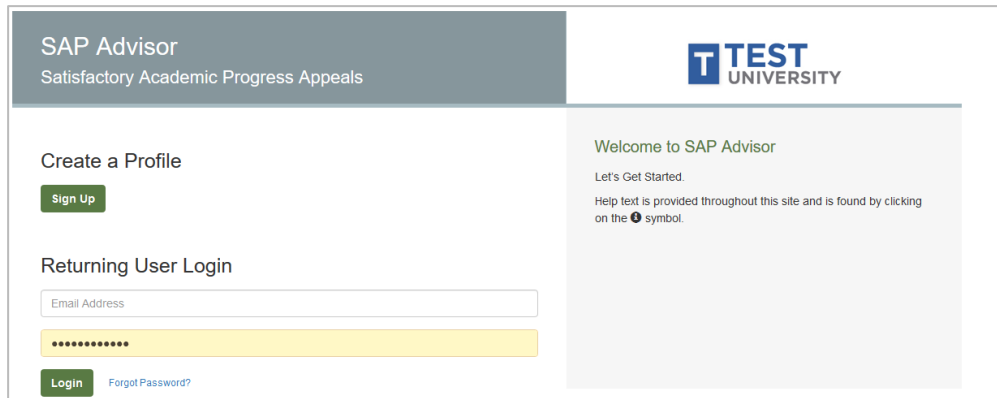


# SAP Advisor Student User Guide

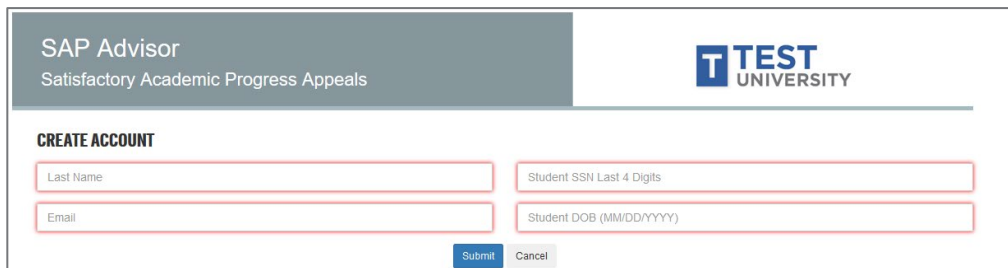
## Getting Started

### Creating a New Account

You will receive an email from your school letting you know you are eligible for the Satisfactory Academic Progress appeal process. The email will include a Personalized URL to access SAP Advisor. The first time you visit SAP Advisor, you will need to create an account by clicking **Sign Up** to start the process.

