**Pikes Peak Community College**

**MILITARY AND VETERANS PROGRAMS PROCEDUREs**

*(Revision date 10.13)*

Pikes Peak Community College (PPCC) serves the largest military and veteran student population in the State of Colorado. The Department of Military and Veterans Programs (DMVP) is the designated PPCC office to coordinate educational services to military members, veterans, and their dependents for all of campus locations, on-line, and at military installations within the PPCC service area. DMVP is the focal point for coordination with the military installations, the installation Educational Services Officers, and the state and federal Veterans Affairs (VA) offices. PPCC is obligated through signed agreements with the Department of Defense to comply with educational procedures established by the various services. In compliance with these agreements, DMVP also has primary responsibility to conduct courses on the military installations, to provide full-service, one-stop enrollment services to military members on the installations, and to establish as necessary enrollment, academic, grading, and transfer policies that coordinate PPCC policies and procedures and the requirements of the various military service branches and the federal VA.

As dealing with the military or veterans often requires different procedures than with the typical civilian student, this procedure highlights those differences and provides policy for PPCC staff and faculty to follow. The Director of Military and Veterans Programs has primary responsibility at PPCC for any questions, issues, or policies dealing with military servicemen, veterans, and their family members. This is a carefully coordinated document and compliance is required unless otherwise directed by the College President. Submit requests for revisions to this EP to the Director of Military and Veterans Programs.

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1. **SCOPE:**
	1. **Definitions:**
		1. **Military members:**
			1. Active-duty service members who are assigned to a US Military installation in Colorado on Permanent-Change-of-Station (PCS) orders.
			2. Active duty military members on extended Temporary Duty (TDY) status to a Military installation in Colorado, and members of the Guard or Reserve components on extended active duty while assigned to a US Military installation in Colorado. To be eligible, these individuals must be assigned to a Colorado military installation for the duration of the course(s) they are taking.
		2. **Non-Military members include:**
			1. **Dependents:** Immediate family members of active-duty servicemembers.
			2. **Veterans:** US Military retirees.
			3. **Veteran Dependents:** Immediate family members of US military retirees.
			4. **DoD employees:** Department of Defense civilian employees (regardless of branch of service) assigned to a US Military installation within the PPCC service area and their immediate family members.

* + 1. **General Public**: Includes any person who is not the holder of a valid DoD-authorized identification card and does not fall into either the military or the non-military member definitions, above.
		2. **Emergency Responders**: Includes students who are active members of any civilian emergency response forces to include police, fire, Red Cross, and medical teams, whether employed or as a “full-time” volunteer.
		3. **US Military installations**: For purposes of this procedure, only those installations within the PPCC service area are included (i.e., Fort Carson (FTC), Peterson AFB (PAFB, to include Cheyenne Mountain Air Station), and Schriever AFB (SAFB)).
		4. **Education Service Officer**: The ESO is located in the Education Centers on Fort Carson and Peterson AFB. The ESO is the certifying officer who signs off on the Green Form, qualifying the military student for resident tuition and COF, when applicable.
		5. **Education Liaison Representative**: The ELR works with schools and State Approving Agencies. They cannot answer direct inquiries from veterans or their dependents, rather, they provide support to schools’ Certifying Officials.
		6. **State Approving Agency**: The SAA works in cooperation with its partner education providers: (1) to facilitate the efforts of the state approving agencies to promote and safeguard quality education and training programs for all Veterans and other eligible persons;

(2) to ensure greater education and training opportunities that meet the changing needs of Veterans; and (3) to protect the GI Bill resources available for those programs.

* + 1. **Certifying Official:** Employed by the college, this positionis responsible for certifying enrollment for all veterans attending using VA educational benefits.
		2. **Soldier Enrichment Program (SEP) classes**: special, short-term, academic credit-bearing classes taught during the noon hour on Fort Carson only.
		3. **Restricted classes**: Courses that are arranged at the request of a military organization and are not open to the general public.
		4. **Contract courses**: Non-academic credit classes arranged on a contract basis between PPCC and a military organization for their designated students.
		5. **GoArmyEd (GAE)**: Also known as CTAM (the Army’s “Centralized Tuition Assistance

Program”). An Army-mandated Application and Request system designed to manage Army Tuition Assistance (TA) funds. CTAM is completely separate from PPCC’s Self-Service Banner Registration system.

