for Title IV aid until the student meets SAP requirements to be eligible to return to GOOD SAP status and eligible for Title IV aid again.

Maximum Time Frame (MTF) for Degree or Certificate Completion

Students who are not able to finish a degree of certificate program within the maximum credit hour allowance for completion are placed on SAP Suspension status from the time that the student exceeds the maximum time frame (credit limit) for their declared degree or certificate program. A student who has been suspended from financial aid assistance for exceeding the maximum time frame may continue to enroll in classes at NPC without receiving financial aid assistance and will be responsible for paying for their educational expenses out their own pocket. The student may choose to submit a SAP Appeal request to extend the MTF to complete their degree or certificate program at NPC.

Satisfactory Academic Progress Appeal

Students who are placed on financial aid Suspension status may choose to appeal their financial aid eligibility status to the Financial Aid Office and further to the Satisfactory Academic Progress Committee. A student may request to have their financial aid reinstated by logging into their financial aid student portal (FASP) to manage a request for an SAP Appeal. The student must have experienced a circumstance 'out of their control' that prevented the student from completing their course(s). The student must complete the SAP Appeal form in their financial aid student portal, must state the reason(s) the student did not meet Satisfactory Academic Progress, including how the condition or situation has been resolved, thus allowing the student the ability to meet Satisfactory Academic Progress. Students must submit a full degree audit (signed by an academic advisor) and supporting documentation with their SAP Appeal request. SAP Appeal requests are available through the student's individual financial aid student portal at *npc.verifymyfafsa.com* The outcome for a petition for reinstatement may include approval in a restricted status (approved academic plan) or denial.

There are no further appeals for students who have met their Federal Pell Grant Lifetime Eligibility Used (LEU) or students who have earned a Bachelor's degree.

A student placed on "restricted status" could be required to be placed on an academic plan toward the successful completion of the degree program. The student will be reviewed at the end of each semester for satisfactory academic progress towards their

academic plan and completion of their degree program. The student making progress and meeting satisfactory academic progress will be considered an eligible student. A student may continue to receive financial aid assistance only as a result of a successful appeal.

Satisfactory Academic Progress (SAP) Appeal Deadlines			
SAP DEADLINES	FALL	SPRING	SUMMER
Last day to submit appeal documents.	Nov. 15	April 15	July 10

Schedule Changes on Financial Aid

Students who choose to change their enrollment (drop/add courses) during the course of a semester are subject to having their eligibility for financial funding reviewed, which may require recalculation of Title IV aid and the student may be required to return a portion of Title IV aid awarded or all Title IV aid awarded. Other institutional and tribal or private scholarships can be impacted, as well, in the next semester of enrollment.

A student must consult with his or her instructor(s) and/or an NPC academic advisor and the Financial Aid Office before making any enrollment changes each semester of enrollment. Please note that students who receive financial aid assistance are strictly subject to the Satisfactory Academic Progress requirements.

The Financial Aid Office is required to perform enrollment verification before the disbursement of financial aid, two weeks prior to the beginning of each semester. Financial aid may be reduced or canceled due to changes in a student's credit enrollment status or changes in course selection. Adding a course to increase credit enrollment status will not increase your financial aid offer after the Census Date (also known as Pell Recalculation Date or the Last Day to Withdraw without a 'W' on their transcript).

> **NOTE:** A student must start attending classes to establish eligibility for federal financial assistance and must show up in person or online for each class they are registered for.

When Dropping and Adding a Course

Students who plan to drop and then add a course as an even exchange are allowed to do so under the following conditions:

- During the first two weeks of class, students may only exchange a course for another eligible course, however, the exchange must be for the same credit amount (for example: 3 credits for 3 credits).

Students adding additional courses after the second week of the semester or during the semester are responsible for payment of tuition and fees.

Withdrawing Before the First Day of Classes

Students who have received a financial aid award and choose to withdraw from all courses before the first day of class are responsible for the return of all "over-awarded financial aid funds."

Non-Attendance or No Show

If a student chooses not to attend some or all of their courses, their eligibility for federal financial aid will be recalculated to exclude any non-attended courses. Students who accept federal funds and never attend any class sessions are responsible for the return of all 'over-awarded funds' for any courses not attended. The student must pay back all of the 'over-awarded' financial aid to NPC Student Billing prior to enrolling for courses again.

Canceled Course

Students who register for course(s) canceled by NPC are required to return all 'over-awarded funds.' A student may register for another eligible course with equal credits to replace the canceled course to avoid a return of 'over-awarded funds.'

Withdrawing Without "W" on Transcript

Students who withdraw on or before the last day to withdraw without a "W" on their transcript (see "Academic Calendar" page 23 in this catalog or online at *www.npc.edu/academic-calendar*) may register for another eligible course with equal credits to avoid the return of "over-awarded funds."

Noncredit and Audit Courses

The Financial Aid Office will not fund noncredit and audited courses at NPC.

Complete Withdrawal from All Classes

Students who completely unofficially withdraw and/or officially withdraw from all classes prior to the last day of classes will have their federal financial aid recalculated by using the Federal Return of Title IV calculation prescribed by federal law. The Federal Return of Title IV calculation applies only to federal financial aid and will be returned to the appropriate Federal program(s) in the following order:

1. Federal Pell Grant
2. Federal SEOG

> NPC does **NOT** participate in the following: Iraq and Afghanistan Service Grants, Teacher Education Assistance for College and Higher Education (TEACH) Grant or Federal Student Loans.

Federal Work-study (FWS) Program and Arizona Leveraging Educational Assistance Partnership (AZ LEAP) are excluded from the calculation.

Federal Return of Title IV calculation consists of the following:

   a. Amount of Title IV Aid Disbursed.

   b. Amount of Institutional Charges: tuition, fees, etc.

   c. Percentage of Title IV Aid Earned: the withdrawal date is the completed days divided by the total days in the

Financial Aid Information Continued

semester. Excluding scheduled breaks of five or more days and approved leave of absence.

d. Amount of Title IV Aid Earned by Student: Multiply (a) by (c).

e. Amount of Title IV Aid to be Disbursed or Returned: (a) minus (d).

f. Amount of Unearned Title IV Aid for Institution to Return: (b) multiplied by (1)
1 Equals Percentage of Unearned Title IV Aid: 100 percent minus (c)

g. Initial amount of Unearned Title IV Aid Due from Student: (e) minus (f).

h. Title IV Aid for Student to Return: (f) minus (2) 2 equals the Amount of Title IV Grant protection: (a) multiplied by 50 percent.

If the amount for the student to return is $50.00 or less, the student is not responsible for repayment.

Students may request a copy of their Federal Return of Title IV calculations from the Financial Aid Office.

Determination of the student's Last Date of Attendance (LDA)

The number of days completed is determined by the withdrawal date from one of the following:

Withdrawal date provided by NPC's faculty:

- Attendance record
- Class record
- If unable to provide a withdrawal date from the above documentation, then the following:
- Date of student's last attendance at documented academically-related activity, such as attending class, taking an exam, completing a tutorial, taking computer-assisted instruction, or turning in an assignment.
- Date of the student's official notification to the institution.
- If the student did not begin the withdrawal process or official notification, the midpoint of the enrollment period for which federal financial aid was disbursed, or a later date documented by NPC. A student would earn 50 percent of federal financial aid.
- If the student did not begin the withdrawal process or official notification due to illness, accident, grievous personal loss or other such circumstances beyond the student's control, NPC may determine the appropriate withdrawal date.

