



September 30, 2015

Paul J. LeBlanc
President
Southern New Hampshire University
2500 North River Road
Manchester, NH 03106-1045

*Certified Mail Return Receipt Requested
Domestic Return Receipt 70031680000461839846*

RE: **Expedited Final Program Review Determination Letter**
OPE ID: 00258000
PRCN: 201540229099

Dear President LeBlanc:

From August 24, 2015 through August 28, 2015, Debra Knight-Brown, James McDonagh and Jennifer Desmarais conducted a review of Southern New Hampshire University's (SNHU) administration of the programs authorized pursuant to Title IV of the Higher Education Act of 1965, as amended, 20 U.S.C. §§ 1070 et seq. (Title IV, HEA programs). The purpose of this Final Program Review Determination Letter is to close the program review.

The focus of the review was funding increase. The review consisted of an examination of SNHU's 2014-2015 student.

A sample of 15 files was identified for review from the 2014-2015 award year. The files were selected randomly from a statistical sample of the total population receiving Title IV, HEA program funds for each award year.

Appendix A lists the names and partial social security numbers of the students whose files were examined during the program review.

Protection of Personally Identifiable Information (PII):

PII is any information about an individual which can be used to distinguish or trace an individual's identity (some examples are name, social security number, date and place of birth). The loss of PII can result in substantial harm, embarrassment, and inconvenience to individuals and may lead to identity theft or other fraudulent use of the information.

Although the review was thorough, it cannot be assumed to be all-inclusive. The absence of statements in the report concerning SNHU's specific practices and procedures must not be construed as acceptance, approval, or endorsement of those specific practices and procedures. Furthermore, it does not relieve SNHU of its obligation to comply with all of the statutory or regulatory provisions governing the Title IV, HEA programs.

The School Participation Team-New York/Boston has made a Final Program Review Determination concerning the findings that were identified during the program review. Following is a discussion of the findings identified and the resolution of those findings.

Federal Student Aid
An OFFICE of the U.S. DEPARTMENT of EDUCATION

School Participation Division – New York/Boston Division
830 First Street, N.E. Washington, D.C. 20202
StudentAid.gov

Program Findings and Final Program Review Determinations:

Finding 1: Exit Counseling Deficiencies

Citation: Federal regulations require a school to ensure that exit counseling is conducted with each Direct Subsidized Loan or Direct Unsubsidized Loan borrower shortly before the student borrower ceases at least half-time study at the school and that exit counseling must be in person, by audiovisual presentation, or by interactive electronic means. In each case, the school must ensure that an individual with expertise in the Title IV programs is reasonably available shortly after the counseling to answer the student borrower's questions. Alternatively, if a student borrower withdraws from school without the school's prior knowledge or fails to complete an exit counseling session as required, exit counseling must be provide either through interactive electronic means or by mailing written counseling materials to the student borrower at the student borrower's last known address within 30 days after the school learns that the student borrower has withdrawn from the school or failed to complete the exit counseling as required. 34 C.F.R. §685.304(b)(2) & (3)

Noncompliance: In 2 instances, SNHU failed to perform and mail exit materials to Federal Direct Loan Program borrowers who unofficially withdrew.

Student 2: The financial aid file indicated that on March 3, 2015 the student completed term 15EW3, but there is no documentation in the student's file to verify that exit counseling materials were mailed to the student within 30 of the Last Date of Attendance (LDA).

Student 12: The financial aid file indicated that on February 1, 2015 the student withdrew form term 15EW3, but there is no documentation in the student's file to verify that exit counseling materials were mailed to the student within 30 days of the LDA determination.

Institutional Action Taken to Resolve Noncompliance: On August 27, 2015, while on-site SNHU provided documentation that exit materials were mailed to student #'s 2 and 12 to resolve the issue of non-compliance.

Record Retention:

Program records relating to the period covered by the program review must be retained until the later of: resolution of the loans, claims or expenditures questioned in the program review; or the end of the retention period otherwise applicable to the record under 34 C.F.R. § 668.24(e).

We would like to express our appreciation for the courtesy and cooperation extended during the review. If you have any questions concerning this report, please call Debra Knight-Brown at (202) 377-4612.

Sincerely,


Betty Coughlin
Division Director

cc: Kimberly Reilly, Financial Aid Director
NH Dept. of Education, Division of Higher Education
VT Vermont Department of Education
ME State Board of Education
WI Educational Approval Board
Alaska Commission on Postsecondary Education-Institutional Authorization
Department of Defense
Department of Veterans Affairs
Consumer Financial Protection Bureau