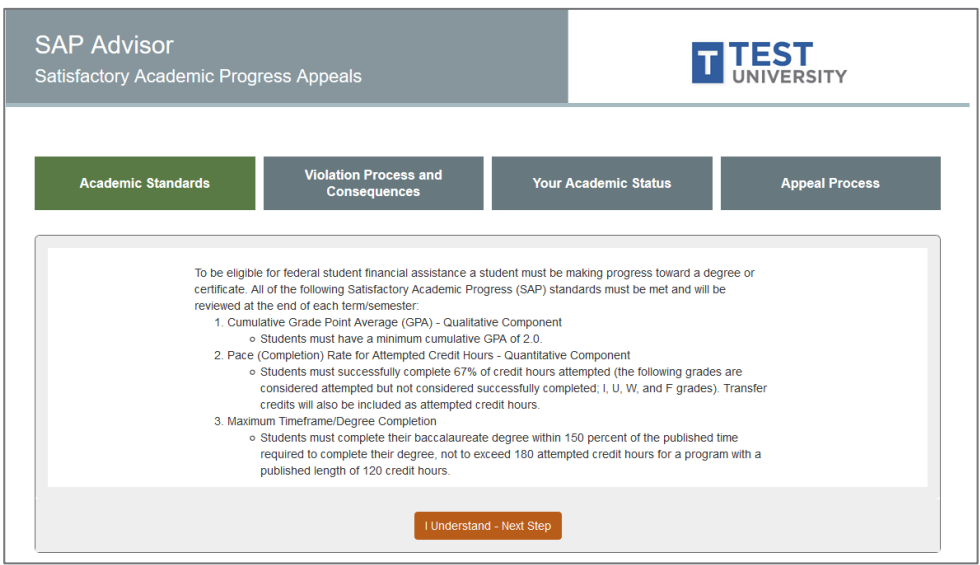


Once your information is entered into the required fields, click **Submit**. Passwords must be at least twelve characters and contain at least one upper case letter, one lower case letter, and one special character.

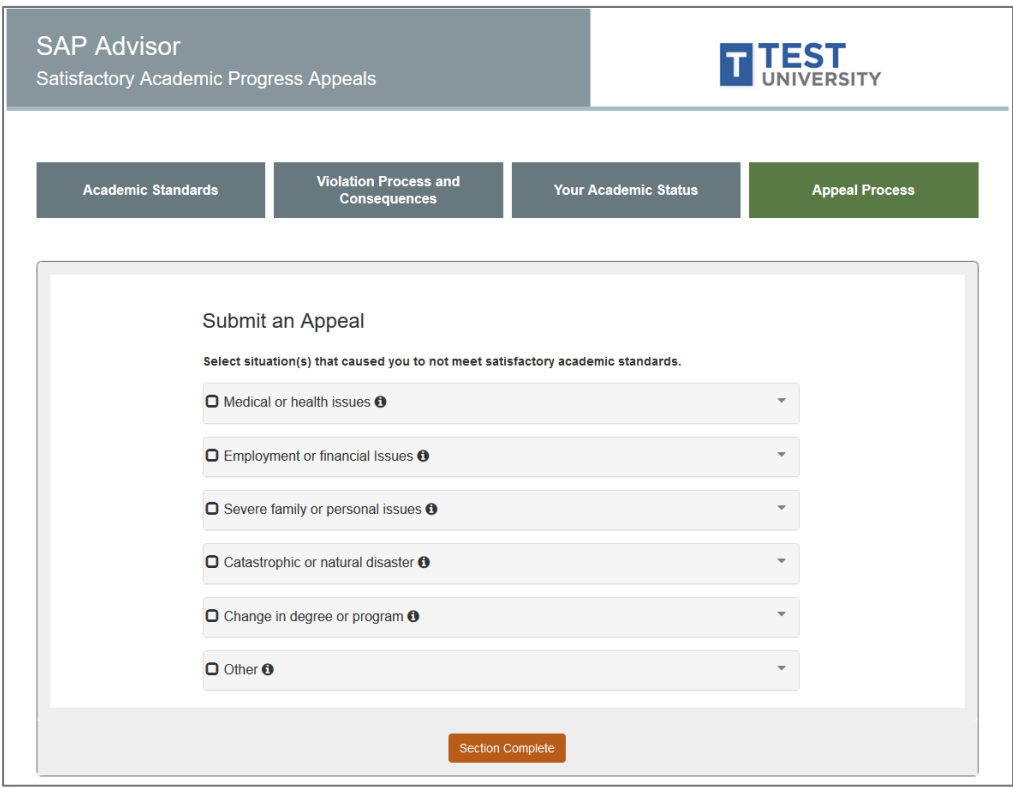


After creating your password, your account has been created and you can begin submitting your SAP appeal.

Select **I Understand – Next Step** to agree to the **Academic Standards, Violation Process and Consequences, Your Academic Status, and Appeal Process** pages.



On the **Appeal Process** tab, select the situation(s) that caused you not to meet satisfactory academic standards, then click **Section Complete**. If you are unsure of what qualifies as acceptable situations, click the **Information** icon to view examples.



Based on your selections explain your situation in detail and how it caused you to not meet satisfactory academic progress standards. Click **Save Changes**.

