

Spring 2022 Appeal Timeframe
September 13 - November 5, 2021

STEP 1: CONTACT Certified Advisor to initiate the appeal process. You may schedule an appointment via your ACES portal.

- Log in to ACES
- Select the “Start Here” tab
- Select the “Alamo Navigate” icon
- Click “Login”
- Select the “Appointments” tab
- Select “Schedule an Appointment”
- Select the Reason for your appointment and hit Next
- Select the Location and hit Next
- Select the Day and Time that works for you and hit Next
- Enter “Zoom Appointment” in the Notes box
- Review the selection and confirm your appointment

MEET WITH CERTIFIED ADVISOR TO:

- Complete or update an Alamo GPS Degree Plan with a projected “End Term Date”
- Make academic recommendations

*** PLEASE NOTE:** Students cannot go to **STEP 2** without completing **STEP 1**

STEP 2: APPLY: Student will apply for the online Appeal form

- Log onto Alamo Colleges/ ACES Portal
- Select “My Page” heading
- Select “Web Services”
- Select Financial Aid TAB, then Financial Aid Status
- Select Aid year 2021-22, THEN click “Submit”
- Select “Financial Aid” tab again
- Select the **Appeal for Financial Aid Reinstatement** link

COMPLETE: Student will complete required statements for the online Appeal form

1. Reasons for Suspension
2. Plan of Action
3. Educational Goals

SUBMIT: Online Appeal for Financial Aid consideration

***PLEASE NOTE:** Supporting documentation (if indicated) must be submitted to Student Financial Aid within 7 days of completing the online Appeal

Supporting documents may be submitted:

- In-Person at your campus Financial Aid office
- ACES portal - For instructions, click link, [Upload My Document](#),
- Email - DST-SFS@alamo.edu,
 - Documents submitted via the DST-SFS email with Personable Identifiable Information (SSN, DOB, etc.) must be password protected. The password should follow in a separate email
- FAX - Please include name and Banner ID on all documents

San Antonio College Fax: 210-486-9282
St. Philip’s College Fax: 210-486-9138
Palo Alto College Fax: 210-486- 9163
Northwest Vista College Fax: 210-486-9106
Northeast Lakeview College Fax: 210-486-9170

STEP 3: COLLEGE REVIEW: Appeal will be reviewed for Financial Aid reinstatement by an appointed College Committee.

Monitor your ACES PORTAL email and Financial Aid [messages](#) for the final decision.

(Allow at least 7 weeks for processing)

For more information and Appeal Process tutorial, go to: <https://www.alamo.edu/admission--aid/paying-for-college/financial-aid/maintaining/>