* + 1. **Uniform Code of Military Justice** (UCMJ): The UCMJ contains the rules and regulations for military personnel, to include educational funding and enrollment, impacting Administrative Withdrawals, Tuition Appeals, and Tuition Assistance.
	1. **Forms**:
		1. **PPCC-approved Tuition Classification Certification Forms**.
			1. ***Green Form***: For active-duty military and their family members “permanently” assigned (PCS) to a US Military installation in Colorado. This form requires certification by an official from the appropriate installation Education Services Office. The Green Form must be submitted each semester prior to the census date of the term. A special Green Form is implemented for Active-Duty Army only due to the requirements of GoArmyEd; all others will use the general Green Form. Green Forms submitted after the census date will be approved or denied on a case by case basis by the college’s Registrar.
			2. ***Blue Form***: Applies to DOD (Department of Defense) Civilian Employees and their immediate family members. This form is submitted the first registered term of each semester.
			3. ***White Form***: Applies to U.S. Military Service Members on TDY (Temporary Duty) orders to Colorado and their immediate family members. This form is submitted prior to the census date of each semester/term.
			4. ***Yellow Form***: Applies to Colorado National Guard Service Members and their immediate family members. Must be submitted prior to the census date of each semester.
			5. ***Veterans Application – Waiver of Out-of-State Tuition:*** Applies to honorably discharged veterans from all service branches. This form must be submitted prior to the first day of the semester. Grants veterans and their dependents one year of in-state tuition regardless of residency status in Colorado.

1. **GENERAL INFORMATION:**
	1. **Access to military installations:** The appropriate installation commander has the authority at any time to determine who may access the military installation.
		1. Authorized non-military members and members of the general public may take any FTEgenerating course offered by PPCC on Fort Carson on a space-available basis (active-duty military members always have priority).
		2. Peterson AFB and Shriver AFB courses are restricted to students with base access.
		3. Should an installation commander restrict any broad-category of non-military members or the general public from attending classes on their installation, PPCC at its discretion will make every effort to accommodate students in on–campus sections or relocate the affected classes off the installation, or refund all tuition and fees and hold the individual harmless. This does not apply to individuals barred from a military installation due to legal or criminal reasons.
	2. **Admissions, Registration, Drops, Adds, Withdrawals, and Incompletes *(this section does not apply to active-duty US Army soldiers. See the GoArmyEd Procedures section of this EP, below).***
		1. **COF Application:** All TA-eligible military members as well as veterans using GI Bill benefits must apply for COF prior to initial registration. This is a one time-process and can be accomplished via the www.collegeincolorado.com website—*if they have a Colorado Driver’s License*. Non-resident TA-eligible military members and their dependents who do not possess a Colorado Driver’s License must complete a paper copy of the COF registration. In accordance with Colorado Statute, the Green Tuition Classification Form suffices as evidence of COF eligibility.

1) All TA**-**eligible military members and veterans are required by their services or the VA to authorize application of COF to all classes taken. The military services will not pay the COF portion of resident tuition. The military member or veteran is liable to PPCC for the full COF amount if they fail to authorize the use of the stipend.

* 1. **Grade reporting and TA invoicing**: For active-duty military, grade reporting and TA invoicing is completed per the appropriate services instructions and on-line portal (if applicable). TA invoicing is not begun until after term census to easily account for no-shows. Grades must be reported to the VA for all veterans using VA educational benefits no more than 30 days after the end of each semester.
	2. **Registration:** All students covered by this procedure requiring a Tuition Certification

Classification Form (see above) must obtain the form prior to registering each semester.

* + 1. These students are strongly encouraged to visit the PPCC enrollment center co-located in the military Education Center on Peterson AFB or Ft. Carson. USAFA students are encouraged to visit the Rampart Enrollment Services office, room S-102. Military members (especially active-duty Army soldiers) should be discouraged from using oncampus enrollment services centers as the on-installation DMVP offices are better geared towards the special needs of the military.
		2. Once a proper form is submitted, DMVP personnel will remove and update the registration hold.
		3. Military members are encouraged to enroll using Banner SSB. Fort Carson class CRNs are published, however, restricted base class CRNs are not. The Department of Military and Veterans Programs Offices can provide CRNs for restricted classes.
		4. Veterans are required to submit a semester schedule to the MVP office on Centennial Campus prior to the start of each semester. Email is the preferred method of delivery. Changes made to the schedule must be reported to MVP staff and a new schedule submitted.
	1. **Add/Drop, Withdrawal actions**: Military members and veterans are required to adhere to PPCC published drop/add and withdrawal deadlines and those of their respective services (for active-duty only).
	2. **Incompletes:** PPCC encourages instructors to work with active-duty military members facing numerous military-directed temporary absences during a term. Within their professional judgment and the rules for granting incompletes, instructors should consider wide latitude in allowing the active-duty member to complete a course. Please be aware that regardless of PPCC incomplete guidelines, active-duty Army soldiers are required to have incompletes completed (to include processing Change of Grade forms) within 120 days of the end of term or their TA dollars will automatically be recouped by the Army. Instructors must ensure that any incomplete contract is finalized within the 120-day restriction.

