

ALAMO COLLEGES District
OFFICE OF STUDENT FINANCIAL AID
POLICIES & PROCEDURES MANUAL

UNIT MISSION STATEMENT:

Ensure Access and Support for Our Diverse Communities by Providing Financial Resources for Student Success

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Section One: Introduction

Federal regulations mandate that institutions have written policies and procedures. Beyond the federal requirement, there are many benefits to having a written document outlining financial aid office policies and procedures:

1. For distribution to appropriate others outside the Office of Student Financial Aid (OSFA) for the purpose of informing and fostering an understanding of the complexity and operation of The Alamo Colleges SFA.
2. For SFA staff as a referral guide to assist in maintaining consistency in the problem-solving process and
3. As an important component of a comprehensive training program.

Note: OSFA and SFA are used interchangeably and refer to the Office of Student Financial Aid at Alamo Colleges.

1.1 Statement of Purpose

The purpose of this document is to record policies and procedures surrounding the delivery of financial aid at The Alamo Colleges. If no policy or procedure addresses a given issue, FA staff is expected to use professional judgment based upon the intent of all financial aid programs and office practices.

This Manual:

1. Provides the financial aid staff with current policies and procedures that pertain to eligibility assessment for federal, state and university programs.
2. Provides each staff member with general and specific responsibilities of the total staff, their individual responsibilities, and the office's relationship to other departments/divisions of the University.
3. Provides each staff member with general office procedures to facilitate a systematic and consistent approach in the operation of all programs; ensuring that similar operations will be handled in a uniform manner.
4. Provides quick reference to various practices.
5. Facilitates the orientation and training of personnel when changes occur.

1.2 Financial Aid Reference

There are many resource guides and web sites that assist The Alamo Colleges FA staff. The District Director maintains memberships to these resources. Available resources that are used to determine students' eligibility for financial aid include current regulations published in the Federal Register, Department of Education guides (such as the Federal Student Aid Handbook and Verification Guide), Dear Colleague Letters, the Blue Book, Texas Higher Education Coordinating Board (THECB), financial aid legislation and other laws or regulations that impact student aid. Membership to the National Association for Student Financial Aid Administrators (NASFAA), The Alamo Colleges Southwest Association of Student Financial Aid Administrators (SWASFAA) and Texas Association of Student Financial Aid Administrators (TASFAA) are maintained for proposed and enacted regulations.

Section Two: Philosophy of the Office of Student Financial Aid at Alamo Colleges

The philosophy of student aid is to provide access and choice to students, who without such assistance would not be able to attend an institution of higher education.

2.1 History of Financial Aid at Alamo Colleges.

The OSFA was established at Alamo Colleges to coordinate all educational resources available to students. The Office was charged with the responsibility of assuring that principles identified below become operationally effective.

2.2 Policy Development

2.2.1 Responsibility for Institutional Policy Development

The District Director of Student Financial Aid is responsible for establishing institutional policy development surrounding the delivery of financial assistance. Policy development adheres to Federal and State laws and regulations as well as to the mission of Alamo Colleges. Financial Aid policy is reported to and approved by the Vice Chancellor for Finance and Administration. Input from each college in the Alamo Community College District may be solicited to increase the level of student service.

2.2.2 Institutional Principles of Financial Aid

The staff at OSFA has adopted the Principles of Student Financial Aid Administration based on the use of the BANNER Student Information System from the Ellucian Corporation. In addition, principles of the state (TASFAA) and federal (NASFAA) financial aid associations are followed.

1. The purpose of any financial aid program - institutional, governmental, or private – should be to provide monetary assistance to students who can benefit from further education but who cannot do so without such assistance. The primary purpose of a collegiate financial aid program should be to provide financial assistance to accepted students who, without such aid, would be unable to attend that college.
2. Each college has an obligation to assist in realizing the national goal of equality of educational opportunity. The college, therefore, should work with schools, community groups and other educational institutions in support of this goal.
3. The college should publish budgets that state total student expenses realistically by including, where applicable, maintenance at home, commuting expenses, personal expenses and necessary travel.
4. Parents, where applicable, are expected to contribute according to their means, taking into account their income, assets, number of dependents and other relevant information. Students themselves are expected to contribute from their own assets and earnings, including appropriate borrowing against future earnings.
5. Need based financial aid should be offered only after determination that the resources of the family are insufficient to meet the student's educational expenses. The amount of aid offered should not exceed the amount needed to meet the difference between the student's total educational expenses and the family's resources. However, at the student's request non-need based aid will be packaged for the student up to but not exceeding the cost of attendance minus other education based assistance.
6. The amount and type of self-help expected from students should be related to the circumstances of the individual. In the assignment of funds to those students designated to receive financial aid, the largest amounts of total grant assistance should go to students with the least ability to pay.
7. The college should review its financial assistance awards annually and adjust them, if necessary to reflect changes in the financial needs of students and the expenses of attending the institution. The college has an obligation to inform students and parents of the financial aid renewal policies for enrolled students at the time of the initial offer of financial assistance.
8. Because the amount of financial assistance awarded reflects the economic circumstances of students and their families, the college should refrain from any public announcement of the amount of aid offered and encourage students, their secondary schools and others to respect the confidentiality of this information.

9. All documents, correspondence and conversations between and among aid applicants, their families and financial aid officers are confidential and entitled to the protection ordinarily arising from a counseling relationship.

10. Concerns for the student should be paramount. Financial aid should be administered in such a manner that provides the most effective benefit to the student.

2.2.3 Operating Policies

The following operating policies are designed to assure that the OSFA is effective in carrying out its responsibilities:

1. All students must apply for financial assistance by submitting appropriate application forms to the OSFA.
2. All funds available to the College for financial assistance shall be administered through the OSFA. The selection of students to receive certain designated scholarships shall be submitted by each academic component and forwarded to the OSFA for inclusion in each student's financial aid award. When funds or awards for students are received from outside sources by other offices, such as the Bursar's Office, they shall notify the OSFA.
3. The OSFA shall maintain adequate records to ensure proper administration of aid funds. This includes ensuring that aid given is not in excess of need and/or the cost of attendance and that aggregate awards do not exceed total expenditures of funds under each program.
4. Selection of students to receive financial aid will be made without regard to age, sex, race, color, religion, sexual orientation, national origin, disability or marital status.
5. Priority consideration for aid is given to students whose files are complete by May 1 each year.
6. All students applying for aid are required to apply annually for federal assistance.

3 Section Three: Administrative Organization of Student Financial Aid

3.1 Institutional Organization

Alamo Colleges OSFA reports to the Vice Chancellor of Finance and Administration who reports directly to the Chancellor of the Alamo Colleges.

3.1.1 Institutional Organizational Chart

Organizational chart of executive leadership at Alamo Colleges is located at the following link:
http://www.alamo.edu/uploadedFiles/District/About_Us/pdfs/Alamo-Colleges-Org-Chart.pdf

3.1.2 Office of Student Financial Aid (OSFA)

Organizational chart of Student Financial Aid Office <<Appendix coming soon>>

3.2 Financial Aid Office Structure and Responsibilities

The OSFA serves students at all s campuses/locations.

Staff in all locations conduct financial aid processes and are available to assist all students regardless of their location or program.

Alamo Colleges consist of five institutions and a District Office.

San Antonio College
St. Philip's College
Palo Alto College
Northwest Vista College
Northeast Lakeview College

The District Office is staffed with the following:

District Director of Student Financial Services
Administrative Services Specialist
Director of Front-Line Staff, Call Center Liaison (Job Description: Director of Student Financial Services)
Director of Processing (Job Description: Director of Student Financial Services)
Director of Loans, Scholarships and Default Aversion (Job Description: Director of Student Financial Services)
Director of Compliance, Reporting, Process Improvement and Communications (Job Description: Director of Student Financial Services)
Process Functional Manager
Sr. Financial Analyst
Associate Director of Training and Compliance
Associate Director of Student Financial Services
Associate Director, Special Projects and FCWS (Job Description: Associate Director of Student Financial Services)
Associate Director, Student Advocate (Job Description: Director of Student Financial Services)
Associate Director of Student Financial Services (Job Description: Director of Student Financial Services)
Coordinator of Records and Reports
Financial Aid Advisors
Financial Aid Specialists
Lead Advisor

Each College is staffed with the following:

Associate Director
Financial Aid Advisors
Financial Aid Specialists
Lead Advisors

3.3 Division of Responsibility between Offices of Financial Aid and Bursar.

There exists a clear and separate division of responsibility for the administration of financial aid programs, which are divided between the OSFA, and the Bursar. In order to maintain this division, each office is accountable for the following responsibilities.

Student Financial Aid

The OSFA is responsible for the following:

1. Collect supporting documentation for the determination of student aid eligibility.
2. Determine student eligibility for financial assistance.
3. Award federal, state, and university aid in compliance with laws, regulations and policies.
4. Notify students of aid eligibility.
5. Disburse awards to student accounts using BANNER.
6. Compile and complete institutional, state and federal reports with assistance from Finance and Administration as it relates to various fund accounts.

Bursar - Finance & Administration

Bursar is responsible for the following:

1. Maintain and provide student access to accurate bills.
2. Collect payments for charges placed on student accounts.
3. Refund of excess student aid to students.
4. Assist Student Financial Aid with institutional, state and federal reports as needed.

