

Appeals Process for Ineligible STUDENTS on Financial Aid Suspension-ACTION CHART



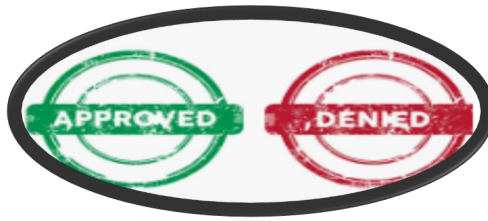
Step 1: STUDENT NEEDS A PLAN. Meet with Success Coach, ADVISOR OR FACULTY ADVISOR to obtain an ACADEMIC IMPROVEMENT PLAN (AIP). After warning/caution notices from financial aid; student is now suspended and needs professional intervention. Watermark has name and contact information of coaches/advisors. AIP form is on ACC website under quick links, then student forms. Coach/Advisor signature required-Repeat classes?, tutoring/mental health support?, timeline?- What does the student need to get back on track?



Step 2: E-APPEAL -STUDENT INVITED TO SUBMIT APPEAL. STUDENT PROVIDES WRITTEN EXPLANATION OF PERSONAL CIRCUMSTANCES THAT LEAD TO ACADEMIC DEMISE. SUPPORTING DOCUMENTATION IS STRONGLY ENCOURAGED, BUT NOT REQUIRED. AIP Plan should be forwarded to financial aid at financialaid@alamancecc.edu; then Appeal Invite will be sent to the student from FA email to student ACC email.



Step 3: APPEALS COMMITTEE (A) Director compiles Appeals packet, (B) submits to committee (C) Awaits Committee of 5 replies. 3 votes are needed for an outcome (Committee reviews can take up to 1-2 weeks).



Step 4: APPEAL OUTCOME/NOTIFY STUDENT Financial aid office will notify student via ACC email, then update Colleague to CP status on FASI, then File Approval packet in TEAM IA Database/Student e-file. If the student is DENIED, 12 credit hours must be completed before reconsideration is given. Student can apply for institutional ACC scholarships to get up to 6 credit hours + books paid for. Application is on the ACC website under scholarships.



Step 5: AWAIT APPROVAL CONTRACT FOR AID REINSTATEMENT. Approval contract is due within 15 days. If the signed contract is not completed, aid will not be reinstated. Contract will be sent to self-service portal.

Additional Information:

- **2nd Appeal Students-** have defaulted on CP status and SAP approval contract. Student must start with the Director of Financial Aid.
- **Max Time Frame Students-**can appeal if they are within 15 credit hours of degree completion (Academic review)