**Veteran** students fall under PPCC’s established incomplete guidelines.

1. **Grade Appeals:** Military members, veterans, and first responders may use the established Grade Appeal Process. Military family members are handled as usual.
	1. **Grade Appeals:** To be handled in the usual manner with the appropriate instructor and area Dean. Once the initial grade has been issued, DMVP must be notified of any subsequent approved change and will coordinate with the appropriate Educational Services Officer. Military members and first responders have up to one year following the return from deployment to appeal.
	2. **Administrative Withdrawal**: AWs can only be issued for active-duty military under extraordinary circumstances (see for example, the Significant Military Duty Withdrawals section, below) that must be carefully coordinated with the appropriate installation Educational Services Officer to ensure maintenance of academic integrity and negate possible negative consequence to the service member under the Uniform Code of Military Justice (UCMJ).
		1. While area Deans or an appeals committee may initially recommend an AW based on information provided by the service member or instructor, only the Director of DMVP can approve AWs for active duty military.
		2. AWs for military members and first responders can be approved up to one year following return from deployment.
2. **Tuition Appeals:** Military family members, veterans, and first responders are handled as usual.

Special rules apply, however, to active-duty service members receiving military tuition assistance (TA). Once TA is authorized, the services consider course attendance and completion a mandatory military duty. Thus, PPCC must be extremely cautious in approving appeals as the result may cause the service member to have to repay TA to the service or even be prosecuted under the UCMJ. See “Military Member Tuition Appeals” within the **Tuition** section, below. ***All Tuition Appeals submitted by veterans must be vetted through the DMVP office to determine the student’s chapter of benefits and the appropriate refund-receiving entity – the VA or the student.***

**3. TUITION:** The following tuition rates apply only to courses taken on a US Military installation. Normal college tuition rates and fees apply to all courses taken on campus or on-line.