3.4 Job Descriptions: Student Financial Aid Office

The job descriptions for each position in the OSFA are presented in this section. These descriptions are updated on an annual basis.

3.4.1 District Director of Student Financial Services

Job Title:	District Director of Student Financial Services	Job Class Code:	14226
Group:	Student Financial Services	Grade:	S25
FLSA Status:	Exempt		

Reports To: (submit an organization chart if available; select one or more of the following)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Vice Chancellor for Student Success
<input type="checkbox"/> President/Vice Chancellor
<input type="checkbox"/> Vice President/Associate Vice Chancellor
<input type="checkbox"/> Dean/Director
<input type="checkbox"/> Chair | <input type="checkbox"/> Assistant/Associate Director
<input type="checkbox"/> Manager
<input type="checkbox"/> Supervisor
<input type="checkbox"/> Coordinator/Advisor/Other
<input type="checkbox"/> Foreman/Team Leader/Other |
|--|--|

Job Summary: Persuading or influencing people outside the College or District that can have a significant impact on the finances of the College or District. Expert Services or Work Unit Supervision provided by the employee in one or more of the following: Organizing, planning for, developing, and directing a work unit; Serving as an organization-wide expert in a professional or technical area.

Essential Job Functions:

Duties
Formulates financial management procedures for the District to ensure compliance with federal, state, and local laws, District regulations, and generally accepted financial accounting reporting and auditing standards and requirements.
Directs federal, state, local, and District financial aid programs such as Pell Grant, Student Loans, federal work study, Texas Grant, scholarships, etc.
Responsible for developing and submitting timely required reports on disposition of financial aid funds to source agency of funds.
Assists in obtaining federal funds each fiscal year for the College District.
Develops and implements the processes for informing students and public of availability of student financial aid, provides applications and information, processes applications, awards to students based on established local, federal, and state regulations.
Evaluates effectiveness of student financial aid programs, developing and implementing changes as needed.
Responsible for the maintenance and management of all student aid records for the Alamo Colleges.

Resolves student problems regarding financial aid, financial aid procedures, and federal Work Study placement.
Manages department (colleges and district-wide) budget for operation within fiscal constraints.
Supervises Student Financial Services College Directors.
Performs other duties as assigned.

Minimum Education and Experience:

A Master's degree in Finance, Business Administration, Public Administration, Education, or a closely related field. Eight (8) years of administrative and supervisory experience in connection with student financial services and support services programs, preferably in a college or university setting.

Licenses and Certifications:

Must possess and maintain a valid Texas Driver's License. Must be insurable through Alamo Colleges' insurers.

Knowledge, Skills and Abilities:

Demonstrated knowledge of the student financial services administrative functions of a multi-college/multi-campus community college district.

Comprehensive knowledge of financial management principles and practices; student financial services federal and state regulations and of standard college, federal, state, and local financial accounting, reporting, and auditing requirements.

Ability to utilize and integrate computer technology and systems to access, evaluate, and communicate data.

Successful experience in developing and maintaining strategic initiatives for continuous improvements and transformational change.

Excellent communication skills and ability to establish and maintain positive working relationships.

Ability to organize and direct major work operations, and to work under pressure of deadlines.

Ability to consistently apply District, federal and state laws, regulations and procedures, and to assure compliance with business and fiscal policies and procedures; identify organizational impacts, and assess time frames needed to take appropriate actions.

Ability to help set priorities in developing the annual Student Financial Services District budget; work with District Administrators; and to maintain confidentiality on sensitive issues.

Considerable knowledge of District policies and procedures.

Ability to maintain effective working relationships with students, the public and fellow District employees.

Supervision Exercised:

Directly supervises more than 5 employees.

Physical Requirements:

Work is performed within routine office environment with no exposure to hazardous or unpleasant conditions. Physical demands are usually limited to sitting or standing in one location much of the time. Some stooping, lifting or carrying objects of light weight may be required.

3.4.2 Administrative Services Specialist

Job Title:	Administrative Services Specialist	Job Class Code:	45318
Group:	Student Financial Services	Grade:	S07
FLSA Status:	Non-Exempt		

Reports To: (submit an organization chart if available; select one or more of the following)

- | | |
|---|---|
| <input type="checkbox"/> Vice Chancellor for Student Success | <input type="checkbox"/> Assistant/Associate Director |
| <input type="checkbox"/> President/Vice Chancellor | <input type="checkbox"/> Manager |
| <input type="checkbox"/> Vice President/Associate Vice Chancellor | <input type="checkbox"/> Supervisor |
| <input checked="" type="checkbox"/> Dean/Director | <input type="checkbox"/> Coordinator/Advisor/Other |
| <input type="checkbox"/> Chair | <input type="checkbox"/> Foreman/Team Leader/Other |

Job Summary: Leads general administrative support for department leader(s), staff, students and/or visitors.

Essential Job Functions:

Duties
Performs full administrative duties. Greets visitors, receives and responds to correspondence and requests for information from students, faculty, external agencies and visitors. Responds to problems or complaints. Maintains filing system.
Organizes and expedites flow of work through office and adjusts workload to meet established priorities. Prepares recommendations to create or revise established procedures.
Serves as a liaison between the department, faculty and students. Explains procedures and coordinates activities.
Schedules appointments and coordinates arrangements for meetings and conferences. Prepares agenda and handouts.

Assists in the development of budget, monitors department budget and works with others to reconcile accounts and resolve related problems. Ensures forms and documents are routed and approved in accordance with internal policies. Coordinates with payroll to ensure faculty and staff are paid accurately. May gather quotes for department purchases and initiate accounting procedures.
Independently produces reports, presentations and documents.
Maintains calendars, web pages, travel documents and social media sites. Makes travel arrangements.
Resolves student problems regarding financial aid, financial aid procedures, and federal Work Study placement.
May supervise entry level clerical/office staff and/or work study students.
Performs other duties as assigned.

Minimum Education and Experience:

Associates degree or combination of education, training and experience that equates to the required degree. Three years' administrative or related experience.

Preferred Education and Experience:

Five or more years' administrative or related experience.
Supervisory experience.
Experience in a public or higher education institution.

Licenses and Certifications:

None

Knowledge, Skills and Abilities:

Knowledge of basic accounting principles and the ability to manage budgets and process purchase/travel requests based on department/college/district guidelines.
Proficiency with Microsoft Office, e-mail, Internet and standard office equipment
Problem solving and organizational skills and ability to multitask
Strong communication skills
Ability to maintain effective working relationships and work with diverse groups of stakeholders
Ability to work with confidential data appropriately and maintain professionalism

Supervision Exercised:

May supervise entry-level clerical employees or work study employees.

Physical Requirements:

Work is usually performed within routine office environment with no exposure to hazardous or unpleasant conditions. Physical demands are usually limited to sitting or standing in one location much of the time. Some stooping, lifting or carrying objects of light weight may be required.

3.4.3 Director of Student Financial Services

Job Title:	Director of Student Financial Services	Job Class Code:	32123
Group:	Student Financial Services	Grade:	S20
FLSA Status:	Exempt		

Reports To: (submit an organization chart if available; select one or more of the following)

- | | |
|---|---|
| <input type="checkbox"/> Vice Chancellor for Student Success | <input type="checkbox"/> Assistant/Associate Director |
| <input type="checkbox"/> President/Vice Chancellor | <input type="checkbox"/> Manager |
| <input type="checkbox"/> Vice President/Associate Vice Chancellor | <input type="checkbox"/> Supervisor |
| <input checked="" type="checkbox"/> Dean/Director | <input type="checkbox"/> Coordinator/Advisor/Other |
| <input type="checkbox"/> Chair | <input type="checkbox"/> Foreman/Team Leader/Other |

Job Summary: Leads general administrative support for department leader(s), staff, students and/or visitors.

Essential Job Functions:

Duties
Leads administration of Title IV (federal), state and institutional financial aid programs such as grants, student loans, federal work-study, scholarships, etc.
Manages, plans, organizes and directs all financial aid programs and office operations..
Resolves student concerns regarding financial aid, ensuring compliance with laws and regulations and maintaining confidentiality and sensitivity to students' needs.
Oversees the maintenance and retention of all student aid records at the respective college according to federal and state record retention laws and FERPA.

Maintains program integrity; ensures compliance with federal, state and internal audit requirements, including program reviews.
Independently produces reports, presentations and documents.
Maintains calendars, web pages, travel documents and social media sites. Makes travel arrangements.
Informs students and public of availability of student financial aid; provides applications and information; processes applications; and makes awards to students based on established criteria.
Evaluates effectiveness of student financial aid programs, develops and implements changes as needed.
Secures allocations for funded programs, monitors funding level activity, oversees funds reconciliation with Fiscal Affairs and submits required federal, state and other external reports on the disposition of financial aid funds.
Develops and maintains effective working partnerships with the college community, secondary institutions and external organizations.
Manages department budget for operation within fiscal constraints and be responsible for staff evaluations.
Leads or serves on various councils and committees at the District or college level.
Performs all duties inherent in supervision, which includes but not limited, to the following: Recommends and/or approves all personnel actions, hiring, promotions, transfers, terminations and disciplinary actions. Also approves/disapproves leave, schedules work assignments and conducts performance evaluations.
Performs other duties as assigned.

Minimum Education and Experience:

Bachelor's degree or a combination of relevant experience, education and training that equates to the required degree. Six years of related experience.