Important Note: Students who withdraw after completing at least 60 percent of the semester will be considered to have earned 100 percent of their federal assistance.

It is the student's responsibility to contact NPC's Business Office to pay in full any 'over awarded federal financial aid' or to make payment arrangements and continue to make satisfactory payments on time. Please call NPC's Student Billing department at 928-524-7470 to set up a payment arrangement or to resolve issues with your payment arrangement. Contact Student Billing prior to setting up payment arrangements online at *https://www.npc.edu/ecashier*. You may also make a payment at your local NPC campus or center.

If a student neglects to pay or no satisfactory payment arrangements are made after 45 days for the Return to Title IV calculation, the financial aid office is required to report that student to the Department of Education, which will prevent the student from receiving federal financial aid from any institution.

Students are required to contact the Financial Aid Office once he or she has paid in full the amount due for the Return to Title IV calculation. The Financial Aid Office will notify the Department of Education to update the student's status to "Repaid" to continue to receive federal financial aid, if all requirements are met.

Student Financial Aid Rights and Responsibilities

- Students are required and expected to read materials, follow instructions, and call the Financial Aid Office regarding their financial aid status. Your financial aid status may also be viewed at **MyNPC** or view your financial aid document status in your Financial Aid Student Portal (FASP) at *npc.verifymyfafsa.com*.

- The Family Educational Rights and Privacy Act of 1974 prohibits the release of financial aid information without the student's written consent. All information provided will be kept confidential.

- The financial aid academic award year for NPC includes the fall semester, the spring semester, and the summer semester.

- A student must apply each academic year for the Free Application for Federal Student Aid (FAFSA). The FAFSA is available October 1 each year for the following upcoming academic year.

- A student may only receive Title IV Aid from one institution per semester.

- The Financial Aid Office must have received an Institutional Student Information Record (ISIR) AND must complete their Financial Aid file BEFORE the student's last date of attendance for the semester enrolled for financial aid consideration.

- If a student's cost of attendance exceeds NPC's standardized budget, he or she may request a budget review with supporting documentation.

- Students are required to review the accuracy of information and notify the Financial Aid Office of changes in their financial, academic, or personal situation that affect their financial aid eligibility. This includes information not reported on the original FAFSA form.

Financial Aid Information Continued

- If a student is selected for "verification," he or she must upload all requested documentation, including a Federal Tax Return Transcript or signed Return and all W-2s, report all untaxed income, and complete a verification worksheet in the FASP at *npc.verifymyfafsa.com*.

- Students are required to pursue an approved degree or certificate program in order to be eligible for Title IV Aid. Lists of eligible degree and certificate programs are available from academic advisors, the Financial Aid Office, or *www.npc.edu/financial-aid-status-degree-programs*.

- Students who withdraw from courses are responsible for understanding NPC's Institutional Refund Policy. For additional information, students may contact the NPC Business Office. A student has the right to know the types of aid available at NPC, the method and frequency of disbursement, and the terms and conditions of receiving financial aid.

- The NPC Payroll Office mails checks or makes direct deposits to Federal Work-Study (FWS) students on the 15th and last day of each month. Students are encouraged to sign up for electronic deposit through direct deposit or Bank Mobile money paycard with the NPC Payroll Office. *https://bankmobiledisbursements.com/refundchoices/*.

- A student is required to register for and attend all classes for which he or she is awarded financial aid. Any changes in enrollment or a withdrawal from NPC must be reported to the Financial Aid Office. A student must consult with his or her instructor(s) and an academic advisor <u>before</u> making enrollment changes.

- Financial aid recipients have the right to know the Federal Return of Title IV Aid procedure at NPC. Aid recipients withdrawing from all classes may be required to return a portion of the funds disbursed to them for the semester enrolled. A copy of the Return of Title IV Funds calculation is available upon request from the Financial Aid Office.

- Courses added after the student has received his or her financial aid "refund" may not result in an increase to his or her award for the semester.

- A student must verify all tuition and fees, if entitled to a "refund." Students should contact the NPC Business Office regarding discrepancies in their billing charges.

- A student has a right to know the standards of Satisfactory Academic Progress (SAP), the criteria for continued eligibility and the criteria for reestablishing eligibility.

- A student must maintain SAP standards to be eligible for financial assistance. Students with academic problems are encouraged to seek tutoring assistance, available for free.

- A payment arrangement through e-Cashier Payment Plan is not intended to allow financial aid applicants to defer all payments until financial aid is approved. Students who have applied for financial aid, but have not been awarded financial aid, must make the scheduled payments. The student's signature on, or approval of a payment arrangement, is an agreement to make payments.

- NPC does not participate in any Private Educational Loans or in any Federal Student Loan Programs – including Undirect and Direct federal student loans.

- If a student has received a student loan from another institution, the student is required to keep the lending agency informed of any change in address, change in enrollment status, withdrawal from school or graduation.

- Financial aid recipients must be in good standing and not in "default of student loans" and not owing an "overpayment of federal financial aid" to any college/university. Students may call (800) 433-3243 or log on to *https://studentaid.gov/manage-loans/repayment*.

- A student may submit a Federal Student Loan Deferment form to the Records and Registration Office for processing while enrolled at NPC.

- A student may submit a Consortium Agreement form from their parent school to the Financial Aid Office. A Consortium Agreement will not be completed unless the student is enrolled at NPC. Students must pay in full or make payment arrangements for tuition, fees, and book charges at the time of registration. A Consortium Agreement does NOT defer payments and is not considered a third-party payment.

Additional Information

Requests for additional information regarding financial aid may be directed to the Main Financial Aid Office, (800) 266-7845, ext. 7318, during normal business hours:
8 a.m. to 5 p.m., Monday through Thursday;
8 a.m. to 4 p.m., Friday.

GED®/High School Equivalency Diploma

For individuals without a high school diploma, College and Career Preparation (CCP) offers an orientation designed to improve their chances of successfully earning a High School Equivalency (HSE) diploma, such as through passing the General Education Diploma (GED®) exams. The "Opportunities Through Education (OTE)," CCP 055x, orientation discusses the advantages of continued education while providing information on Arizona's three HSE pathways, learning tips for success, time management skills, how to set and achieve goals, and an overview of different services available to support learning. During the orientation, students will complete the Test of Adult Basic Education (TABE) and prepare a writing sample to provide the program with information for accurate class placements.

Orientation sessions are generally offered twice a semester at NPC campuses and centers to meet local demand. For available session dates and locations, contact College and Career Preparation (CCP) at any NPC location, or check the online

GED®/High School Equivalency Continued

Class Schedule for CCP 055x at *www.npc.edu/high-school-equivalency*.

Tuition and fee waivers may be available for HSE/GED® preparation courses. The OTE is <u>mandatory</u> to receive continued financial assistance and is required for Adult Basic Education students (those students without a high school diploma or equivalency). The orientation program is supported by a grant from the Arizona Department of Education, Adult Education Services. The program's purpose is to inform individuals of the state's three pathways for earning a high school equivalency diploma and complete each pathway's initial requirements.