1. **Students taking courses on a military installation** are not assessed non-instruction related campus student fees (i.e., parking, bond, library, etc.).
2. **General Public**: Normal resident / non-resident tuition rates and course fees will be charged as determined by PPCC. Students classified for tuition purposes as Colorado residents are highly encouraged to register for and apply their COF stipend to all courses taken with PPCC on a military installation.
3. **For DoD employees and their family members:** These students who are not legal residents of Colorado and are not eligible for certification by the ESO on a “Green Form” will be charged non-resident tuition, but will have their charges adjusted through internal scholarships or other means so that they will actually pay the resident tuition rate plus the amount of the COF stipend for their total tuition rate per credit hour. The Blue Form is used to certify students in this category. **This special rate only applies for a limited time and only for courses taken on a military installation:**
	1. Newly assigned DoD civilian employees and their family members: Up to one calendar year after the sponsor’s arrival date to their assigned Colorado military installation with the expectation that they are pursuing Colorado residency. If within the one-year period the member achieves Colorado residency status, this benefit automatically expires. The student is required to submit a Residency petition to the Records office prior to the end of the oneyear period. The sponsor must provide PPCC with appropriate assignment orders and a copy of the sponsor’s and student’s Military/DOD ID card.
	2. Veterans and their immediate family members: Up to one calendar year after the sponsor’s official retirement / separation date with the expectation that they are pursuing Colorado residency. If within the one-year period the member achieves Colorado residency status, this benefit automatically expires. The sponsor must provide PPCC with appropriate retirement / separation orders and a copy of the sponsor’s and the student’s Military ID Cards. Students attending under this waiver are required to submit a Residency petition to the Records office prior to the end of the one-year period.
4. **Military Members:**
	1. **Active-duty military students and their family members** certified by the ESO using the Green Form will be charged Resident tuition rates. It is the responsibility of the military member to obtain the signed Green Form, which is submitted prior to the census date of the semester or term. In addition, these students must register for and apply their COF stipend to all courses taken with PPCC. The student is liable to PPCC for the full COF amount if they fail to authorize the use of the stipend. These requirements are expected to be completed prior to the individual’s initial registration each semester by visiting the sponsor’s military Education Services Office and the co-located PPCC military programs office.
	2. **Active Duty Military TDY to Colorado and their immediate family members** qualify for in-state tuition (but must pay COF) for any course on-campus, on-line, or on base/post per HB 07-1163. The student must be certified by the ESO using the White Form.
		1. Student must be present in Colorado to register and obtain the Tuition Classification Form and for the duration of the course if on campus or on a military installation. Student must be physically present for any hybrid-course in-class session.
		2. Documentation of assignment and a copy of the sponsor’s and student’s Military ID are required (attach to form).
	3. **Members of the Colorado National Guard and their immediate family members** qualify for in-state tuition (but must pay COF if not already a Colorado resident) for any course oncampus, on-line, or on base/post per HB 07-1163. Must be certified by a Colorado NGB official using the Yellow Form.
		1. The sponsor (Colorado National Guard Member) must maintain sole residence in Colorado to apply for this benefit. Proper documentation must be supplied to verify such as a Colorado vehicle registration, proof of filing Colorado state income taxes, copy of a Colorado driver’s license, and / or a copy of a valid rental / housing agreement.
5. A **Spouse Tuition Waiver** applies to a spouse of a permanently assigned (PCS) active-duty military member who may enroll in a maximum of two classes per term (in on post / base classes only) at a discount of 50% of the sponsor’s charged tuition.
	1. The course(s) must be taken during the same term that the sponsor is enrolled with PPCC and this is a one-for-one benefit (i.e., the spouse can receive the discount for an equal number of credit hours that the sponsor is enrolled in, up to two courses maximum per term, not to exceed 12 credit hours per semester). Courses will be offered on a space available basis. PPCC reserves the right to discontinue this benefit at any time.
	2. SEP, Distance Learning, and/or unit/contract courses are not considered for the purpose of this discount.
6. **Veterans** will be charged in-state rates. The VA will not pay for remedial classes taken online or in hybrid format.
7. **Distance Learning course fees** will be charged as appropriate.
8. **Soldier Enrichment Program** (offered at Ft. Carson only) classes: If offered, are open to military members, non-military members, and the general public. PPCC loans the required course textbooks free-of-charge to participating active-duty soldiers only. PPCC reserves the right to discontinue or reinstate SEP courses at any time.
9. **Closed classes:** Charged on a per student basis using a special tuition rate equivalent to resident tuition per credit hour plus the current College Opportunity Fund (COF) stipend as determined annually by the Colorado Legislature. Additional course fees may apply as appropriate. The PPCC installation Department of Military and Veterans Programs office will provide coordination between PPCC and the military.
10. **Contract courses:** Requirements, scope, tuition, and fees will be determined in a special contractual arrangement between the appropriate PPCC entity, the requesting military organization, and the appropriate installation contracting officer. The PPCC installation Department of Military and Veterans Programs office will provide coordination between PPCC and the military.
11. **Military Member Tuition Appeals:** ***Special procedures apply to active-duty military subject to a significant military duty-related withdrawal (see below).*** Military members may use the established tuition appeals processes to recover out-of-pocket expenses and *possibly* militaryprovided tuition assistance (TA) dollars. As with all PPCC students, tuition appeals may be granted for extraordinary reasons and are fairly rare.
	1. Special rules apply to active-duty service members receiving military tuition assistance (TA). Once TA is authorized, the services consider course attendance and completion a mandatory military duty. Service members are thoroughly briefed on their military responsibility to either successfully complete the course, apply to their service for non-recoupment due military duties, or face recoupment from the military for non-completion (includes receiving an F grade in a course). Thus, PPCC must be extremely cautious in approving appeals as the result may cause the service member to have to repay TA to the service or even be prosecuted under the UCMJ.
		1. **Past term start date, prior to census:** Once the term begins, the services consider TA monies to belong to the college as instructors were hired and a seat was held open for the service member. It is PPCC’s policy, however, not to invoice TA until after census to cover no-shows. While active-duty service members may drop with PPCC during the noshow period, they are also required to drop / withdraw for the appropriate reason in accordance with their individual service’s procedures and policies. Documented late noshow submittals will be honored in accordance with this procedure.
		2. **For withdrawals past census or course failures:** It is the services’ policy to determine from the member whether the withdrawal was for personal or service-connected reasons, and to recoup TA from the service member for course failures.

a) In addition to other required documentation, a PPCC tuition appeal must be accompanied by a certification from the appropriate Education Services Office that the withdrawal was for personal or service-connected reasons and that the active-duty service member was or was not held personally responsible for repayment of TA to the government.

i) In no case will TA dollars be refunded either to the service or the service member if the determination was made that the withdrawal was for service-connected reasons. Refundable out-of-pocket expenses will be expeditiously refunded to the service member.

b) In no case should a “DM” code (authorizing 100% reduction in tuition/fees for students subject to certain military duty) be entered into Banner without prior coordination with the Director of Military and Veterans Programs.

3) **For an approved tuition appeal**:

* + - 1. If the withdrawal was for personal reasons or the service member failed the course **and** the service recouped TA from the member, the college is under no obligation to refund TA. In extreme cases, however, PPCC may do so at its discretion if the tuition appeals committee determines the circumstances warrant and recommends that a refund is appropriate, or the committee may recommend an “Augmented Revenue Grant”. i) For refunds:

TA dollars cannot be refunded directly to the active duty service member without prior additional DMVP staff coordination.

Out-of-pocket expenses (non-TA funded fees except for non-refundable fees) should be directly and expeditiously reimbursed to the military member. ii) For Augmented Revenue Grants:

The grant can be applied to any course and must be used within two semesters following approval.

The service member must still pay any registration, student, and course fees associated with retaking the course.