Preferred Education and Experience:

Master's degree. Degree in finance, business administration, public administration or a closely related field. Eight years of financial aid experience.

Licenses and Certifications:

None

Knowledge, Skills and Abilities:

Knowledge of BANNER and ACCD processes used to manage funds, including the return of funds to the Department of Education, the state of Texas, or individual donors.

Knowledge of the BANNER Student Information System or processing of financial aid using another common S.I.S.

Knowledge of federal, state and ACCD regulations related to determination of eligibility, awarding, disbursement, accounting, recordkeeping, and statistical analysis.

Skill in using personal computers and current software programs to include Microsoft Office products.

Ability to prepare and present Student Financial Services information to prospective students and parents in person or to larger groups in the community.

Ability to multi-task for extended hours, work under high stress and high volume during peak periods.

Ability to lead, supervise and manage diverse personnel / programs in a medium to large office setting.

Ability to analyze and resolve complex issues regarding the administration of federal and state financial aid.

Ability to learn/apply ACCD policies and procedures.

Ability to establish and maintain effective working relationships with staff, faculty and the public.

Ability to communicate clearly and effectively, both verbally and in writing.

Supervision Exercised:

Supervises staff.

Physical Requirements:

Work is performed within routine office environment with no exposure to hazardous or unpleasant conditions. Physical demands are usually limited to sitting or standing in one location much of the time. Some stooping, lifting or carrying objects of light weight may be required.

3.4.4 Process Functional Manager

Job Title:	Process Functional Manager	Job Class Code:	32744
Group:	Student Financial Services	Grade:	S17
FLSA Status:	Exempt		

Job summary: Provides strategic and tactical direction in developing and supporting enterprise information processes that relate technical and functional requirements in delivering solutions. Serves as chief liaison between department and Information Technology Services (ITS). Leads department in implementing information technology and process improvement solutions.

Essential Job Functions:

Directs district- and department-wide functional and technical teams to ensure that system processes are fully defined and aligned with Alamo Colleges' strategic objectives and best practices for system (e.g., Banner, etc.) operations. Lead major initiatives and processes requiring technology solutions.
--

Drives Alamo Colleges administrators and executive management to consensus on appropriate common business practices, work systems and process functions that support the strategic goals for effective operation of systems.
Identifies and tracks functional area issues pertinent to system operations. Leads and facilitates functional area stakeholder discussions and drives leadership to consensus on appropriate issue resolutions.
Researches, analyzes, designs, sets up, test, verifies, and documents application processes, business rules, modifications and customization in functional areas, as required. Provide solutions to functional and technical issues as needed.
Leads development of written requirements, specifications and procedures for setup, processing reporting and productic delivery of application functionality, internal/external interfaces, and ancillary software applications.
Assumes subject matter expert responsibilities for the functional aspects of the ERP. Provides direction for the provisioning of system roles.
Coordinates with technical members of ITS for the delivery of information solutions.
Performs other duties as assigned.

Minimum Education/Experience:

Bachelor's degree or a combination of relevant experience, education and training that equates to the required degree. Three years' experience performing a technology liaison role with major business function(s), with responsibility for planning, translating, and managing major technology projects. Demonstrated proficiency in technology architecture and systems design best practices.

Preferred Education/Experience:

Master's degree.
Degree in business administration, communications, or related field.
Five years of work-related experience and demonstrated proficiency in technology architecture and systems design best practices.

Required Licenses And Certifications:

Must possess and maintain a valid Texas driver license and be insurable through Alamo Colleges' insurers.

Knowledge, Skills And Abilities:

Knowledge of functional management operations, principles, practices, and procedures; of functional area demands, services requirements, and related federal, state, local laws and regulations pertaining to functional area operations; and of application processes, workflows, reports and queries for supported system(s).
Ability to translate business requirements into technical specifications and processes.
Skill in organizing and managing projects; in analyzing; in problem-solving; in written and verbal communication; in working as a member of a team; in following-up; and in committing to project success; and in close attention to details and quality.

Supervision Exercised:

May lead or supervise a project team.

Physical Requirements:

Work is performed within routine office environment with no exposure to hazardous or unpleasant conditions. Physical demands are usually limited to sitting or standing in one location much of the time. Some stooping, lifting or carrying objects of light weight may be required.

3.4.5 Sr. Financial Analyst

Job Title:	Sr. Financial Analyst	Job Class Code:	32116
Group:	Student Financial Services	Grade:	S14
FLSA Status:	Exempt		

Job Summary:

Performs complex budget and financial analyses for assigned functional area. Reviews and researches accounting transactions through Alamo Colleges enterprise reporting program (ERP) and subsidiary systems. Prepares reporting packages for senior management.

Essential Job Functions:

Duties
Analyzes complex budget and financial data for assigned functional area. Prepares reports for senior management, which includes variance explanations.
Designs and develops reports and dashboards for periodic management information to aid colleges and district management in operational and financial decisions. May run complex business processes in the enterprise reporting program.
Provides technical and analytical support to colleges and district management.

Performs other duties as assigned.

Minimum Education And Experience:

Bachelor's degree in accounting, business or finance or a combination of relevant experience, education and training that equates to the required degree.

Five years of related experience.

Preferred Education And Experience:

Master's degree in business administration. Three years of related experience in a government entity and/or public education.

Licenses And Certifications:

Prefer certified public accountant certification.

Knowledge, Skills And Abilities:

Skill in using Microsoft Excel and refreshing data from an enterprise system; in researching and analyzing data.

Ability to manage competing priorities; to succeed in team environment; to present complex information in an easy to understand manner; and to work independently and with minimal supervision.

Supervision Exercised:

None

Physical Requirements:

Work is performed within routine office environment with no exposure to hazardous or unpleasant conditions. Physical demands are usually limited to sitting or standing in one location much of the time. Some stooping, lifting or carrying objects of light weight may be required.

3.4.6 Associate Director of Financial Aid Compliance & Training

Job Title:	Associate Director of Financial Aid Compliance and Training	Job Class Code:	32816
Group:	Student Financial Services	Grade:	S16
FLSA Status:	Exempt		

Job Summary: Provides direct services to customers or collaborates with the professionals by one or more of the following: Personally assessing situations, obtaining necessary information, drawing conclusions and recommending and/or implementing courses of action in accord with normal practices and procedures. Helps organize the activities and output of fellow workers on a day-to-day basis as a working supervisor or work leader.

Essential Job Functions:

Duties
Monitors financial aid to ensure compliance with federal and state rules and regulations.
Assists with monitoring operations and supervisory controls of the risk management plan.
Assists with the development and implementation of compliance plans to ensure follow through and adherence.
Assists with the development of proposals for corrective action plans to improve overall quality assurance and compliance goals.
Keeps updated on current regulations that govern student financial aid.
Trains new and existing staff on financial aid or risk topics.
Compiles and submits appropriate forms, reports, and other related request for information.
Performs other duties as assigned.

Minimum Education and Experience:

Bachelor's Degree or a combination of relevant experience, education and training that equates to the required degree.

Five years of professional work experience as an Associate Director or related experience to include supervisory experience.

Preferred Education and Experience:

Master's Degree

Six years of professional work experience as an Associate Director or related experience.

Licenses and Certifications:

None required

Knowledge, Skills and Abilities:

Ability to establish and maintain effective working relationships with staff, faculty and the public.

Ability to communicate clearly and effectively, both verbally and in writing.

Skilled use of personal computers and current software programs to include Microsoft Office products.

Ability to prepare and present Student Financial Services information to prospective students and parents in person or to larger groups in the community.

Ability to multi-task for extended hours, work under high stress and high volume during peak periods.

Must possess abilities in leadership, supervision, and management of diverse personnel / programs.

In-depth knowledge of federal, state and ACCD regulations related to determination of eligibility, awarding, disbursement, accounting, recordkeeping, and statistical analysis.

Ability to analyze and resolve complex issues regarding the administration of federal and state financial aid.

In depth knowledge of the BANNER Student Information System or processing of financial aid using another common S.I.S.

Knowledge of BANNER and ACCD processes used to manage funds, including the return of funds to the Department of Education, the state of Texas, or individual donors.

Must be detail oriented and possess the ability to synthesize large amounts of regulatory data to ensure ACCD compliance.

Supervision Exercised:

Directly supervises more than five (5) employees.

Physical Requirements:

Work is performed within routine office environment with no exposure to hazardous or unpleasant conditions. Physical demands are usually limited to sitting or standing in one location much of the time. Some stooping, lifting or carrying objects of light weight may be required.

3.4.7 Associate Director of Student Financial Services

Job Title:	Associate Director of Student Financial Services	Job Class Code:	32444
Group:	Student Financial Services	Grade:	S16
FLSA Status:	Exempt		

Job Summary: Provides direct services to customers or collaborates with the professionals by one or more of the following: Assesses situations, obtains necessary information for analysis, draws conclusions and recommends and/or implements courses of action in accordance with normal practices and procedures. Assists with organizing the activities and output of fellow workers on a day-to-day basis as a working supervisor or work leader.