Upon completion of the HSE/GED® orientation, students will work with the College and Career Preparation (CCP) Success Coach to determine the best pathway for them to attain their HSE Diploma. Pathways include the GED® Pathway, the 25 College Credit Pathway, and the HSE PLUS Career Readiness Pathway. The GED® Pathway requires taking and passing all of the GED® exams, including the Arizona Civics test. The 25 College Credit Pathway requires students to be enrolled in College and complete 25 specific college credits, including the Arizona Civics test. Upon completion, students submit an application and college transcripts to the ADE Representatives within the CCP department and to the Arizona Department of Education for review. Once approved, the state will issue the student a HSE diploma. The HSE PLUS Career Readiness Pathway requires students to be enrolled in a WIOA Title II Adult Education program, such as the CCP; pass the Arizona Civics test; and earn a minimum number of credits/points from specified sources that demonstrate Academic and Career Readiness. Such sources for both components include completed High School credits, College Credits, Adult Education Credits, GED® Exams, IET/BEST programs, CTE credits, Employment/Internship, or Industry Recognized Credentials. Upon completion, students will submit an application with their official transcripts and any accompanying evidence of meeting the requirements to the Representatives in the CCP department and then to the Arizona Department of Education for review and to issue the HSE Diploma.

Students can find more information about these three diploma pathways in the Arizona Adult Education Services website *https://www.azed.gov/adultedservices/get-your-diploma*.

Disability-related accommodations for taking the "Opportunities Through Education" orientation class can be initiated by completing the Student Accommodation Services (SAS) Contact For Services Form online at *www.npc.edu/sas*.

Disability-related accommodations for taking the online GED® test must be requested four (4) weeks in advance of registering to take the GED® test. Accommodation information and forms are only available at *www.ged.com*.

Northland Pioneer College administers GED® exams at computer testing sites located at the Show Low – White Mountain Campus and Holbrook – Painted Desert Campus. All GED® candidates must sign-up at *www.ged.com* for test information, scheduling, payment, and registration for the GED® test. PearsonVue maintains the computer-based testing schedule. At this time payment and test scheduling must be made through PearsonVue at *www.ged.com* or call (877) 392-6433.

For information on HSE/GED® orientation and preparation courses contact CCP staff at your campus or center or contact Dr. Tabitha Stickel, Associate Dean of Education and College and Career Preparation, (800) 266-7845, ext. 6536. For information regarding the GED® test, you must sign up at *www.ged.com*. Direct questions to NPC's Computer-Based Test Administrator at (800) 266-7845, ext. 6142.

Requirements for Testing

- Sign up at www.ged.com for test information, scheduling, and registration for the GED® test. At this time, payment and test scheduling must be made through PearsonVue at *www.ged.com* or call (877) 392-6433.

- Students must meet the minimum age requirement of 16. (16- and 17-year–olds must create an account at www.ged.com before submitting the following original documentation to any NPC campus/center front office. The AZ Board of Education requires a NOTARIZED parental consent form AND an official withdrawal form from the last school attended. Must be provided to NPC's Computer-Based Test Administrator.

- GED® candidates are required to present a photo identification before admission to the exam room. The ID must satisfy all GEDTS requirements of identity, which include current name (ID and name on registration must match), address, date of birth, and signature. For a list of acceptable forms of ID visit *npc.edu/ged-high-school-equivalency-diploma*. ID must be current and not expired. No refunds are given if the test taker is turned away for improper identification or if the testing reservation is not canceled 24 hours in advance.

Non-citizens Note: Non-citizens, including refugees, legal and illegal immigrants, resident and nonresident aliens, and other foreign nationals, are eligible to take the GED® test if they meet ALL of the requirements for identification and eligibility established by GEDTS and the Arizona Department of Education.

Library Services

The NPC Library provides services and resources for students, faculty, staff and the community* at the four campuses and five centers. To search the Library catalog, visit our subject guides, and access our databases, visit the Library website at *www.npc.edu/library.*

Some Library services and resources available are:

- Library catalog with books, audiobooks, videos, and other material
- Databases for scholarly journal articles, eBooks, eAudiobooks, and online videos
- Subject Guides with links to research resources
- Reference services available in person, Text-a-Librarian, or Ask-a-Librarian
- Research assistance including citation help and plagiarism avoidance
- Information literacy instruction for classes and individuals
- Computers and wireless access including laptops available for student checkout
- Free printing and copies for students
- Interlibrary loan for materials not owned by NPC
- Comfortable spaces to study or relax

Submit your application for a Library account on our website. Find the password for off-campus access to databases at **MyNPC > MyCourses > Library Information.**

*Services for community members are limited.

✿ Merit™ Student Achievements

NPC is recognizing and celebrating student accomplishments through Merit! Merit pages allow NPC to publicize <u>YOUR</u> achievements, such as making the president's or dean's list, earning a certificate or degree, participating in a club or event and more! Merit pages assist NPC in sending press releases about a student's accomplishments to NPC social media pages, local newspapers, as well as publish these news stories on the web.

How does Merit work?

- Students participate in events and activities at NPC.
- The NPC Marketing Department gets a list of students who participated and writes a short article about the event.
- An article is published to NPC's Merit webpage (**npc.meritpages.com**) and the local newspaper of each student is notified.
- Students involved receive an email to their NPC student email account informing them they were awarded a merit badge. To view your award, click on the "view my achievement" link in your student email.
- Students can share their achievements with family and friends on Facebook or Tweet them!
- Students can customize their Merit pages by adding photos, additional activities and work experience.

Organizations and Activities

NPC supports a variety of student activities and organizations. All student activities are sponsored by the college and are subject to district-approved policies and procedures. As a result, the college reserves the right to approve or disapprove any student activity.

NPC's student activities program invites involvement across a broad spectrum of sponsored programs to offer opportunities for cultural, social and educational enrichment for students.

Art Club

The Art Club is a student organization that provides an opportunity to express and advance student's knowledge and love of the Arts through fellowship and education. The group's mission is to give back to communities, schools, and others by using their talents and gifts in creative ways.

Students interested in learning more should contact Art Club advisor Magda Gluszek at (928) 532-6176, email **npcartclub@gmail.com**.

Eagle Club

The Eagle Club is a student organization that promotes awareness of multiculturalism at NPC by promoting academic field trips, student socials, fundraisers and other activities that celebrate cultural awareness. Learn more at **npc.edu/activities-clubs/eagle-club**

Students interested in learning more should contact Eagle Club advisor Shandiin Deputee at (800) 266-7845, ext. 7343, email **shandiin.deputee@npc.edu**.

Mental Wellness Club

NPC's Mental Wellness Club is a student group that fosters an understanding of behavioral health and mental health with community, professional, and social awareness. Students interested in learning more should contact faculty advisor

Rachel Channell at (928) 536-6251

Music/Theatre/Speech

Students with vocal or instrumental music interests may find a forum to develop their talents by joining the NPC Master Chorale, White Mountain Symphony Orchestra or High Country Barbershop Chorus. The groups perform at many college and community functions throughout the year.

The Theatre Program sponsors productions for students and the community. Auditions for the shows are conducted at the beginning of each semester.

A schedule of major productions is announced throughout the year. Posters advertising events are posted at all locations and announced in local media and posted at the NPC website at **www.npc.edu/pac-shows**. Student-produced plays and other smaller productions may be offered throughout the year.

Student Services

Phi Theta Kappa

Phi Theta Kappa is the international honor society of two-year colleges. PTK inducts students who are committed to scholarship, leadership, fellowship, and service. Eligible students are invited each semester by meeting the following criteria: have at least a 3.5 GPA, have completed at least 12 NPC credits towards a set degree intent, and are currently enrolled in at least 6.0 credits. Learn more at *npc.edu/activities-clubs/phi-theta-kappa-ptk*

Students interested in joining Phi Theta Kappa should reach out to the PTK Advisors at *ptkadvisors@npc.edu*.