TA is not refunded either to the service member or the service branch.

* + - 1. If the withdrawal was for personal reasons and no recoupment from the member is required by their service branch (i.e., reimbursement of TA to the government is waived), then TA cannot be refunded directly to the service member and belongs to the college.
				1. In extreme cases, however, PPCC may at its discretion refund TA to the service branch or recommend an Augmented Revenue Grant if the tuition appeals committee determines the circumstances warrant. Out-of-Pocket expenses (i.e., student and course fees) may be refunded to the service member at the discretion of the tuition appeals committee.
				2. Prior to refunding TA, this must be coordinated through Director of Military and Veterans Programs and the appropriate installation Education Services Office to ensure that the service member’s TA allotment account is correctly restored.
				3. Augmented Revenue Grants are handled as described in the paragraph above.

1. **SIGNIFICANT MILITARY DUTY-RELATED WITHDRAWALS OR NATIONAL**

**EMERGENCY PROCEDURES:** This section regards course withdrawals and outlines the refund policy for situations caused by significant military or emergency crises and applies to military members and Emergency Responders only. It is PPCC’s policy to ensure that military members (to include Active-Duty, Reserve, and National Guard members and their family members), and Emergency Responders (Firefighters, Police Officers and / or other emergency responders), are held harmless when they cannot successfully finish a course due to significant crises-related duty obligations or emergency situations.

* 1. Significant reasons include a declared national emergency, short-notice PCS / extended TDY or changed military duties that result in numerous class absences (more than 20% of the course length), military deployment, or (for emergency responders only) Presidential-declared disaster where the emergency responder was directed to deploy and serve.
	2. For active-duty military members, the burden of proof and notification to PPCC is on the individual service member / sponsor who must provide PPCC with documentation such as official orders or an official letter signed by the service members Unit Commander / First Sergeant, as appropriate.

a) No tuition appeal is required and PPCC will expeditiously refund tuition and fees not covered by military TA. Once past term census, PPCC is held harmless and has the right to retain the military TA dollars. In no case should a “DM” code (authorizing 100% reduction in tuition/fees for students subject to certain military duty) be entered into Banner without prior coordination with the Director of Military and Veterans Programs.

* 1. Students who are immediate family members of military personnel in this category and are significantly affected by the deployment should file a standard tuition appeal providing a statement of relationship to the service member, a statement of the hardship, and provide a copy of the official orders of the active duty sponsor.
	2. Emergency responders affected by a significant local or national emergency should file a tuition appeal providing documentation regarding the situation and duration that is signed by an immediate supervisor.
	3. PPCC will initially issue an “AW” grade through the Director of Military and Veterans Programs. The “AW” grade will remain on the permanent transcript.
	4. If due to deployment / National Emergency circumstances, a service member or first responder fails to or cannot withdraw from his or her course in a timely manner they may file a tuition appeal within one calendar year after the end of the deployment / emergency. In this case, if approved, an AW will be issued, the course remains on the transcript, and tuition and fees not covered by TA dollars will be refunded to the service member.
	5. The standard withdrawal and tuition appeals forms will be used for these situations. For activeduty personnel, coordination with the appropriate Department of Military and Veterans Programs Office (Army soldier – Ft Carson, all other service members – Peterson AFB) is required to ensure service-specific requirements are met. Prior to approval of the any tuition refund, the Registrar will coordinate with the Director of Department of Military and Veterans Programs for procedural review. The Director of Department of Military and Veterans Programs will return a recommendation to the Registrar via e-mail and maintain a copy of all documentation (to include the e-mail) in the DMVP files and ensure these records are appropriately scanned into the students PPCC file imaging system.

1. **GOARMYED (GAE) PROCEDURES:** GAE is the US Army’s centralized tuition management

system that includes an on-line portal that all soldiers and participating schools must use to complete TA registration, invoicing, and grading actions. The Army requires strict adherence to a narrowlyprogrammed set of business policies that often do not match with PPCC policies.