Essential Job Functions:

Duties
Provides managerial assistance to Director; oversees the department's operation as needed including complex problem resolution, responding to administrators' requests for information, supervising SFS classified staff, and assigning/scheduling work.
Oversees all daily operations of one or more financial aid programs such as scholarships, grants, Hazelwood, loans, and/or federal work-study; maintains appropriate records, maintain/update related procedures, and provides information to students.
Performs financial aid counseling to students, parents, and community members to include processing/coordinating awards, addressing special cases/exceptions, adjusting student records, and assists with the maintenance of all pertinent financial records for audit purposes.
Holds conferences with parents, students and staff; performs professional judgment reviews based on dependency override cases and families' extenuating circumstances and their more current financial situation; makes final determination on the outcome of the reviews.
Reviews and evaluates hardship cases and makes packaging policy determinations as appropriate.
Coordinates, prepares and delivers financial aid presentations on/off campus to students, parents, counselors, and community groups; provides specific information and make federal applications available to interested parties; answers questions relating to all areas of financial services.
Leads or serves on various councils and committees at the District or college level.
Performs all duties inherent in supervision, which includes but not limited, to the following: Recommends and/or approves all personnel actions, hiring, promotions, transfers, terminations and disciplinary actions. Also approves/disapproves leave, schedules work assignments and conducts performance evaluations.
Performs other duties as assigned.

Minimum Education and Experience:

Bachelor's degree or a combination of relevant experience, education and training that equates to the required degree. Five years of closely related professional work experience to include supervisory experience.

Preferred Education and Experience:

Master's degree.

Licenses and Certifications:

None.

Knowledge, Skills and Abilities:

In-depth knowledge of federal, state and Alamo Colleges regulations related to determination of eligibility, awarding, and disbursement of student financial aid funds.

In depth knowledge of the BANNER Student Information System or processing of financial aid using another common S.I.S.

Knowledge of BANNER and Alamo Colleges processes used to manage funds, including the return of funds to the Department of Education, the state of Texas, or individual donors.

Skill with use of personal computers and current software programs to include Microsoft Office products.

Ability to establish and maintain effective working relationships with staff, faculty and the public.

Ability to communicate clearly and effectively, both verbally and in writing.

Ability to prepare and present Student Financial Services information to prospective students and parents in person or to larger groups in the community.

Ability to multi-task for extended hours, work under high stress and high volume during peak periods.

Ability to lead, supervise and manage diverse personnel / programs.

Ability to analyze and resolve complex issues regarding the administration of federal and state financial aid.

Supervision Exercised:

Supervises assigned staff.

Physical Requirements:

Work is performed within routine office environment with no exposure to hazardous or unpleasant conditions. Physical demands are usually limited to sitting or standing in one location much of the time. Some stooping, lifting or carrying objects of light weight may be required.

3.4.8 Coordinator of Records and Reports

Job Title:	Coordinator of Records and Reports	Job Class Code:	32860
Group:	Student Financial Services	Grade:	S12
FLSA Status:	Exempt		

Job Summary: Compiles and organizes data and information for analysis by Student Financial Services (SFS) and others. Provide data necessary to construct benchmarking tools used to determine the performance of SFS in key areas to include efficiency, accountability, and compliance. Conducts investigations and analytic or diagnostic services that support decision making or action taken by management or professional staff. Uses data gathered to examine current processes and make recommendations for improvement.

Essential Job Functions:

Duties
Compiles data for statistical, planning, and institutional reporting purposes for the Texas Higher Education Coordinating Board (THECB), Department of Education (DOE), ACCD, and auditors.
Serves as the lead person for coordinating all reports to the THECB, DOE, and other entities.
Coordinates with Institutional Research any requests for information from SFS. Manages both on- and off-campus registration including formal admission of students, processing registration forms, entering classes on CIS, and processing registration bills. Assists in directing students through registration lines and at the counters. Logs faculty on CIS. Plans the setup for on- and off-campus registration; hire temporary staff; supervise at registration site.
Serve as the contact person for any financial aid information requests from within Alamo Colleges or external entities.
Tracks, compiles, and distributes data necessary to accomplish longitudinal studies and bench-marking to facilitate and demonstrate continuous improvement.
Interacts with various units of SFS to develop methods and metrics to track performance against departmental goals. Assists with supervision of staff and work studies as needed.
Provides other data requested by SFS District Director or Directors on an as needed basis.
Performs other duties as assigned.

Minimum Education and Experience:

Bachelor's Degree or a combination of relevant experience, education and training that equates to the required degree. Three to four years of professional work experience in Financial Aid or related experience.

Preferred Education and Experience:

Master's Degree

Licenses and Certifications:

None required.

Knowledge, Skills and Abilities:

Ability to establish and maintain effective working relationships with staff, faculty and the public.

Ability to communicate clearly and effectively, both verbally and in writing.

Skill with use of personal computers and current software programs to include Microsoft Office products.

Ability to multi-task for extended hours, work under high stress and high volume during peak periods.

Ability to prepare and present Student Financial Services information to prospective students and parents in person or to larger groups in the community.

Ability to lead, supervise and manage diverse personnel / programs.

In-depth knowledge of federal, state and ACCD regulations related to determination of eligibility, awarding, disbursement, accounting, recordkeeping, and statistical analysis.

Knowledge of federal and state regulations related to determination of eligibility, awarding, and disbursement of student financial aid funds.

In-depth knowledge of federal, state and ACCD regulations related to determination of eligibility, awarding, disbursement, accounting, recordkeeping, and statistical analysis.

Ability to analyze and resolve complex issues regarding the administration of federal and state financial aid.

In depth knowledge of the BANNER Student Information System or processing of financial aid using another common S.I.S.

Extensive knowledge of data collection and analysis, report generation, and use of Microsoft Excel and/or other software packages.

Detail oriented and able to deliver reports that are timely and accurate based on the guidelines provided.

Supervision Exercised:

Directly supervises more than five employees.

Physical Requirements:

Working conditions involve some exposure to moderate risk of accident and require following basic safety precautions. Physical demands include moderate physical activity that includes prolonged standing and/or walking, handling moderate weight objects and/or using or carrying equipment.

3.4.9 Financial Aid Advisor

Job Title:	Financial Aid Advisor	Job Class Code:	32122
Group:	Student Financial Services	Grade:	S10
FLSA Status:	Exempt		

Job Summary: Develops financial aid programs and processes that provide a service to students and/or other internal college or district customers.

Essential Job Functions:

Duties
Supervises the delivery of intake service advising, financial aid assistance, and requests for assistance with admission and other record holds, and data conflicts.
Provides professional guidance and assistance to staff, students and parents regarding policies and procedures governing state and federal programs, including, but not limited to Satisfactory Academic Progress, TEXAS Grant, TEOG, and Federal Work-Study.
Delivers and supervises financial aid advising to students and parents regarding eligibility requirements for state, federal and institutional programs; exercises professional judgment to override state and federal guidelines/rules within prescribed authority.
Resolves student data conflicts and exercises critical decision making in formulating recommendations to supervisors.
Supervises and processes the documentation of student eligibility and record maintenance for all financial aid programs on a day to day basis. Assists the Associate Director with programs management.
Identifies and awards eligible students for all financial aid programs (i.e. grants, scholarships, loans and work-study). Monitors and maintains the budget for various institutional, state, and federal financial aid programs.
Prepares, analyzes, and corrects state and federal reports such as TEXAS Grant, TEOG, SEOG, FWS, and various other federal Title IV, state and institutional mid-year reports; verifies and monitors the accuracy of all student record files.
Assists with the selection, training, evaluation, and supervision of full-time and part-time personnel.
Coordinates, develops, and delivers financial aid trainings at the college, high schools, and in the community.

Represents the Alamo Colleges district-wide internally and externally; shares processes, procedures, and best practices among the staff.
Performs other duties as assigned.

Minimum Education and Experience:

Bachelor's Degree or a combination of relevant experience, education and training that equates to the required degree. Two year of professional work experience as a Financial Aid Advisor or related experience.

Preferred Education and Experience:

Master's Degree
 Three years of professional work experience as a Financial Aid Advisor or related experience.
 Bilingual

Licenses and Certifications:

None required.

Knowledge, Skills and Abilities:

Ability to establish and maintain effective working relationships with staff, faculty and the public.
 Ability to communicate clearly and effectively, both verbally and in writing.
 Skilled use of personal computers and current software programs to include Microsoft Office products.
 Ability to multi-task for extended hours, work under high stress and high volume during peak periods.
 Ability to prepare and present Student Financial Services information to prospective students and parents in person or to larger groups in the community.
 Ability to lead, supervise and manage diverse personnel / programs.
 Knowledge of federal, state and ACCD regulations related to determination of eligibility, awarding, and disbursement of student financial aid funds.
 In depth knowledge of the BANNER Student Information System or processing of financial aid using another common S.I.S.

Supervision Exercised:

None required.

Physical Requirements:

Work is performed within routine office environment with no exposure to hazardous or unpleasant conditions. Physical demands are usually limited to sitting or standing in one location much of the time. Some stooping, lifting or carrying objects of light weight may be required.

3.4.10 Financial Aid Specialist

Job Title:	Financial Aid Specialist	Job Class Code:	51236
Group:	Student Financial Services	Grade:	S08
FLSA Status:	Non-Exempt		

Job Summary:

Provides standard administrative, technical, production services or information that supports others, and/or organizes data and information that is used and analyzed by others. Provides analytic and diagnostic services or uses highest level technical skills which noticeably affect work results.