President's Scholars Program

The President's Scholars Program provides educational enrichment opportunities and scholarship incentives for academically advanced students. This excellent opportunity includes a one-credit colloquium each semester. Scholars participate in activities to broaden intellectual horizons, to become more aware of Southwest history and culture and to explore communications skills through interaction with other students.

Participants will travel to off-campus locations throughout the Southwest to study subjects of interest and concern. Scholarships, which include tuition, books and travel, are awarded for those who are admitted.

Learn more at *npc.edu/presidents-scholars-program*

Students may obtain an application packet for the President's Scholars program from the website or by calling faculty advisor Ryan Orr, (928) 532-6168, or email *ryan.orr@npc.edu.*

Student Government Association

The Student Government Association (SGA) is both the voice of the student body at NPC and the coordinating organization for student clubs and activities. SGA members participate in college governance activities, serve on critical college committees and control funding for student organizations and activities.

SGA conducts elections each year. All students are encouraged to participate in SGA and participate in the future of Northland Pioneer College.

Learn more at *npc.edu/student-government-association* or email *sga@npc.edu.*

Records and Registration Admissions Office

The Records and Registration Admissions Office staff members are responsible for final grade rosters. Students may view their grades on MyNPC, utilizing their student log-in (excluding those on financial hold).

Any changes to existing grades (see Appeal of Grade, page 198) are initiated by contacting your instructor. The instructor then submits the change through their division dean, who then forwards the change to the Records and Registration Admissions Office. Once received and updated, the semester transcript shows the change.

Any student who has attended an accredited college may request an official transcript be sent from that college to the NPC Records and Registration Admissions Office. Once the evaluation of transfer credit is completed, the accepted transfer credits are posted to the student's transcript and can be used toward an NPC degree/certificate where applicable.

Students pursuing a certificate or degree need to declare a degree plan with an academic advisor. The declared degree plan is then posted to the student's file. When the student is ready to graduate, he or she will submit a graduation application. After graduation requirements have been met, please allow three to six weeks after the semester ends for diplomas to be mailed.

The Records and Registration Admissions Office is responsible for the following areas:

- Admission and Enrollment Verification Letters
- New Mexico Waivers
- Domicile Verification
- Veterans Certification
- Student Records, including transcripts and grades
- Graduation Certification
- Western Undergraduate Exchange (WUE)
- International Students

Transcripts

The Records and Registration Admissions Office accepts orders for Official NPC transcripts through *npc.edu/transcripts.* The following information is needed when requesting a transcript: name, student ID (or Social Security Number), date of birth, student's mailing address, complete mailing address where mailed transcript is to be sent or an email address where the electronic transcript will be sent, contact phone number, signature, date, payment, and recipient information. Transcripts cost $14.50 each and an "on demand" fee may be assessed for students who require expedited processing. Payment by major credit card (Discover, MasterCard or Visa) or debit card is required when ordering through the National Student Clearinghouse.

Unofficial transcripts are available at one of our campus or center locations via an Academic Advisor or at MyNPC *https://mynpc.edu/ics*.

The Records and Registration Admissions Office should be contacted if there are questions regarding NPC transcript requests, (800) 266-7845, ext. 7459, P.O. Box 610, Holbrook, AZ 86025-0610.

Recruiting Office

All new students must submit an NPC Admissions Application which is available on the homepage of *www.npc.edu*. Click the "apply now" button on the right hand side. If you have previously attended the college, but never completed an NPC Admissions

Student Services

Application, you are asked to do so to verify your student information. NPC has an open admission policy (see page 12). High-school-age students, 14 and above, may enroll in NPC classes. Contact NPC's Early College Program office for more information. The college also works closely with local businesses to inform adult students and the community about educational opportunities. Interested adult students and businesses should contact the Community Recruitment Office. Both of these offices have district-wide duties. Contact the corresponding office (high school/adult) for:

• Requests for program and admissions information

• College events/open houses

• Coordination of on-site visits/NPC campus tours

• Community/group presentations

Student Email

All students enrolled since the fall 2009 semester have been issued an NPC email address. NPC uses this address to deliver official notices, such as closures and alerts and important date reminders. Your instructors may require you to use this address.

Log in to **MyNPC** and go to the MyEmail tab. Follow the links on the left side of the MyEmail page for instructions and FAQs. You must be logged in to see the page and the instructions. It can take as many as two business days for your NPC email account to be established.

Your **MyNPC** and email username are typically your first initial and last name, plus a sequence number if needed to prevent duplicates.

Your NPC email address is your username@mail.npc.edu. You can also forward your NPC email to another email system of your choice.

How do I get My Username?

You can obtain your user name from campus or center office personnel or through the Support Center toll-free (800) 266-7845, ext. 7447. You will need to provide your student ID# and answer some questions to confirm your identity. Also your username is on your admissions letter and on your Student Data Sheet given to you at registration.

Student Health Insurance

Many programs at Northland Pioneer College require students to carry health insurance. As a college student, you may be eligible to stay on your parent or guardian's healthcare plan if you are under the age of 26. If this does not apply to you, NPC has a referral to a major insurance company that has designed plans specifically for community colleges. For an application or more information, contact the company directly through our website **www.npc.edu/student-insurance**, stop by an academic advising office for a brochure or the office of the Vice President for Learning and Student Services.

Student Writing Centers

Help with college writing assignments is always available free to all NPC students at the Student Writing Centers (SWC). College and Career Preparation (CCP) Learning Assistants provide guidance in research, grammar, spelling and composition. Computers and printers are available for current students working on college assignments or tasks related to financial and/or academic pursuits. SWC resources may also be used to apply for Free Application for Federal Student Aid (FAFSA) or Supplemental Nutrition Assistance Program (SNAP, formerly food stamps) benefits. Basic resume and cover letter writing assistance is also available. Student Writing Centers are located at all NPC campuses and centers.

Note: You must complete a user agreement each academic year to use the resources of the Student Writing Center.

NPC STUDENT EMAIL
— the college's official method of communication

If you're not checking your student email account at least **twice a week**, you're missing important information and deadlines from instructors and NPC!

Don't want to look at another email account? Set your student email to **forward** to your **personal email** so you don't miss a thing. It's easy!*

1. Log in to your NPC student account and click on email.*
2. Click the sprocket icon in the top left corner and select "settings."
3. Click on the blue link across the top that says, "Forwarding and POP/IMAP."
4. Click the "Forward a copy of incoming mail to" button. Then type in the email address where you want your student messages forwarded.
5. We recommend you select "keep Northland Pioneer College Mail's copy in the Inbox."
6. Be sure to click the "Save Changes" button at the bottom.

Textbook Information

Students can obtain information about what textbooks are required or optional for a specific course by going to **www.npc.ecampus.com.**

Make a note of the ISBNs to ensure you are purchasing the correct textbooks.

> NPC students can purchase their textbooks online, seven days a week, 24 hours a day through the NPC Online Bookstore that offers a variety of purchase options besides new and used textbooks. Note: Not all textbooks are available as used, e-Books, rentals, or Market Place. Ordering through NPC Online Bookstore is optional; students can purchase course items with other vendors.