* 1. The GAE business model is not student friendly, and while it technically allows soldiers to register with any GAE-member institution for any course, the design truly limits options for soldiers. Examples include:
		1. Soldiers are technically only allowed to register with a school via the GoArmyEd portal – if a registration does not fit the school’s policies (i.e., the course is full, the student does not have the required prerequisites, etc.) the school’s only option is to reject the registration. As GAE is only updated once per day, the communication flow between a soldier / student and the institution is a minimum of 48 hours.
		2. Soldiers cannot register for a class in GAE earlier than eight weeks prior to the start of term and no later than seven days prior to the start date of the class.
		3. Soldiers must get themselves properly registered prior to the start of term. Under GAE policy, the only action after start of term is for the institution to reject the registration, for the soldier to withdraw through GAE for personal or military reasons, or for the institution to issue a grade.
		4. Soldiers receiving an incomplete must complete the requirements of the course within 120days after the end of the course (PPCC allows until the end of the following semester), or the Army will automatically recoup the cost of the course from the soldier.
	2. Institutions are required by agreement to comply with the GAE business model with narrow restrictions and relatively tight timelines. PPCC has worked closely with the Ft. Carson Education Center to make it easier for soldiers to register with PPCC, complete prerequisites, and ensure proper placement, but, to do so, we have also incurred an obligation to ensure that soldiers stay within GAE requirements. The procedures that follow are designed to ensure that we provide maximum flexibility and service to our soldier students while complying with the requirements of GAE.
		1. While PPCC business practices such as tuition appeals / refunds are indeed more student friendly, we must be careful not to conflict with Army policy or set precedent that violates Army practices in dealing with their soldiers.
		2. When dealing with GAE soldiers, **PPCC staff must remember that we are providing the US Army with “individualized” instruction under a larger contract.**
	3. **GAE-mandated Policies**: It is the soldiers’ responsibility to enroll themselves in the proper class **prior** to the term start date and to properly notify the Army through GAE if any subsequent change occurs.
		1. PPCC will accommodate as GAE, PPCC business rules, and Banner permits, and must understand that going outside of the Army’s business rules may result in negative consequences to the soldier to include prosecution under the UCMJ if they have failed in their responsibilities to the Army via GAE.
		2. After the term begins:
			1. The institution is entitled to collect and retain TA from the Army for all soldiers enrolled.
			2. The soldier can only withdraw in GAE for personal reasons or for military reasons. A personal withdrawal will result in recoupment action by the Army from the soldier.

“Military Withdrawals” by soldiers are audited by the Army. Soldiers falsely claiming a withdrawal for military reasons will be prosecuted under Army rules.

* + - 1. For course level corrections after the term begins, PPCC’s only recourse is to reject the soldier’s original enrollment. Any subsequent level or course change must be requested by the soldier and approved by an Army Ed Center official.

1. **PPCC GAE Registration Policies**:
	1. **General:**
		1. All soldiers must sign up for COF.
		2. Soldiers must obtain the Green Form and all appropriate signatures, and submit the form to the PPCC office at Ft. Carson.
			1. Failure to do so holds the soldier or family member liable for non-resident tuition and prevents registration. Tuition and Classification forms are scanned at Centennial Campus and kept electronically at both Centennial and Ft. Carson.
			2. Upon receipt of the Green Form, PPCC DMVP personnel will lift the registration hold and reset it to the start of the next semester registration date.
		3. Soldiers and family members should complete all registration activities at our Ft. Carson office when possible, but can use the Peterson AFB office, if more convenient.
			1. Deployed / out-of-area solders can use the procedures listed in the military section of our web-site.
			2. Soldiers and family members should be discouraged from using the on-campus enrollment services offices. Soldiers and their family members may register with PPCC via Banner SSB after their first term. Soldiers must ensure they subsequently enroll for the same courses via GAE once the Army’s eight week enrollment window opens.
		4. **Soldiers should complete all registration activities with PPCC first, then “verify” registration through GAE. We will do all we can to accommodate soldiers who apply / register through the GAE portal only (prior to the start of term), but reserve the right to reject registrations for lack of required / incorrect information.**
		5. Soldiers / family members registering on Peterson or Shriver AFBs will receive PPCC CRN’s to allow them to self-register directly in Banner while in our on-base offices. Fort Carson course CRNs are published in the schedule.
	2. **Prior to Term Start**: soldiers need to add / drop / change both in Banner and GAE.
		1. Soldiers may register in Banner for any PPCC course as soon as the registration window opens. This includes courses for which the GAE window has not yet opened (more than eight weeks prior to the start of term).
			1. PPCC will attempt to remind soldiers via e-mail to verify their registration in GAE once the GoArmyEd window opens.
			2. It is ultimately the soldier’s responsibility to register through GAE. PPCC cannot be held liable for soldiers failing to follow Army directives.
	3. **Post-Term Registration Cycle:**
		1. **PPCC-initiated Changes After Term Begins Up to Term Census Date**: PPCC will make college-initiated changes (i.e., placement, section cancellation / changes, admin. errors, etc.).
			1. Simple section changes (same course, same term) – change in Banner, nothing needs to be done in GAE.
			2. Course change (or term change) – Soldier must get pre-approval from a Ft. Carson

Ed Center official. Once approved, change in Banner; reject old course in GAE,

temporarily open new section and get soldier to quickly enroll through GAE. Any other soldier registrations received while the course is temporarily reopened through GAE will be rejected.