Essential Job Functions:

Duties
Advises and guides students concerning application requirements for state, federal, and institutional programs including but not limited to: assists students with FAFSA, TEXAS Grant, TEOG, Top 10% , EDAIDE, EHSG, and Hazelwood; evaluates students' high school and college transcripts to determine grant and loan eligibility.
Reviews financial aid programs (TEXAS Grant, TEOG, EDAIDE, EHSG, FWS) throughout the year; updates student records; distribute SAP/Income Reductions/Dependency; overrides appeals for review and analysis; tracks all applications and documents; informs students about interim financial aid eligibility status; serve as liaison between District SFS Processing Center, Continuing Education, CSI, Advising, Admissions and Records, Bursars, and students concerning financial aid eligibility status and requirements; updates BANNER database with SAP Committee final decisions.
Reviews student data and reconciles accounts using the FAA access, NDSLDS, COD, THECB, and agency process systems; performs grant funds reporting and reconciliation.
Provides expert information to students regarding their financial aid status, requirements and responsibilities. Guides students through SAP appeal process. Updates student records to reflect grant, loan, and work-study eligibility based on SAP appeals. Reviews transcripts, citizenship documentation/selective service documentation/verification; provides in-service training for staff regarding changes in procedures and processing.
Collects, verifies, and inputs all financial aid documents required to establish financial need and financial aid eligibility including citizenship information, selective service registration verification, State Grant applications, SAP appeals,

transcripts, etc.; adjusts awards and notify students when changes in enrollment impact financial aid eligibility; work with students to resolve "student holds."
Assists with Financial Aid presentations to student groups and/or the community at college, job fairs, and HS College Nights. Provides general financial aid information; assists with local scholarship and FAFSA applications.
Performs other duties as assigned.

Minimum Education And Experience:

Associate's Degree or equivalent directly related experience.
One year of related experience.

Preferred Education And Experience:

Bachelor's Degree
Two years' of full-time directly related experience.
Bilingual

Licenses And Certifications:

Must have a valid Texas Driver's License and be insurable through Alamo Colleges' insurers

Knowledge, Skills And Abilities:

- Knowledge of state and federal legislation policies.
- Extensive knowledge of all financial aid programs, rules/regulations (Financial Aid and Institutional), standard accounting principles, and Banner system.
- Skill in using a personal computer and associated software programs.
- Excellent research and decision making skills.
- Ability to multi-task for extended hours, work under high stress and high volume during peak periods.
- Ability to prepare and present Student Financial Services information to prospective students and community members. Must be able to work independently and solve problems effectively; ability to collaborate with other departments and outside agencies; work well within a team.
- Ability to establish and maintain effective working relationships with staff, faculty, and the public.
- Ability to communicate clearly and effectively, both verbally and in writing.
- Ability to work independently, use judgment and discretion, prioritize work and meet deadlines, be accurate and attentive to details.

Supervision Exercised:

Lead worker over others in similar jobs and/or provides work leadership and direction for employees.

Physical Requirements:

Work is performed within routine office environment with no exposure to hazardous or unpleasant conditions. Physical demands are usually limited to sitting or standing in one location much of the time. Some stooping, lifting or carrying objects of light weight may be required.

3.4.11 Lead Financial Aid Advisor

Job Title:	Lead Financial Aid Advisor	Job Class Code:	32974
Group:	Student Financial Services	Grade:	S12
FLSA Status:	Exempt		

JOB SUMMARY:

Administers financial aid programs and processes that provide a service to students and/or other internal college or district customers. Serves as lead worker: oversees assigned Student Financial Aid operations and guides staff.

Essential Job Functions:

Duties
Provides managerial assistance to the Associate Director and Director. In the absence of the Associate Director, supervises SFA staff and oversees office operations to include interacting with and responding to requests for information from the college community. Assists with program management.
Oversees assigned SFA operations, including directing staff, assigning and scheduling work, and monitoring workflow. Supervises the delivery of intake service advising, financial aid assistance, and requests for assistance with admission and other record holds, and data conflicts. Resolves student data conflicts. Ensures all communication functions, including front-line and Tier 2 phone services are staffed to serve students.
Participates in the selection, training, coaching and evaluation of staff.
Analyzes complex and sensitive issues, researches and obtains pertinent information, seeks appropriate guidance, provides professional judgment, recommends and/or implements courses of action in accordance with applicable practices and procedures.
Provides financial aid advising to students and parents regarding eligibility requirements for state, federal and institutional programs; exercises professional judgment to override state and federal guidelines/rules within prescribed authority.

Processes the documentation of student eligibility and record maintenance for all financial aid programs on a day to day basis.

Identifies and awards eligible students for financial aid programs (e.g., grants, loans and work- study) that are not auto-packaged or when requested. Monitors and maintains the budget for various institutional, state, financial aid, and scholarships, programs. Supports/assists with preparation of state and federal reports. Performs other duties as assigned.

MINIMUM EDUCATION AND EXPERIENCE:

Bachelor's degree or a combination of relevant experience, education and training that equates to the required degree. Four years of professional work experience as a Financial Aid Advisor or related experience.

PREFERRED EDUCATION AND EXPERIENCE

Master's degree

Five years of professional work experience as a Financial Aid Advisor or related experience.

Bilingual

LICENSES AND CERTIFICATIONS:

None

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of federal, state and Alamo Colleges' regulations related to determination of eligibility, awarding, and disbursement of student financial aid funds.
- Knowledge of and skill in using the BANNER Student Information System or processing of financial aid using another common SIS.
- Skill in using personal computers and current software programs to include Microsoft Office products.
- Able to work independently, follow established procedures and regulations, and use discretion and judgment.
- Ability to multi-task for extended hours, work under high stress and high volume during peak periods.
- Ability to establish and maintain effective working relationships with staff, faculty and the public; to communicate clearly and effectively, both verbally and in writing; and to demonstrate a team focus across all areas of the college.
- Ability to prepare and present Student Financial Services information to prospective students and parents in person or to larger groups in the community.
- Ability to lead, supervise and manage diverse personnel/programs. Ability to supervise and train staff.

SUPERVISION EXERCISED:

None.

PHYSICAL REQUIREMENTS:

Work is performed within routine office environment with no exposure to hazardous or unpleasant conditions. Physical demands are usually limited to sitting or standing in one location much of the time. Some stooping, lifting or carrying objects of light weight may be required.

3.5 General Financial Aid Office Administration

3.5.1 Office Location, Address, Contact Information and Hours

District Offices:

7990 Pat Booker Rd.

Room 115

Live Oak, TX 78233-2603

Ph. 210-485-0600

FAX 210-486-9904

Website: <http://www.alamo.edu/district/financial-aid/web-directory/>

Office hours: 8AM – 5PM, Monday – Friday

Summer hours: 8AM – 7PM, Monday - Thursday

3.5.2 Correspondence

General administrative correspondence is routed through the Financial Aid Specialists. If an appropriate recipient is not identifiable, the correspondence should be given to the Directors for evaluation and delegation.

Where appropriate, correspondence should be responded to within 5 business days. If a staff member is responding to a specific complaint, it is typical procedure for the staff member to have the Director review the correspondence. This allows the Director to be aware of potential problems.

3.5.3 Telephone

Telephone calls are answered in a friendly and professional manner.

FERPA guidelines (see 3.6.1) should be followed at all times. If the caller requires general information the employee taking the call should respond with accurate information or transfer the call to the staff member or office responsible for student's request.

3.5.4 Distribution of Forms

General financial aid forms are distributed from the financial aid office(s) and the financial aid website.

3.5.5 Staff Meetings

Formal staff meetings are held with the approval of the District Director. All other meetings are called as necessary by any Director, Associate Director, or Financial Aid Advisor as needed to facilitate providing training or service to our students.

3.5.6 Personnel Policies

The personnel policies of staff members are outlined in the following documents:

1. The Alamo Colleges [Personnel Policies Manual](#).
2. The Alamo Colleges Employee Handbook, which is distributed to employees during orientation.
3. The Alamo Colleges [Student Financial Aid Policies Appendix A-2](#) (8/24/15)

3.5.7 Code of Conduct

All OSFA staff is required to adhere to [NASFAA Ethical Principles and Code of Conduct for Financial Aid Professionals](#) as well as the Code of Conduct included in the [Alamo Colleges Ethics Handbook Appendix A-3 and Appendix A-3a](#)

A signed statement affirming adherence by each member is kept in the District Director's office.

3.5.7.1 Federal Ban on Incentive Compensation for Student Recruiting Activities or the Awarding of Federal Financial Aid Disclosure Appendix **A-3b**
(9/15/15)

3.5.8 Performance Evaluations

Performance evaluations are conducted on an annual basis and follow policies and procedures. Immediate supervisors must complete forms; however, input from secondary supervisors and co-workers should be solicited.

3.5.9 Absence Approvals

All requests for absences must be submitted electronically online using ACES for routing to the appropriate supervisor. Approved leave requests are documented with all office staff to ensure availability of student customer service during all office hours of operation.

3.5.10 Student and Parent Appointments with Office Staff

Students and parents are not required to make appointments. Financial Aid staff is available at all times during regular office hours of operation. However, if the student wishes to make an appointment during office hours they should be scheduled by any staff member who in turn alerts any/all participating member(s).

3.5.11 Accommodations for Disabilities

Disability support services:

ADA compliance, general safety guidelines, and disability support services are outlined in the [Environmental Health and Safety Management Policy](#) and the [Disability Support Services](#) section of the Alamo Colleges website.