Electronic Textbooks (e-Books)

The NPC Online Bookstore offers e-Books on selected textbooks. You can purchase one of two forms of e-Books depending on availability:
1. Online Version – can be accessed from any computer or electronic device with an internet connection
2. Downloadable Version – can be loaded onto your computer or electronic device, but only accessed on that device.

Rental Textbooks

Students can rent selected textbooks for a semester or set period. Additional days can be added to the rental period if needed. After the semester has ended, return the book to eCampus by printing a free prepaid UPS shipping label.

Market Place

Students can purchase like-new and used textbooks from third-party individuals and volume sellers at a discounted price when available. Market Place textbooks are not eligible for free shipping promotions.

How to Order Textbooks

After registering for classes, students can go to the NPC website, **www.npc.edu/textbooks** for a step-by-step instruction sheet.

Other ways to place an NPC Online Bookstore order:
1. Use an NPC computer at any NPC location during normal business hours.
2. Submit your order via email to **bookstore@ecampus.com**.
3. Call the NPC Online Bookstore (859) 209-6958.

Payment Options

There are several payment options to choose from:
1. Credit/Debit Cards: Visa, Master Card, Discover or American Express;
2. Prepaid credit cards CAN be used as payment for orders;
3. PayPal or PayPal Credit: May be subject to credit approval and a minimum purchase may be required;
4. e-Cashier Payment Plan: Students can use an installment payment option. Go to the NPC website at **www.npc.edu/textbooks** for a step-by-step instruction sheet.

NOTE: Rental orders CAN NOT be paid for using Prepaid Credit/Debit Cards, PayPal, PayPal Credit, Check, or Money Order. If you wish to rent your books, you may use an e-Cashier or a credit/debit card. If you use an e-Cashier, you must still provide valid credit card information at checkout.

Shipping Options

Textbooks are shipped through United States Postal Service (USPS) or United Parcel Service (UPS). Shipping will take between 2 and 14 days. In stock, orders are processed for shipping in 1 to 2 business days.

NOTE: Only USPS will ship to PO boxes. NPC students receive free shipping on all orders over $35, excluding Market Place orders.

Remember: To ensure you have your textbooks on the first day of class you will need to order your textbooks at least 3–To 4 weeks before classes start!

For questions contact the NPC Bookstore at (800) 266-7845, ext. 7480.

Selling Back Textbooks (Buy-Back)

Through the NPC Online Bookstore, students can sell back their textbooks on the website during the buyback time frame (2 weeks before and after the semester ends) or anytime through the Marketplace. Click the "Sell Textbooks" button, enter the ISBN (13-digit numerical code below the bar code), from the back of the textbook and an instant quote for the textbook will appear.

1. Buyback shipping is FREE! Print a prepaid shipping label, drop the package off at a UPS drop box, and receive a check in the mail or have money directly deposited to your account. NPC Online Bookstore credit for a future purchase with eCampus is another option for selling your books.
2. Students who sell back books will receive premium buy-back prices for any textbook being reused by NPC the following semester.
3. Students can also return rentals online! For more information, visit **www.npc.ecampus.com**.

Transfer Assistance

For students interested in transferring their credits to another Arizona public university, NPC offers online access to the Arizona Course Equivalency Guide (CEG) via AZ Transfer **(www.aztransfer.com)**. This system offers a number of helpful features that allow you to:

1. See how previous courses will transfer to public universities in Arizona

2. Learn what community college courses transfer as specific university equivalents

3. View transfer guides that outline university academic programs for community college students

4. Research lists of community college courses that apply to university general education equivalents

NPC partners with other Nationally Accredited Institutions through articulation agreements to assist students in making a smooth transition from NPC to a participating four-year institution. See University Transfer Agreements, page 63 or **https://www.npc.edu/university-transfer-degrees** if you have any questions or need more information, contact an academic advisor. To find an advisor near you, go to **https://www.npc.edu/advising**.

Tutoring

NPC Tutoring is available in most NPC academic areas and is provided FREE of charge to current students. NPC offers FREE online tutoring, on-demand, through Tutor.com, F2F tutoring at many locations, and tutoring via the distance system.

Students may benefit from these services if they need help in any of the following areas:

• Completing assignments,
• Understanding concepts and ideas,
• Preparing for tests and general studying skills, or
• Keeping pace with your class.

Learn more about NPC tutoring service options online at **www.npc.edu/tutoring.**

If a student is having difficulties in a particular course, he or she should complete the online Request for a Tutor form **(www.npc.edu/request-tutoring)**, or contact the Coordinator of Tutoring Services, (800) 266-7845, ext. 7367. You will be contacted with a schedule of group tutoring sessions.

EARN MONEY BY TUTORING – If you would like to be a tutor, complete the online ***I Want to be a Tutor*** form **(www.npc.edu/tutor_application)**.

Veterans Services

Northland Pioneer College provides assistance to eligible students applying for educational benefits under the U.S. Department of Veteran Affairs (VA). Veterans, survivors and dependents may utilize educational benefits under Title 38 of the U.S. Code and selected reservist under Title 10 of the U.S. Code. The Veterans Certifying Official is responsible for certifying the enrollment status and reporting changes in enrollment to VA.

For questions about NPC Veterans Services, visit our website, **www.npc.edu/veteran-services**, or contact the Veterans Certifying Official, (800) 266-7845, ext. 7469, or ext. 7365, or email **veterans@npc.edu**.

Educational Benefit Eligibility

NPC's VA Certifying Official doesn't determine student eligibility for VA Educational Benefits. Only the VA is authorized to determine a student's eligibility and will ultimately make the final decision.

VA Eligibility is based on a student's application with the VA and what the VA approves them for. Students that have not applied for VA Educational Benefits will need to apply with the VA at **www.benefits.va.gov/gibill/apply.asp**.

The VA will determine a student's payment rate based on the type of benefit for which they are eligible and the number of hours in which they are enrolled. For more information on benefit comparisons and to find out the basic payment rates go to: **https://www.va.gov/education/gi-bill-comparison-tool/**.

Arizona Revised Statute

§15-1808 Tuition and Fee Waivers

A member of the Arizona National Guard who received a Purple Heart citation on or after September 11, 2001 or a former member of the Arizona National Guard who was medically discharged from the Arizona National Guard due to an injury or disability suffered under conditions listed in ***A.R.S. §15-1808*** may have tuition and media fee waived for courses taken at Northland Pioneer College.

A member or former member of the United States armed forces who received a purple heart citation, who was a resident of the state of Arizona or was stationed in Arizona at the time of the injury and whose disability rating is fifty per cent or more as described in ***A.R.S. §15-1808*** may have tuition and the media fee waived for courses taken at Northland Pioneer College.

A surviving spouse or child of a peace officer, correctional officer, fire fighter, emergency paramedic, National Guard member, or member of the United States Armed Forces who was a resident of the state of Arizona or stationed in Arizona and who was killed in the line of duty or who died from injuries suffered in the line of duty while traveling to or from duty may have tuition and the media fee waived for courses taken at Northland Pioneer College.

Student Services

Veterans Services Continued

For more information on Arizona Revised Statute §15-1808 Tuition and Fee Waivers go to *https://dvs.az.gov/services/education/tuition-waiver-and-verification-form*.

VA Educational Programs

Chapter 30: Montgomery GI Bill® – Active Duty (MGIB-AD)

The MGIB-AD program provides up to 36 months of educational benefits. This benefit may be used for degree and certificate programs, flight training, apprenticeship/on-the-job training and correspondence courses. Remedial, deficiency and refresher courses may be approved under certain circumstances.