2) **Soldier-initiated Changes / Drops / Withdrawals:**

* + - * 1. **Prior to term start**, soldier must drop and make any changes in both Banner and GAE.
				2. **After term start but prior to census**:

**Drops:** soldier should drop in Banner **only**, PPCC will reject registration through GAE; soldiers should not withdraw through the GoArmyEd portal. If a soldier, however, only drops through the GAE portal (and not Banner) on or before the term census date, this will suffice as a valid intention to drop. In this case, PPCC staff will initiate the drop in Banner through the Office of the Registrar as soon as it is received through GAE. Once approved, the soldier’s enrollment will be rejected in the GAE portal.

**Section and Course Changes:** Section changes within the same course and term are allowed through Banner (no change is necessary in GAE). No “convenience” course changes allowed – soldier must drop in Banner SSB and then withdraw for the appropriate reason in GAE.

**No-Shows**

**PPCC will no-show soldiers in Banner up to census in accordance with current PPCC policy**. Soldiers failing to show for the first week of class will be dropped from the course by the instructor. Readmission to the course is dependent upon seats available and instructor permission. If instructor does not readmit, there is no recourse.

“No-show soldiers” will be contacted via e-mail to ensure that their no-show status is correct.

Once verified, PPCC will reject the registration through GAE, the soldier should do nothing through the GoArmyEd portal (or they may end up liable to the Army for TA recoupment).

Soldiers who fail to verify their status will be maintained on the class roster and the Army / soldier remains liable for tuition. Those soldiers may have to subsequently withdraw for personal or military reasons through GAE, or file an appeal through the Army.

* + - * 1. **After census:**

No section changes (unless PPCC-initiated) or course changes allowed in Banner or GAE. No GAE sections will be opened to allow additional registration after term census.

PPCC will not reject registrations in GAE after census unless a PPCC-initiated registration error is documented (or a valid intention to drop prior to census was received from GAE – see section b., Drops, above). The registration rejection must be approved by the Director of Military and Veterans Programs and be coordinated with a Ft. Carson Ed Center official prior to submittal in GAE.

Withdrawals: Allowed in Banner up to the published PPCC term withdrawal date. A “W” grade will be issued in Banner. The Army is liable for TA; the soldier must drop for personal or military reasons in GAE. PPCC retains TA as the seat was available. Any TA tuition appeal must be filed through proper Army channels. The soldier is liable to PPCC for non-TA balances.

Soldiers failing to drop both in Banner and GAE will receive an “F” at the end of term. Soldiers who at least dropped in Banner or GAE may receive an “F” initially, but that can be changed to an Administrative Withdrawal (“AW”) upon appeal to PPCC.

1. **Grading:** Grades are submitted to GoArmyEd via a secure FTP upload or via the portal per the Army’s GAE system. ***In no case can grades be uploaded into GAE until after the term ends***. Uploads must be completed prior to the deadline given by GAE.

i. Only grades acceptable to GAE can be uploaded. Any PPCC / CCCS-unique grade (i.e., “AW,” or “S/A,” etc.), must be translated into a GAE equivalent prior to uploading. ii. **Incompletes**: incomplete grades must be reconciled to the Army within 120 days after the end of the term – no exceptions. Instructors and deans must ensure that the incomplete contracts do not exceed the 120-day maximum.

**6. MILITARY PROGRAMS COURSE MANAGEMENT**

a. DMVP has the responsibility per MOUs with the services to provide classes that service members need on base / post. Failure to do so will potentially result in PPCC being removed from base and another institution being solicited to provide the on-base service. While it is our intent to maximize the use of on-campus and on-line offerings, DMVP strives to offer a reasonable slate of on-base / post classes geared towards the needs of service members who otherwise would not be able to use PPCC services. Primarily these courses are geared towards developmental or basic general education classes.

i. Due to the nature of military service, service members gravitate towards courses of the shortest length with the least seat-time and academic requirements. Cost up to the military TA cap (currently $250 per credit hour) is not a concern. Thus great competitive tension exists between PPCC’s rightful focus on academic integrity and fairness to all students and the many proprietary schools, some of whom will offer almost anything, in impossibly short formats, for the maximum cost. Our main competitive advantage is our academic excellence, quality instruction, ability to respond to changing needs, and our community presence. ii. The general focus for our on-installation courses is:

1. Ft Carson: basic GenEd (ENG, MAT, CSC, SPE, HIST, etc.); courses that readily fit into an AGS degree; and special courses requested by units or groups of soldiers at Ft Carson. Most (especially the younger) soldiers attracted to PPCC take an alphabet soup set of courses under the AGS umbrella to simply gain points for promotion with no real academic degree goal in mind and no intent to complete a degree. More senior enlisted may pursue an AA/AS degree and tend to be more mobile and prefer on-campus or online courses. The reality is that given real-world needs, the Army would prefer that soldiers take most of their education after they complete their service commitment, not while on active-duty.
2. USAF installations: any GenEd course that is accepted by the Community College of the Air Force (CCAF) – primarily ENG, SPE, MAT, HIST, etc. Air Force service members are focused on gaining an AA / AS through the CCAF (A fully-accredited institution) and generally have no intent on obtaining a degree through PPCC. Thus they do not care

about 60+60, nor about PPCC degree requirements – they take only what fits into their CCAF degree plan. The Navy and Air Force especially promote and encourage education while on active-duty to enhance the ability of the service-member “technician” to fulfill increasingly technologically-complex military jobs.

