

**PALO ALTO COLLEGE  
COLLEGE PROCEDURES**

Procedure Number: S 8.2  
Procedure Title: Financial Aid Appeals  
Relevant Board Policy:  
Originating Unit: Financial Aid Office  
Maintenance Unit: Vice President Student Affairs

I. Purpose: To provide a process whereby students can appeal a suspension of their financial aid.

II. Procedure Statement:

A. Financial Aid Suspension applies to students who have:

1. Earned less than 99 credit hours with below 2.0 GPA and/or a completion rate of less than 67% for all attempted credits.
2. Attempted more than 99 attempted credit hours and have not completed an Associate Degree.
3. Been placed on a Financial Aid Suspension status at another Alamo College.
4. Been placed on a probation status during their second year of enrollment if academic conditions are not met their first year of enrollment.

B. Academic Progress is determined based on the following steps:

1. Academic Progress is evaluated at the end of Spring semester in every academic year.
2. Conditions not met after a probation status or a 99 credit hour limitation for completion will place a student on financial aid suspension status.
3. Notification of suspension status is sent to student through their ACES email with an option to appeal.

C. Students placed on Financial Aid Suspension with less than 99 attempted credit hours can appeal utilizing these steps:

1. Complete an Appeal Form for Academic Progress with all specified requirements.
2. Must enroll in a SDEV 0171 class for academic success.
3. Cannot register for more than 10 credit hours in an appealed semester.

- D. Students placed on Financial Aid Suspension with over 99 attempted hours who have not completed an Associate Degree can appeal utilizing these steps:
1. Complete an Appeal Form for Over 99 attempted hours.
  2. Indicate the anticipated semester and year for completing an Associate or Transfer degree.
  3. Submit an approved degree plan signed by a faculty or transfer advisor.
  4. Enroll only in designated degree curriculum.
- E. An Appeal review is processed according to the following guidelines:
1. Appeals are reviewed by the Director and Associate Director.
  2. Student will be informed within a 2 to 4 week processing timeframe.
  3. Student who is approved and awarded will be informed through their ACES (Financial Aid Status) account.
  4. Student who is denied will be informed through their ACES account and given the conditions to rectify the decision if applicable.
  5. Appeals will be processed all year except during a designated registration
  6. period.
  7. Students who are allowed to submit an appeal during a registration period must make other arrangements to pay their tuition as they await for a departmental decision.
  8. Priority dates for Appeal submission will be posted on the Financial Aid Website.

Attachments:

Financial Aid Appeal Form—Academic Progress  
Financial Aid Appeal Form—Over 99 Hours

Issued: January 28, 2011

Approved: Ana M. Guzman  
President