> Students must verify their enrollment monthly using the Web Automated Verification of Enrollment (WAVE) **or by calling the toll-free Interactive Voice Response (IVR) telephone. To be eligible for Chapter 30, students must have:**
>
> - Entered active duty on or after July 1, 1985.
>
> - Contributed $100.00 a month and have an honorable discharge.
>
> IMPORTANT: Chapter 30 students must verify their enrollment monthly using the Web Automated Verification of Enrollment (WAVE) or by calling the toll-free Interactive Voice Response (IVR) telephone.

Chapter 31: VA Vocational Rehabilitation

To be eligible for Chapter 31, students must have a service connected disability and applied for vocational rehabilitation services through the Department of Veterans Affairs at *https://www.va.gov/careers-employment/vocational-rehabilitation/eligibility/*.

Chapter 33: Post-9/11 GI Bill®

The Post-9/11 GI Bill® is for individuals with at least 90 days of aggregate service on or after September 11, 2001, or individuals discharged with a service-connected disability after 30 days. Students must have received an honorable discharge to be eligible for the Post-9/11 GI Bill®. The Post-9/11 GI Bill® will become effective for training on or after August 1, 2009.

Tuition and Fees: Under the Post 9/11 GI Bill®, students may receive: tuition & fees (paid directly to the school) not to exceed the tuition & fees at the most expensive state Institution of Higher Learning (IHL). For a listing of the maximum tuition & fees for each state visit: *https://www.va.gov/education/benefit-rates/post-9-11-gi-bill-rates/#how-much-of-the-full-benefit-r*.

GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government website at *www.benefits.va.gov/gibill*.

If you qualify for the maximum benefit, the VA will cover the full cost of public, in-state tuition and fees. Rates are updated annually. To view current rates, visit *https://www.benefits.va.gov/gibill/resources/benefits_resources/rate_tables.asp*.

Money for Housing: A monthly housing allowance based on the Basic Allowance for Housing (BAH) for an E-5 with dependents. This amount is based on the ZIP code of the location of the campus/center the student is attending. To determine the BAH for your ZIP code visit: *https://www.travel.dod.mil/Allowances/Basic-Allowance-for-Housing/BAH-Rate-Lookup/*.

Money for Books and Supplies: An annual book stipend of $1,000 is paid proportionally based on enrollment.

How VA Calculates Your Benefits: The specific amount will depend on how much active service you've had since September 10, 2001. VA calculates this amount based on a percentage of the maximum benefit.

If you had 90 days of active service, you would qualify for 50% of the maximum amount. If you served for 3 years, you would receive 100% of the maximum benefit.

Chapter 35: Survivors' and Dependents' Educational Assistance (DEA)

Dependents' Educational Assistance provides education and training opportunities to eligible dependents of certain veterans. The program offers up to 45 months of education benefits. These benefits may be used for degree and certificate programs, apprenticeship and on-the-job training. If you are a spouse, you may take a correspondence course. Remedial, deficiency and refresher courses may be approved under certain circumstances.

To be eligible for Chapter 35, students must be the dependent or spouse of:

- ◊ A veteran who died or is permanently and totally disabled as the result of a service-connected disability. The disability must arise out of active service in the Armed Forces.
- ◊ A veteran who died from any cause while such service-connected disability was in existence.
- ◊ A service member missing in action or captured in the line of duty by a hostile force.
- ◊ A service member forcibly detained or interned in the line of duty by a foreign government or power.
- ◊ A service member who is hospitalized or receiving outpatient treatment for a service connected permanent and total disability and is likely to be discharged for that disability. This change was effective December 23, 2006.

Chapter 1606: Montgomery G.I. Bill® – Selected Reserve (MGIB-SR)

The MGIB-SR program may be available to you if you are a member of the Selected Reserve. The Selected Reserve includes

Student Services

Veterans Services Continued

the Army Reserve, Navy Reserve, Air Force Reserve, Marine Corps Reserve and Coast Guard Reserve, and the Army National Guard and the Air National Guard. This benefit may be used for degree and certificate programs, flight training, apprenticeship/on-the-job training and correspondence courses. Remedial, deficiency and refresher courses may be approved under certain circumstances.

Students must verify their enrollment monthly using the Web Automated Verification of Enrollment (WAVE) or by calling the toll-free Interactive Voice Response (IVR) telephone. To be eligible for Chapter 1606, a selected reservist must:

◊ Be enlisted, reenlisted or extend an enlistment obligation in the selected reserve so that the reservist has/had an enlistment obligation to serve for a period of not less than 6 years, following the date of such action and this must be completed on or after July 1, 1985.

◊ Have completed secondary school diploma requirements.

◊ Have completed IDAT.

IMPORTANT: Chapter 1606 students must verify their enrollment monthly using the Web Automated Verification of Enrollment (WAVE) or by calling the toll-free Interactive Voice Response (IVR) telephone.

The WAVE and IVR System

Chapter 30, and 1606 students must verify their enrollment monthly by Web Automated Verification of Enrollment (WAVE) or by Interactive Voice Response (IVR) (877) 823-2378. Your enrollment can be verified on the last calendar day of the month using the Web Automated Verification of Enrollment (WAVE) at ***https://www.gibill.va.gov/wave*** or by calling the toll-free Interactive Voice Response (IVR) telephone line at (877) 823-2378.

Assessment of Military Training

The Records and Registration Office evaluates all military training and/or coursework and transcripts from JST – Joint Service Transcripts and/or Community College of the Air Force. Official transcripts from JST or Community College of the Air Force must be submitted to the Records and Registration Office for assessment. Please see an academic advisor or the Veterans Certifying Official for assistance.

Prior Credit Evaluation

The VA administration requires NPC to evaluate prior credit. This includes military transcripts and official transcripts from any other College/University attended. VA students have until the end of their second semester to submit them.

Army, Coast Guard, Marine Corp, and Navy transcripts can be ordered from the Joint Service Transcripts website: ***https://jst.doded.mil***.

Air Force transcripts, can be ordered from the Air University website: ***www.airuniversity.af.mil/Barnes/CCAF/***.

Roles & Responsibilities of VA Students

- Check in with the Veterans Certifying Official at least once every semester
- Meet with an Academic Advisor to declare a Program of Study (major), file a Degree Intent and complete additional paperwork
- Follow Title IV policies as outlined in the Financial Aid section of this catalog
- Attend classes pursuant to the college attendance policy
- Inform the Veterans Certifying Official of changes in enrollment, Program of Study, changes of address, phone number, email, or other changes which may affect VA Educational Benefits.
- Formally withdraw from classes when necessary, providing any documentation (i.e. a statement of "mitigating circumstances") to the Veterans Certifying Official within one week of withdrawal

Enrollment Status & Payment

NPC allows enrolled members of the Armed Forces, including reserve components and National Guard to be readmitted if such members are temporarily unavailable or must suspend enrollment by reason of serving in the Armed Forces. NPC accommodate short absences for such services in the Armed Forces. Chapter 30, 35, and 1606 VA Educational Benefits are paid based on training time. The number of credits enrolled in determines the amount of benefits the VA student will receive. Classification of enrollment includes: full time, 3/4 time, 1/2 time and less than 1/2 time, corresponding to Title IV definitions. Students enrolled in less than 1/2 time will be reimbursed for tuition and fees only. Summer sessions are calculated on an accelerated basis and training time will depend on the number of credit hours taken and the number of weeks of the class.

