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/](https://www.alamo.edu/admission-aid/paying-for-college/financial-aid/maintaining/)