3.6 FERPA

The Family Educational Rights and Privacy Act (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99) is a Federal law that protects the privacy of student education records. The law applies to all schools that receive funds under an applicable program of the U.S. Department of Education. FERPA applies to a student who is, or has been, in attendance at Alamo Colleges. The

student's age is not a consideration. Whether under 18 years of age, older than 18, or older than 21, the student has the same FERPA protections provided the student is (or was) enrolled in a college course. Physical presence in class is not required. Therefore, a student who receives instruction through distance learning and other contemporary modalities will be covered by FERPA. Education records pertaining to high school students enrolled in and attending dual credit courses with Alamo Colleges will be protected by FERPA.

More information located at the following link: <http://www2.ed.gov/policy/gen/guid/fpco/ferpa/index.html>

3.6.1 General Records Information

Directory information is information that would not generally be considered harmful or an invasion of privacy if disclosed. Directory information may be disclosed without consent from the student. Students have the opportunity to opt out of directory information disclosures during registration by completing and submitting

Request for Nondisclosure Form to the campus Admissions office.

Each individual college of the Alamo Colleges has agreed that Directory Information shall be considered the following:

Name

Dates of Attendance

Major

Classification

Enrollment status (full-time or part-time)

Previous institutions(s) attended

Degrees awarded

Academic honors/awards

If a student has restricted directory information a flag will be set on SPAPERS. When a student is pulled up in the Banner, those that are utilizing the option to withhold certain information will also have the word "Confidential" displayed at the top left side of each Banner form.

3.6.2 Financial Aid Information

SFA has an additional policy in regards to discussing financial aid account information. Under FERPA, the access rights that parents and legal guardians had in the elementary and secondary school setting is transferred to students once a student has turned eighteen, or is attending any post-secondary educational institution. This means the parents no longer have the rights to student information, *except in certain cases regarding FAFSA information.*

For a dependent student, financial aid information may be discussed with the parent whose information is included on the FAFSA. For an independent student, information should be released to the student only. No financial aid data may be given to anyone else (*exceptions are provided below under 'Release without Consent'*) without the written consent of the student, and if dependent, the parent that is listed on the FAFSA (custodial parent).

Also, parent data on the FAFSA may not be discussed with the student without the parent's consent.

3.6.3 Verification of Identity

The Scholarships & Financial Aid will verify the identity of each student or parent before releasing financial aid information. The measures by which to do so may include, but are not limited to:

In Person

Photo identification of student is required before releasing any account specific information. Photo identification would also be required for parents who meet the criteria described above. Identity must be verified for all in person visits, if account specific information is to be released.

Via phone

Student verification

Verify date of student's birth, SPAIDEN

Parent verification (if listed on FAFSA)

Verify name and last four digits of Social Security Number listed on the FAFSA, RNANAxX

Determine which parent has their information on the FAFSA in the cases of divorce or separation

3.6.4 Release of Information

Student information may not be released without a signed "[FERPA Consent Form](#)" from the student. In the case that a parent's documents/information is part of the request, the parent must also sign the form.

3.6.5 Release Without Consent

FERPA allows schools to disclose a student's educational records, without consent, to the following parties or under the following conditions (34 CFR § 99.31):

- School officials with legitimate educational interest;
 - A school official is a person or entity: (a) employed by the university or the university system in an administrative, supervisory, academic or research, or support staff position; (b) serving on a university governing body or duly authorized panel or committee; or (c) employed by or under contract to the university to perform a special task, function, or service for the university.
 - A school official has a legitimate educational interest if the information requested is necessary for that official to (a) perform appropriate tasks that are specified in his/her position description or in the performance of regularly assigned duties by a lawful supervisor; (b) fulfill the terms of a contractual agreement; (c) perform a task related to a student's education; (d) perform a task related to the discipline of a student; or (e) provide a service or benefit relating to the student or student's family, such as health care, financial aid, job placement, or former student-related activities.
 - Other schools to which a student is transferring;
 - Specified officials for audit or evaluation purposes;
 - Appropriate parties in connection with financial aid to a student, such as a scholarship donor
 - Students give consent to share their educational records with scholarship donors through the university-wide scholarship applications.
 - Organizations conducting certain studies for or on behalf of the school;
- Accrediting organizations;
- To comply with a judicial order or lawfully issued subpoena; (*Information will be shared with General Counsel before release*)
 - Appropriate officials in cases of health and safety emergencies; and
 - State and local authorities, within a juvenile justice system, pursuant to specific State law.
 - Requests for aggregate data where the individual student is not identified are not covered under FERPA and may be released.

3.6.6 Confidentiality of Records

All records and conversations between an aid applicant, his/her family and the staff of the OSFA are confidential and entitled to the protection ordinarily given a counseling relationship. The Alamo Colleges assures the confidentiality of student educational records in accordance with Alamo Colleges rules, state and federal laws including the FERPA. As a rule, all currently enrolled and former students have the right to review their records to determine their content and accuracy. Parents of dependent students, as defined by the Department of Education, who provides written evidence of this status, have the same rights. A student who wishes to obtain access to his/her financial aid record is able to do so in the presence of an OSFA employee.

Hardcopy security sensitive information being processed and when not in use is kept in locked filing drawers (Professional Judgment documents). All documents are scanned into student files for future reference.

OSFA staff is required to confirm three (3) pieces of information which the student must supply if the request is made by phone. Normally date of birth, last four digits of student Social Security Number, parent name, high school attended are used to confirm identification prior to releasing information in instances where the student cannot produce a proper identification card.

3.6.7 Records

The OSFA maintains a master record for each student receiving financial assistance. All financial aid information is retained for three years after submission of the FISAP report in the year the student is separated from Alamo Colleges. Any records involved in any claim or expenditure, which has been questioned by federal audit, are retained until the question is resolved. As of April 2013 the OSFA began imaging all student documents upon receipt into the BANNER Data Management System (BDM). Within three years OSFA expects to have no paper student files.

3.6.8 Records with Third Party Services

Data residing with FAFSA processing (EDEexpress), Texas Guaranteed Student Loan Corporation, Advantage (TGSLC), Common Origination and Disbursement (COD) and National Student Loan Data System (NSLDS) is stored based on the Department of Education regulations for student record retention.

3.6.9 Electronic Record Safety

All non-student electronic records with security sensitive information in the OSFA office are saved in the secure Z:// Drive (shared network drive) administered by Alamo Colleges IT.

Alamo Colleges IT is responsible for updating all access, password and other security issues.

3.7 News, Updates and Other Professional Information

OSFA staff participates and subscribes to multiple resources to keep abreast of current regulation, processes and other information pertaining to Federal, State and institutional aid. All staff members are responsible for sharing what they perceive as important information with other members.

Among the resources used by the OSFA are:

1. Department of Education Information for Financial Aid Professionals (IFAP) (listserv – COD, letters and announcements)
2. National Association for Financial Aid Administrators (NASFAA) (including *Today's News*)
3. Texas Association for Financial Aid Administrators (TASFAA) (including listserv)
4. Texas Guarantee Student Loan Corporation (TGSLC) (including *Shoptalk*)
5. Texas Higher Education Coordinating Board (THECB) (including workshops)

3 Master Calendar of Financial Aid Activities Appendix A-4

5 Section Five: Student Consumer Information

The staff in the OSFA recognizes that in order to understand the intricacies of Financial Aid, accurate and timely dissemination of information to consumers is vital. Several policies have been implemented to ensure appropriate dissemination is achieved.

5.1 Financial Aid Program Availability

Information regarding financial aid programs, which are available to students attending The Alamo Colleges, is distributed through the following published and online references.

1. [Student Handbook](#)
2. SFA website - <http://alamo.edu/district/financial-aid/web-directory/>
3. Financial Aid Award Messages
4. [College eCatalogs](#)

Additional resources are published outside of, but are distributed through the OSFA. These resources include:

1. Federal Student Aid Guide published by the U.S. Department of Education;
2. Funding Your Education published by the U.S. Department of Education;
3. Various loan funding and repayment brochures published by U.S. Department of Education, lending institutions, loan servicing agencies and secondary markets;

Financial aid funds may be categorized into four basic sources: federal, state, institutional, and private (alternative student loans). Because there are too many outside private sources to list in this Manual, only Federal, State and Institutional sources for Alamo Colleges are listed below:

1. FEDERAL

- a. Federal Pell Grant
- b. Federal Supplemental Educational Opportunity Grant (SEOG)
- c. Federal Direct Subsidized Stafford Loan
- d. Federal Direct Unsubsidized Stafford Loan
- e. Federal Parent Loan for Undergraduate Students (PLUS)

2. STATE

- a. Texas Public Educational Grant (TPEG)
- b. Texas Grant Program (TEXAS renewal)
- c. Texas Educational Opportunity Grant (TEOG)
- d. College Access Loan (CAL)

3. INSTITUTIONAL

- a. Alamo Colleges Foundation
- b. Departmental Scholarships

5.2 Procedures and Forms Required to Apply

The procedures and forms required to apply for financial aid are published on Alamo Colleges web site and Federal Student Guide. In addition, notices announcing deadlines and application availability are distributed by the OSFA; Community Education Centers; and various other institutional offices. Not all students are required to submit all forms. To apply for need-based financial aid, the student must submit a Free Application for Federal Student Aid (FAFSA). The FAFSA application produces the ISIR, which is the Institutional Student Information Record produced electronically by the federal processor after the student successfully completes the FAFSA online. ISIRs are loaded into our institutional Banner system twice a week for further processing.