The processing of benefits for first-time VA students can take 8 to 10 weeks in some cases. VA students may utilize a VA Intent Letter during registration to defer tuition and fees until benefits come in. The student will clear those charges when they receive their first monthly benefit check.

- Chapter 31 and 33 VA Educational Benefits are paid directly to the school.
- Chapter 30, 35 and 1606 VA Educational Benefits are paid directly to the student and the student is responsible for paying any outstanding balances to the school. It is the student's responsibility to contact NPC's Business Office to make payment arrangements and to continue to make satisfactory payments.

Important Payment Information

- If the VA recipient withdraws from their class(es) after the official drop period, the student will receive a "W" on their transcript and may have to repay any monies they have received.

Student Services

Veterans Services Continued

- If the student is dropped from the 45th day attendance FTSE roster, the student will receive a "W" on their transcript and may owe back any monies they received.

- If the VA recipient makes changes to their class(es) after the official drop period, the student may receive an overpayment and may to repay any monies they have received.

Satisfactory Academic Progress

All students, including those who receive federal financial aid, are required to maintain certain standards of academic performance called Satisfactory Academic Progress. A student must make Satisfactory Academic Progress toward the completion of his or her degree or certificate program. VA students are required to:

- Maintain a semester and cumulative grade-point average (GPA) of 2.0 or higher. "

- Complete at least 67 percent of the courses for which they are enrolled. "D" grades are not considered passing for VA students when calculating the quantitative requirement. (See Satisfactory Academic Progress, page 35, 62).

VA Academic Warning, Suspension & Restricted Status

The Department of Veterans Affairs requires all persons using VA Educational Benefits follow Title IV policies, including making Satisfactory Academic Progress. A student who does not meet the required minimum standards will receive written notification and will be placed on Academic Warning the first semester and Academic Suspension the second continuous semester. At the end of the second unsuccessful semester, if Satisfactory Academic Progress has not been demonstrated, VA Educational Benefits will be terminated. Benefits may be reinstated once the student begins meeting the required minimum standards.

VA students that fail to meet Satisfactory Academic Progress requirements will be asked to meet with an academic advisor to develop an academic success plan, which may include seeking tutoring assistance, enrolling in HDE 105 Success Strategies for College, or adjusting their course load.

VA Academic Warning: VA students are eligible to continue to receive VA Educational Benefits while on warning status if all other eligibility requirements are met.

VA Academic Suspension: VA Educational Benefits will be discontinued for students that fail to meet the required minimum standards for two continuous semesters. A VA student who has been suspended from VA Educational Benefits may continue to enroll in classes at NPC without receiving benefits.

VA Restricted Status: Recipients of VA Educational Benefits will be placed on restricted status if all required documentation has not been submitted to the VA Certifying Official. VA students placed on VA Restricted Status will be asked to follow

an academic success plan toward successful completion of a degree program. The VA student making progress and meeting Satisfactory Academic Progress will be considered an eligible student.

VA Appeal Process and Reinstatement: VA students who are placed on Suspension may appeal their eligibility status to the Satisfactory Academic Progress Appeal Committee by filing a Petition for Reinstatement with the VA Certifying Official. Appeals should be based on extenuating circumstances as documented by the VA student. Petition for Reinstatement forms are available online, by contacting an academic advisor or the VA Certifying Official. The outcome for a petition for reinstatement may include approval, warning status, restricted status or denial.

- A VA student may continue to receive VA Educational Benefits only at the result of a successful appeal.

- A VA student who attends NPC for one semester, successfully completes six (6) credit hours at their own expense and meets all Satisfactory Academic Progress requirements, could be considered an eligible student.

Title 38 United States Code Section 3679(e) - Veterans Benefits and Transition Act of 2018

NPC complies with Title 38 of the United States Code, section 3679 as amended.

NPC permits any covered individual to attend or participate in a course beginning on the date on which the individual provides to the educational institution a certificate of eligibility for entitlement to educational assistance under chapter 31 or 33 (a "certificate of eligibility" can also include a "Statement of Benefits" obtained from the Department of Veterans Affairs' (VA) website – eBenefits, or a VAF 28-1905 form for chapter 31 authorization purposes) and ending on the earlier of the following dates:

1. The date on which payment from VA is made to the institution.

2. 90 days after the date the institution certified tuition and fees following the receipt of the certificate of eligibility.

NPC will not impose any penalty, including the assessment of late fees, the denial of access to classes, libraries, or other institutional facilities, or the requirement that a covered individual borrow additional funds, because of the individual's inability to meet his or her financial obligations to the institution due to the delayed disbursement funding from VA under chapter 31 or 33.

NOTE: A <u>Covered Individual</u> is any individual who is entitled to educational assistance under chapter 31, Vocational Rehabilitation and Employment, or chapter 33, Post-9/11 GI Bill® benefits.

1. NPC VA Students must submit a **certificate of eligibility** for entitlement to educational assistance **no later than 30 days after the start date** of a course of education.

Veterans Services Continued

2. A written request to use such entitlement via NPC's VA Intent Letter no later than the 1st day of a course of education to prevent from being dropped for non-payment.

3. Provide additional information necessary to the proper certification of enrollment by the educational institution.

4. NPC may also require additional payment or impose a fee for the amount that is the difference between the amount of the student's financial obligation and the amount of the VA education benefit disbursement

Voter Registration

For more information on voter registration please contact the Navajo County Recorder's office at (928) 524-4192. You can also register to vote online at ***https://servicearizona.com/ VoterRegistration***.

Thank you for your service!

Veterans Priority Registration Day

Check the Academic Calendar on page 23 for dates each semester

In appreciation for your service and sacrifice, veterans (using their educational benefits or not), their spouses and dependents are all granted priority registration, allowing you to register early for classes!

You must make sure these things are done prior to registering at a campus/center or by phone:

1. You must have an NPC ID#.
2. Any prerequisite overrides must be completed for all classes you want to take.
3. Placement testing must be complete.
4. There are no "holds" on your account.
5. U.S. Residency Form (Prop. 300) must be verified for in-state tuition rates.

To register at a campus or center:

- Veterans must show proof of having been in the military (DD214 or Military ID).
- Eligible spouses must have Spouses DD214 or Military ID. If last name is different, a marriage license is also needed.
- Dependents must have DD214 or Military ID from their parent, and a birth certificate showing veteran is parent.
- Take your military documents, and your registration form to the campus/center office and you can register early!
- Any veteran using VA Educational Benefits must also submit a VA Intent Letter when they register.

To register, bring copies of your or your spouse's/parents military documents and registration form to the campus/center office to register early!

How to Keep Informed

If an emergency occurs on campus, you want to know about it right away. Northland Pioneer College employs the RAVE Emergency Text Messaging System to send text or voice messages to subscriber's phones and/or email addresses.

This system may be activated when:

- a severe weather warning is issued for the immediate area surrounding any of the campuses/centers.
- a major chemical spill occurs on or near campus.
- a major criminal event resulting in, or having potential to result in, widespread personal injury occurs on campus.
- an NPC campus/center will be closed due to a weather-related or other emergency.
- a Campus/Center Crime Alert is issued.
- occasions are deemed appropriate by college officials.

An "All Clear" text message will be sent (if required) when the situation has been resolved.

Any faculty member, staff member or NPC student can sign up for this service by logging onto "MyNPC" and signing into the RAVE portlet. More than one phone number may be added by the user, to provide NPC emergency notifications to family members or other interested parties.