b. Academic Program Management:

1. Budget: While the academic divisions garner the FTE-credit generated by on-base courses, DMVP maintains a separate Part Time budget for the instructors (adjuncts or full time faculty on approved overload). Once a course is in progress, DMVP will create an appropriate contract charged to the DMVP account.
	1. As the division garners all FTE, the costs of instructional materials (instructor texts, copying, etc.) will be borne by the division.
2. Textbooks: On base courses will use the same texts and materials as on-campus courses. On-base students can purchase their texts at the campus book stores or, for an appropriate fee, have them delivered to the base site. DMVP site staff will help coordinate these purchases. iii. The PPCC Program Managers are responsible for the successful execution of classes held at their locations to include adequacy of facilities and equipment, room scheduling, and oversight of admissions, enrollment, advising services, testing military-specific coordination and policy compliance. Program Managers will also maintain and analyze site-specific endof-course assessments by both students and faculty.
3. Department Chairs are responsible for staffing, academic integrity, classroom management, obtaining substitutes, instructor assessment (as required), and for analyzing student assessment of instruction.
4. Course Scheduling: PPCC Program Managers at Ft. Carson and PAFB are responsible for coordinating with the Educational Service Officers and the populations they serve to offer an appropriate slate of on-site classes that have a high-potential of being successful and for promoting these courses. ***Only the Director of Military and Veterans Programs (or the President or VPIS) can cancel scheduled on-base courses***.
	1. Program Managers will prepare and forward to the Director of DMVP proposed upcoming term schedules two months prior to the published schedule completion deadlines. In turn, DMVP will include the installation schedules in the Banner master schedule and ensure that the course schedules are sent to the appropriate Department Chairs.
	2. Department Chairs may negotiate changes in location, dates, times, offering modes with DMVP during the banner schedule development process. Once schedules are mutually agreed to via e-mail, the Department Chair assumes responsibility for appropriately staffing and managing the academic integrity of the courses. Division Deans will ensure that DMVP courses receive the same staffing priority as any other course within their division.
	3. In the case of staffing difficulties, Department Chairs must request cancellation of the course through the appropriate DMVP Program Manager ***not less than*** two weeks prior to the start of the term.
	4. The Director of DMVP in coordination with the VPIS will set the “go” limit for a particular course and these may not be the same as the on-campus courses. Program Managers will maintain especially close coordination with Department Chairs as the endof-the various term registration cycles approach. DMVP will attempt to make most course “go / no go” decisions at least two business days prior to the start of term.

7. **FOREIGN LANGUAGE TRANSFER CREDIT:**  This policy is designed to standardize the

crediting in transfer of foreign language (FOL) experience and training for US military members.

1. PPCC will only grant credit for languages and courses contained in the current CCCNS catalog database (http://cccns.cccs.cccoes.edu/letters.asp). As PPCC does not grant FOL credit for native, “heritage” ability, or having “lived in the country,” service members will be required to provide evidence of post-secondary formal education / FOL training in order to receive college credit. No credits or DLPT scores older than 15 years will be accepted.

i. Appropriate credit is directly transferable from a transcript provided by a regionally accredited institution of higher learning (to include the Community College of the Air Force). ii. Appropriate credit can be directly applied for documented formal military courses successfully completed while serving in the military as defined the current American Council on Education’s “Guide to the Evaluation of Educational Experiences in the Armed Forces.”

iii. Credit for Defense Language Proficiency Test (DLPT) scores or for courses through the Defense Language Institute, Monterey, CA must be documented by completing the “DLPT Score Report Request ACE Credit by Examination Program” form available at

http://www.dliflc.edu/Academics/academic\_affairs/dlpt\_score\_request.pdf. No credit can be awarded for DLPT I or II series scores.

1. The maximum transferable credit for FOL cannot exceed that allowed by the service member’s academic program / major either to fulfill an FOL requirement or an elective, as appropriate. The same experience / course may not be credited more than once.
2. Credit given to Army soldiers will be reported on both the PPCC transcript and the SOCAD Student Agreement (SA). The SA must match the PPCC record.
3. All supporting documentation (to include finalized SA, transcripts, DLPT report, etc.) will be scanned into the student’s permanent PPCC file in Banner.

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Initial Version: April 9, 2008

Revisions:: 07/17/2009, 10/2013