

PALO ALTO COLLEGE
COLLEGE PROCEDURE

Procedure Number: S 8.2
Procedure Title: Financial Aid Appeals
Relevant Board Policy/SACSCOC Policy:
Originating Unit: Student Financial Aid
Maintenance Unit: Student Financial Aid Palo Alto College

I. Purpose:

Federal law requires that institutions of higher education monitor the academic progress of students who receive federal financial aid. In order to remain eligible for federal, state and institutional financial aid, students must comply with the requirements set forth in the Alamo Colleges District Satisfactory Academic Progress (SAP) policy click [HERE](#). Students are evaluated annually for SAP at the end of the spring semester. Students who fail to make satisfactory academic progress will be placed on financial aid suspension and will no longer qualify for student financial aid. Federal regulations provide the opportunity for a student to appeal their suspension status by submitting a financial aid appeal.

II. Procedure Statement:

A. Maintaining Student Eligibility

Students can review their Satisfactory Academic Progress (SAP) in their ACES portal. There will be a Financial Aid Requirement in the upper right corner of the 'My Page' tab.

There are three (3) components of Satisfactory Academic Progress (SAP):

1. Minimum Grade Point Average Requirement (GPA) 2.0 GPA
2. Completion Rate of Coursework Requirement: 66% cumulative completion rate between hours attempted and hours completed
3. Maximum Time Frame to Complete Program of Study (CPOS) requirement. No more than 99 attempted hours of college-level coursework (excluding 30 hours of remedial courses)

III. Student Financial Aid Appeal Process

A. Certified Advisor will:

1. Create or update an Alamo GPS with a projected end term date.
2. Make academic recommendations
3. Submit degree plan for student to receive via ACES Portal

NOTE: Student cannot go to STEP 2 without completing STEP 1

B. Palo Alto College student will:

1. Apply via your ACES portal to access the online appeal form at <https://alamoaces.alamo.edu>
Log onto Alamo Colleges/ ACES Portal
 - Select My Page heading
 - Select Web Services
 - Select Financial Aid tab, then Financial Aid Status
 - Select Aid year, then click submit
 - Select Financial Aid tab again
 - Select the Appeal for Financial Aid Reinstatement link
2. Complete required statements for the online Appeal form
 - a) Reasons for Suspension
 - b) Plan of Action
 - c) Educational Goals
3. **SUBMIT** online your online Appeal for Financial Aid consideration. Supporting documentation must be submitted within 7 days (if indicated in statements) of completing the online Appeal to the Financial Aid Office
4. Check their ACES/FINANCIAL AID portal for the final decision (Allow at least 7 weeks of processing time).

C. College Financial Aid Review Committee will:

- Evaluate appeal for Financial Aid reinstatement or denial.
- Student's pending appeal review are responsible to pay their tuition out of pocket, or get on the installment plan through the Bursar office.
- **All appeal decisions are FINAL**

D. Financial Aid Appeal Submission Dates are as follows:

Summer: No Appeal Process

Fall: May1-June30

Spring: September 16-October 31

(Dates are subject to change, verify with the Office of Student Financial Aid)

Date Created January 29, 2011

Date Updated/Approved: May 5, 2020

Approved:

(signed: Gilberto Becerra)

Vice President of Student Success

(signed: Dr. Robert Garza)

President