Check your RAVE information

Make sure your NPC RAVE Notification information is current. To check on the status of your RAVE account, log in to "*MyNPC*" and then on the bottom right section of the welcome (home) page you will see a box labeled "RAVE User Portlet Emergency Contact," or when logged in go directly to ***https:// mynpc.npc.edu/ICS/Welcome_Students.jnz?portlet=Rave_ User_Portlet.***

Within the box, you will see a subsection with email, mobile phones and voice only line contacts (home phone). If there is nothing in the box, that means you are not signed up for the NPC RAVE Notification system and you will need to do so if you want to be on the RAVE notification system. If your listed information is wrong, just go to the update tab located at the bottom of the RAVE box and it will enable you to update your information.

It is recommended students enter at least a cell phone number as NPC will use text messages for emergency notifications. If something were to happen on campus while you were there, it wouldn't be of much help to call your home phone. If you receive email on your cellphone on another account instead of your NPC email account then list that email also.

Know Where To Find Emergency Information

The NPC homepage, ***www.npc.edu***, will have the most current information in an emergency.

You can access NPC's Emergency Operations Plan from the ***https://mynpc.npc.edu/ICS.***

Crisis Manager App

Download the FREE Crisis Manager – Education App from your App Store for specific information about what to do in a variety of emergency situations.

Further information about downloading this free app for your smart phone is posted on the Emergency Operations Plan tab on ***https://mynpc.npc.edu/ICS.***

Area Emergency Information

For information regarding area-wide emergencies in southern Navajo and Apache counties, you can call 311 from any Frontier landline phone. From a CellularOne of Northeastern Arizona phone, dial *311 (star) when in the home coverage area. Verizon customers can dial #311 (pound). From other cell or non-Frontier system phones, call (928) 333-3412. Long distance charges may apply.

You'll receive information about prescribed burns, smoke conditions and other emergencies. DO NOT CALL 9-1-1 unless you have an actual emergency.

You can also get updated information on the web at:

- www.311info.net
- www.facebook.com/311info.net
- https://twitter.com/Az311info
- Ready Navajo County Alert System – https://member.everbridge.net/453003085612436/login
- Ready Apache County Alert System – https://www.smart911/ref/reg.action?pa=apachecountyaz
- Arizona road conditions www.az511.com or call 511

Campus/Center Closings and Class Cancellations

If weather conditions or other emergencies force the closure of an NPC campus or center, an announcement will be made over radio stations serving the affected area. The notice will also be posted on the college's website, www.npc.edu, and the RAVE alert system, which can send notifications to students and staff via land line, cell phone, email or text message.

The decision to close an NPC facility while classes are in session will be made by the Vice President for Learning and Student Services, based on information from local law enforcement and NPC personnel. Instructors may cancel individual classes with the permission of the department dean. When time

permits, students will be notified by phone of individual class cancellations. Students are responsible for making up any missed work.

General Principles

1. Short of a two-county disaster area being declared, the college as a whole rarely closes because of weather. If such a disaster occurs, the decision to close will be made by the College President.

2. In the event of a very severe weather or other emergency situation, an individual campus or center might be closed for a period of time. If such a situation occurs, a decision to close a campus or center while classes are in session due to weather related issues will be made by the Vice President for Learning and Student Services (VPLSS). If there is a facility-related emergency the Vice President for Administration Services will make the decision.

3. As a general rule, classes will not be canceled, so faculty and students need to exercise judgment regarding travel to campuses and centers for classes in severe weather conditions.

4. If a class is missed because of weather conditions, it needs to be made up. If a faculty member is unable to teach a class, he or she must call the appropriate academic dean/director and the campus/center office as soon as possible to let them know. If possible, the campus/center office will notify students of the faculty member's class cancellation to forestall an unnecessary trip to the campus/center by the students.

Reporting Emergencies

Call 9-1-1 on your phone or 9-9-1-1 from any college phone.

Get the appropriate first responders to handle the emergency situation. Give the dispatcher as many details as possible, and be specific about which NPC location, building, room or parking area. Your call from a college phone also alerts the campus office of an emergency. College personnel will be responding to help as well.

Once the "emergency" nature of the situation is resolved, or for "non-emergency incidents," the reporting person should contact the designated campus/center managers (listed at each location) who handle emergencies, and collect and distribute the following information:

1. Who made the call: name, classification (student, towns person, faculty, etc.)

2. What is the nature of the call: report of theft, fire, etc.

3. Where did it happen: in the building, if so which one, etc.

4. When did it happen: date and time, if known.

5. When were local fire/police or medical personnel advised?

6. When was the president or member of the president's staff advised of the situation?

Other pertinent information such as witnesses of the event, etc. and action taken if any, should be noted. The reporting party needs to sign the report.

[NPC Procedure #2510, based on Policy #1310]

Campus/Center Security Information, Policies

In accordance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, 20 U.S.C. 102, the Northland Pioneer College provides an annual security report, posted online at *www.npc.edu/crime-statistics*.

In addition to annual crime statistics, links are provided to the college's security plan, alcohol and drug policy, and procedure for reporting crimes on college facilities.

Non-Emergency Student Text Messages

NPC sends important college information via text message to current students' cell phone numbers. Messages will include registration dates, class schedule availability, financial aid deadlines, scholarship opportunities, graduation information, college events and more. Students can sign up to receive these text messages by providing their cell phone number on NPC's course registration form (and not checking the opt-out box) or by sending a text from their phone to an official NPC texting phone number and completing the sign-up process.

Students can opt-out of receiving text messages at any time by replying "STOP" to any non-emergency NPC text message. This will permanently remove the student from the non-emergency text list. Students should note that once they use the "STOP" opt-out option, the only way to start receiving NPC student texts again is to re-sign-up by sending a new text message to an official NPC texting phone number. Signing up by providing a cell phone number through the course registration process is no longer an option. Students who have never signed up for non-emergency text messages can opt out of receiving them by checking the opt out box on the NPC course registration for.
See *www.npc.edu/student-texts* for more information.

Communication is Key at NPC

FORWARD NPC student email messages to your preferred email account.

Update your contact information on MyNPC.

Instructions:

1. Login to your NPC student email account.

2. Click on email.

3. Click on the sprocket icon (⚙) in the top right and select "Settings."

4. Click on the link that says, "Forwarding and POP/IMAP." Under "forwarding," click on the button that says "Add a forwarding address," and then type in the email address to which you want to forward your NPC student email.

5. Be sure to click **SAVE CHANGES** at the bottom of the page.

Note: We recommend that you select "keep Northland Pioneer College Mail's copy in the Inbox" so you will have duplicate copies of your student mail in your student account.

Instructions:

1. Go to *www.npc.edu,* click on the hamburger menu (≡) at the top right. Click on the MyNPC link.

2. Login to your MyNPC account by entering your username and password in the boxes on the top right.

3. Click on the person icon or photo in the top right corner.

4. Click on My profile & settings.

5. Click on Contact information on the left hand side of the screen.

6. Update your addresses (including email address)

Note:
It is imperative that NPC has your most recent contact information so that we are able to contact you when needed.

YOUR USER NAME & PASSWORD: Your user name will be in the format of 1st initial, last name and a possible number (Example: JDoe2). Your initial password was emailed to you and our staff have no access to review it. If you do not know/forgot your username and password, you can reset by going to https://pwreset.npc.edu/