The screenshot shows a navigation bar with four tabs: 'Academic Standards', 'Violation Process and Consequences', 'Your Academic Status', and 'Appeal Process'. The 'Appeal Process' tab is active. Below the navigation bar is a form titled 'Submit an Appeal'. The form has a section 'Select situation(s) that caused you to not meet satisfactory academic standards.' with a dropdown menu set to 'Medical or health issues'. Below this is a text input field with a placeholder: 'Based on your selection(s) please explain your situation in detail and how it caused you to not meet satisfactory academic progress(SAP) standards: (required)'. The text box and its 'Edit' and 'Save Changes' buttons are highlighted with a green border. Below the text box is another section: 'Explain what has changed in your situation that will allow you to meet Satisfactory Academic Progress (SAP) at the end of the next evaluation: (required)'. This section also has an empty text box and 'Edit' and 'Save Changes' buttons.

Explain what has changed in the situation that will allow you to meet satisfactory academic progress at the next evaluation then click **Save Changes**.

This screenshot shows the same 'Submit an Appeal' form. The 'Medical or health issues' dropdown is selected. The text box for the first section is empty. The text box for the second section, 'Explain what has changed in your situation that will allow you to meet Satisfactory Academic Progress (SAP) at the end of the next evaluation: (required)', is highlighted with a green border. Below this section is an 'Upload' button. At the bottom of the form, there are two more dropdown options: 'Employment or financial Issues' and 'Severe family or personal issues', both with information icons.

When you have completed your explanation, click **Upload**. If you are unsure of what qualifies as acceptable documentation, the **Information** icon will give you more information on acceptable documentation and further explanation.

Once the process is complete, contact your Academic Advisor to schedule a time to complete an **Academic Plan**. When the plan has been agreed upon and signed by both you and your Advisor, choose **Upload Academic Plan**.

**SAP Advisor**  
Satisfactory Academic Progress Appeals

**TEST UNIVERSITY**

Academic Standards | Violation Process and Consequences | Your Academic Status | **Appeal Process**

### Academic Plan

Your advisor is listed below. It is required that you contact your advisor and work with them to create an academic plan. When the plan has been completed, come back and upload the document you worked on with your Advisor to finish your appeal.

**Your Advisor:** Dr. Denise Metcalf  
**Email:** Dmetcalf@demo.com  
**Phone:** (402) 555-4270

[Upload Academic Plan](#)

I would like to e-sign my required document(s) for Satisfactory Academic Progress (SAP) Advisor  
 I do not want to e-sign, but instead print all required document(s) and upload my original signature

I certify that all information provided is accurate and complete. I understand that any document related to the federal student aid programs electronically signed using a username (UN) and password (PW), certify that I am the person identified by that UN and PW and have not disclosed that UN and PW to anyone else. If I purposely give false or misleading information, I may be fined up to \$20,000, sent to prison or both.

[Submit Appeal](#)

Once you have uploaded your plan, you can e-sign your application or print and ink sign the signature page and upload the signature document. Then, click **Submit Appeal**. Your school will receive an email once you have completed the signature process. While your appeal is under review, you may ask questions about your application by clicking **Send Inquiry**.

**SAP Advisor**  
Satisfactory Academic Progress Appeals

**TEST UNIVERSITY**

Academic Standards | Violation Process and Consequences | Your Academic Status | **Appeal Process**

### Your Appeal is Under Review

You have completed all steps necessary to submit your SAP appeal. You will be contacted again after the review of your appeal is complete.

**Appeal Deadline:** 12/31/2020

Track your Appeal

| Steps                                | Date Completed |
|--------------------------------------|----------------|
| School SAP File Uploaded             | 11/2/2020      |
| SAP Appeal Section Complete          | 11/23/2020     |
| Academic Plan Complete               | 11/24/2020     |
| SAP Appeal Complete/Appeal in Review | 11/24/2020     |
| Appeal Decision Notice Sent          |                |

You may send an inquiry to the financial aid office to request a status update for your appeal.

[Send Inquiry](#)

After your school has reviewed the documentation, you will receive an email with their decision.