Additional documents may be requested from the student to complete the processing of the aid requested. Notification of additional requirements is emailed to a student's Alamo Colleges email account which is accessible via the student portal, ACES (Alamo Colleges Educational Services).

Documents required include, but are not limited to:

1. Proof of Citizenship (passport, I-551, I-151, etc.)
2. Proof of Selective Service Registration (if male, ages 18 – 26)
3. Marriage License/Certificate
4. Verification documents
5. IRS – Tax Transcript (if IRS – Data Retrieval is not used)
6. W-2's, schedules (parent &/or student &/or spouse, if married)

5.3 Methods of Disseminating Consumer Information

The primary method of disseminating consumer information to students is through the Alamo Colleges Catalog. In addition, information is distributed through:

1. Information sheets known as the Terms & Conditions page in the ACES account, which is activated for students with an award letter notification.

2. The award letter notification and emails.
3. The Alamo Colleges Financial Aid Web Site.

5.4 Student Eligibility Requirements

Student eligibility requirements are listed in the following documents:

1. The College eCatalogs
2. On specific aid applications (i.e., loan applications for Direct Loan and scholarship applications describe eligibility requirements).
3. The Alamo Colleges Financial Aid Web Site.

To be eligible to receive Federal need-based assistance, a student must:

1. Be enrolled at least halftime (6 semester hours) in an eligible program of study. Students enrolled less than half time may qualify for Pell Grant if all eligibility requirements are met.
2. Be a U.S. citizen, eligible non-citizen, or U.S. permanent resident or reside in the United States for other than a temporary purpose (supportive documentation may be required to verify residency or citizenship status). Students who meet the criteria for Texas residency under SB1528 may qualify for limited state financial aid programs.
3. Have a high school diploma or GED.
4. Maintain satisfactory academic progress in their course of study. All students must be familiar with The Alamo Colleges Satisfactory Academic Progress policy.
5. Not be in default of any federal loan or owe a repayment on a Federal Pell Grant, FSEOG, or State Grant.
6. Demonstrate financial need (FAFSA).
7. Pass all Federal checks (FAFSA, CFlags).
8. Not have been convicted of a felony or crime involving a controlled substance.

5.5 Criteria for Selecting Recipients and Determining Award Amounts

Verification: Alamo Colleges uses a third-party servicer – ProEducational Solutions (ProED) to complete verification processing of records “Selected for Verification” by the U.S. Department of Education – Central Processing System (CPS).

OSFA utilizes the Banner System to award based on the student’s EFC; year of study (for Federal Direct Loan eligibility); enrollment status (for Federal Pell eligibility and Satisfactory Academic Progress (SAP). A student’s past cumulative loan balance may be considered to prevent an overaward.

5.6 Availability of Forms and Instructions

Availability of forms and instructions are listed in the following manner:

1. Alamo Colleges – Office of Student Financial Aid
2. On specific aid applications (e.g. FAFSA; Federal Direct Loan Applications for Subsidized/Unsubsidized loan & scholarship applications describe additional eligibility requirements).
3. Student ACES portal

5.7 Student Rights and Responsibilities for Financial Aid

As a recipient of financial aid, there are certain rights and responsibilities of which students should be aware. The student's rights and responsibilities for financial aid are listed in the following documents:

1. College eCatalogs
2. Federal Entrance/Exit Counseling Web Site and printed material
3. U.S. Department of Education – Federal Student Guide

Students have the right to know the following:

1. Financial aid programs available at the Alamo Colleges.
2. Application process required to be considered for aid.
3. Criteria used to select recipients and calculate need.
4. Alamo Colleges – Refund and Repayment Policy.
5. Alamo Colleges/OSFA policies regarding Satisfactory Academic Progress.
6. Special facilities and services available for the physically-challenged.

Students are responsible for:

1. Completing all forms accurately and by the published deadlines.
2. Submitting information requested by OSFA staff in a timely manner.
3. Keeping the OSFA informed of any changes in address, name, marital status, financial situation, or any change in student status.
4. Reporting to the OSFA any additional financial resources from non-s sources, such as scholarships, loans, fellowships, and/or educational benefits.
5. Notifying the OSFA of a change in enrollment status.
6. Maintaining Satisfactory Academic Progress.
7. Re-applying for aid each year.

5.8 Cost of Attendance

A description of the fees for attendance is published on the website <http://www.alamo.edu/district/business-office/tuition-and-fees/>. A complete budget outlining the cost of attendance may be obtained from the OSFA or THECB website.

5.9 Refund Policy

A brief description of the refund policies are described in The Alamo Colleges Web site and administered by the Office of the Bursar/Business Office. Copies and examples of the U.S. Department of Education - Title IV Federal Refund policy are available upon request from the OSFA.

5.10 Academic Programs Offered

A description of each academic program offered at the Alamo Colleges is listed on the web site. Additional information may be obtained from individual academic department.

5.11 Person(s) Designated to Provide Financial Aid Information

The Student Financial Aid Office is the official office designated to provide information regarding financial aid. SFA publishes important information on our website and updates it regularly to ensure that it is current and timely. SFA also utilizes a third party call center to assist students. All information provided by the call center is scripted by SFA and can be updated within minutes of an information change. Additional or conflicting information should be verified with SFA staff.

5.12 Student Retention and Completion Data

The Office the Registrar gathers student retention and completion data.

5.13 Information for Students with Disabilities

Information concerning students with disabilities is listed in The Alamo Colleges Catalog. Students are also notified of their responsibility to meet with a counselor at their College Student Services Office. The counselor may coordinate the service requests by student due to special or unusual circumstances with the Financial Aid Office. Students are also notified via the following:

1. Information sheets distributed electronically to students with award letters.
2. Component Student Affairs Offices. Student Affairs Offices at each campus provides information and assistance to students with disabilities who are in need of special accommodations. These offices should be contacted for additional information.

5.14 Information on Accreditation

Information concerning accreditation for each is listed in the individual college eCatalog. Additional information may be obtained from the Office of the Registrar or the Office of the President.

5.15 The Consolidated Appropriations Act, 2005, (Pub. L. 108-447) requires educational institutions that receive Federal funds to hold an educational program on the United States Constitution on September 17 of each year. This provision applies to *all* educational institutions receiving funds from any Federal agency. See also the Department's Federal Register *Notice of the Implementation of Constitution Day and Citizenship Day on September 17 of Each Year*, published on May 24, 2005, at: <http://www.gpo.gov/fdsys/pkg/FR-2005-05-24/pdf/05-10355.pdf>

6 Section Six: Student Application for Financial Aid

Students are required to submit aid applications on an annual basis.

6.1 Forms

Students applying for State grants and Federal aid must submit the Federal Application for Federal Student Aid (FAFSA) at www.fafsa.gov.

For students that qualify as SB1528 residency status can submit a Texas Application for State Federal Aid (TASFA) to determine eligibility for state funding only – see Chap.12.

Additional documents may be requested by office staff to complete the processing of the aid request. Notification of these additional required documents is emailed to students as needed. The documents to apply for need based financial aid may include:

1. Free Application of Federal Student Aid (FAFSA) - a need analysis application published by the Department of Education. Information is sent by the student in paper or electronic format to the Central Processing Center (CPS) for an analysis of the expected family contribution (EFC). Students receive a Student Aid Report (SAR) which shows the results of the analysis. Federal aid may only be awarded based on the official results sent electronically to school known as the Institutional Student Information Record (ISIR).
2. Financial aid information from the student's prior institutions is collected through the National Student Loan Data System (NSLDS) and is printed on the last page of the ISIR. Financial aid staff is required to monitor mid-year transfer students.

3. Student Aid Report (SAR) or (ISIR) – Students are requested to include the appropriate school code when they submit their FAFSA each year.

4. Federal Direct Subsidized/Unsubsidized Loan Application or Master Promissory Note - students who wish to receive a Federal Direct Subsidized or Unsubsidized Loan must complete Entrance Counseling and a Master Promissory Note. Information regarding this requirement is provided students in the award notice and online at the OSFA website. The student must acknowledge their acceptance of the loan by completing the acceptance online via their ACES account at: <https://alamoaces.alamo.edu>

5. Master Promissory Note and Entrance counseling is to be completed online at www.studentloans.gov.

6. IRS Tax Return Transcripts – IRS Tax Return Transcripts may be requested if a student is selected for verification and they did not use the IRS Data Retrieval or if the Financial Aid advisor deems it is necessary to verify conflicting or suspicious information. Dependent students must submit their IRS tax return transcript as well as their parents' transcript. Independent students must submit their IRS tax return transcript, and their spouse's, if applicable.

7. Verification worksheet - a document collected to confirm or update original information submitted on the FAFSA. Dependent students must obtain their parent(s) signature. Independent students must obtain the signature of their spouse if applicable. A Financial Aid advisor may request a verification worksheet to resolve conflicting documentation.

8. Citizenship/Residency Verification - document(s) that proves that the student is an eligible citizen for financial aid purposes. A list of appropriate documentation is maintained in the 2014-2015 Student Financial Aid Handbook, V.1 Chap.2, Citizenship.

6.2 Application Process

Students begin the application process by completing the FAFSA and submitting it the Central Processing System (CPS). CPS will send valid FAFSA results electronically to SFA in the form of an ISIR. If a student submits an incomplete FAFSA, it is not processed and the student is notified by the CPS of the invalid results. Once all requirements are complete, and any discrepancies are resolved, the student is awarded using Banner automated packaging parameters created for that academic period. An award letter notification is generated and emailed to the student.

Consortium Agreements are processed by the Director of Financial Aid – Processing Center, or his designee. As community colleges, The Alamo Colleges only execute consortium agreements where they are the host institution. Eligible students obtain approval from their home institution to take approved courses at The Alamo Colleges that are transferable to their degree program. Consortium Agreement requests are submitted to student's Home Campus (HC) Office of Student Financial Aid. Their HC OSFA submits the form to The Alamo Colleges district OSFA. Once executed, consortium agreements are faxed to the home institution and the student's financial aid record is flagged to ensure that no aid is awarded at the Alamo Colleges.

6.3 Deadlines

Students may submit financial aid applications throughout the award year. FAFSA applications are processed per the Dept. of Education guidelines of acceptance no later than the last class day of the academic period to be awarded, or until June 30 of the award year in question. However, the availability of certain types of aid will be restricted due to the availability of funds. The Alamo Colleges have a priority application deadline of May 1st. Texas Public Education Grants, Texas Educational Opportunity Grant (TEOG), TEXAS Grant and SEOG are among funds with limited allocations and are awarded based on eligibility and availability of funds.

6.4 Student Dependency Status

The Expected Family Contribution (EFC) from an independent student takes into account only the income, asset and household values of the student and spouse if applicable; the parent(s) financial information is not

included. Students dependency status is determined by the parameters set by the Federal government outlined in the [Federal Student Aid Handbook Application and Verification Guide Chap.2](#))

7 **Section Seven: Student Budgets**

The term *student budget* refers to the estimated cost of attendance/education calculated each year. Standard student budgets reflecting the average student population cost of attendance at a modest, but adequate standard of living are used to award financial aid. On a case-by-case basis, the financial aid advisor approves budget increases based on student request and documents each adjustment.

7.1 Basis for Student Budgets and Assignment

The District Director or his designee is responsible for the creation of student budgets. Currently the designee will be The Alamo Colleges Senior Financial Analyst. Budgets are approved by the institution and the Texas Higher Education Coordinating Board each year and are posted to the OSFA website for public review.

Budgets are entered into the Banner software system and assigned to students during the automated packaging process which run each time ISIR's are downloaded, depending on the current processing schedule.

When it is necessary to manually award a student, the FA staff will manually review the student record in Banner (SGASTDN) and determine the appropriate budget form (RBAPBUD).

Consortium agreements with other institutions are processed by the Director of Processing or his designee. Cost of Attendance is determined in the same way as full-time students.

According to HEA 472, the primary 5 components of the Budget are:

- Tuition and Fees
- Books and Supplies
- Room and Board
- Transportation
- Miscellaneous Fees

Tuition and Fees

Typically, Alamo Colleges uses the previous year costs unless The Alamo Colleges Board of Trustees has voted on an increase prior to budget construction. A full time enrollment (12 credit hours for undergraduates) is used.

Books and Supplies

A survey of expenses within the different academic areas is performed to collect costs for books and supplies, but not every year. An average cost is used for budget purposes. These increases are also kept in accordance with guidance from the THECB who provides an annual suggested increase percentage.

Room and Board

The off-campus costs are based on a survey of housing costs in The Alamo Colleges area. These are also calculated in accordance with THECB recommendations.

Transportation

Transportation costs are based on survey results. Distance from campus, home trips and car maintenance allowance are included in the estimate.

Personal Expenses

Personal expenses include costs for clothing, toiletries, medical/dental, recreation, and other miscellaneous expenses.

7.2 Budget Groups

Student populations consist of under-graduates living off-campus. Alamo Colleges has no on-campus housing arrangements.

7.3 Standard Student Budgets <<In Progress>>

7.4 Special Budget Considerations

Budgets for three-quarter time enrollment and half-time enrollment are developed at the same time as standard COA tables. Tuition and fees for $\frac{3}{4}$ and $\frac{1}{2}$ time enrollment are changed from the standard full-time amounts to those reported by the Bursar tuition schedules. These specialty budgets are used to adjust the amounts when reviewing enrollment status on the census date. See 7.5 below.

Upon request, Financial Aid Officers may also review, and if appropriate, adjust a student's budget as a professional judgment on an individual basis ([Federal Student Aid Handbook Application and Verification Guide Chap.5](#)). Students must submit supporting documentation and *Budget Request Form* for this process.

Requests for increases to the cost of attendance can be made for costs and expenses incurred by the student (including student's family if applicable). The costs include but are not limited to:

- Dependent Child Care Expenses
- Computer Purchase
- Unanticipated major car repair
- Unusual medical expenses not paid by insurance

Students are reviewed on a case-by-case basis and professional judgment made depending on their circumstances. Federal guidelines are followed not to increase the budget if the IPA used on the FAFSA already takes the percentage of cost into account when determining EFC.

If approved, the additional costs relating to the request are manually entered into the Banner system (RPAPBUD) and saved. If denied, the student is notified of the decision and factors leading to the result. All files are notated (Banner RHACOMM) and related documents imaged (BDM).

7.5 Revisions to Student Budget (COA) due to Enrollment Status

Enrolled hours are to be monitored and used to determine the correct budget for each student after disbursement. Since students are awarded using a full-time COA and with the assumption of full-time status, hours are checked on the respective census date to ensure the correct budgets are being used for packaging. If hours are less than full-time (LTFT), the COA will be reduced accordingly (three-quarter time, half-time, less than half-time) for that term. All financial aid will be reviewed for those students LTFT and over-awards corrected (see *Chapter 13 – Revision of Financial Aid Awards*).

Banner report job RSRENRL is run for all classes on the first day of disbursement and the census date as determined by the Office of the Registrar.

Each Banner output is to be reviewed for LTFT status. Hours used to determine enrollment status are reviewed each academic year (refer to year specific Banner ROAINST for guide). Output reviewed on the census date will identify those students enrolled less than full time and the budget/COA will be adjusted (see 7.4 above) to the correct amount on Banner RPAPBUD form. RPAAWRD (Banner) will be reviewed for any over-award or over-budget issues the change to COA may create and necessary corrections made at that time. This process is repeated each term. If over-awards are created and resolved in this process, the file is notated (RHACOMM) and student is notified by email of a change to the financial aid package using Banner RUAMAIL.

8 **Section Eight: Verification and File Review**

8.1 Introduction

Verification is the process of confirming the accuracy of student reported data on financial aid applications.

8.2 Selection of Applications to be Verified

The OSFA verifies all applicants selected by the Department of Education (DOE). These students are selected randomly and by use of a series of processing edits. In addition, Financial Aid advisors may select additional students for verification if there is a discrepancy or a condition that is unusual and warrants investigation.

Forms Required:

Verification Forms

Copy of student (&/or spouse, if married) and parent's IRS Tax Transcript – including schedules. If a dependent student was not required to file in the appropriate tax year referenced, they will sign to that statement on the verification form.

W-2 Form(s) – all issued for year in review

Additional documents may be requested if there is need to resolve discrepant information. The reviewer will contact student directly by email or phone with the request and any other information. Faxes are acceptable.

8.2.1 Exclusions

Listed below are certain circumstances where students do not have to complete verification. Advisors must identify and document in the aid folder why the student is not required to complete verification.

1. Applicants who died during the award year.
3. A student who is incarcerated during an award year.
4. Applicants whose parents do not live in the United States and cannot be contacted.
5. A student immigrant (however, the student must meet the citizenship requirement).
6. A dependent student whose parents cannot comply because of specified reasons (i.e., parents are deceased, are physically or mentally incapacitated or institutionalized).
7. A student who does not receive Title IV funds.

8.2.2 Conflicting Information for Non-selected Applicants

Financial Aid advisors are required to resolve any –conflicting information discovered in a student's file. Because the -ED processor is the sole supplier of need analysis information, additional information is typically not requested from students who are not selected for verification, conflicting information is systematically rare.

8.3 Verification Time Frame

Verification can be completed by OSFA Directors, –Associate Directors; -FA Advisors; FA Specialists; and Third-Party Servicer, Pro-Education Solutions, LLC. (ProEd)-. After data load of ISIR, verification is reported in Banner in the Tracking Group and automates required documentation. Students are notified of the requirements by email within 24 hours and provided with more information on -ACES. The OSFA staff will also send a *missing information letter* to the student.

Students are notified that the majority of financial aid funds are awarded on based on eligibility and availability of funds and that until resolution of conflicting information is accomplished additional processing of their file is not possible.

If a student submits documentation that appears fraudulent, the OSFA staff member must notify the -District Director of Student Financial Aid, who will make decisions of necessary action (including but not limited to alerting Alamo Colleges legal counsel, Dept. of Education's Office of Inspector General and affected parties).

8.4 Document Collection Procedures

Financial Aid staff may collect and process verifying documentation for students that fall into verification groups. Students are notified of missing information and the need for timely submission in order to continue the processing of their financial aid file.

8.4.1 Documentation

Documentation submitted to the OSFA must be legible, appropriate, and have the student's Banner ID for identification purposes. If the student submits a document which is not legible they will be asked to submit a new copy. Documents received are scanned, imaged, and indexed to the student financial aid record.

8.4.2 Processing Time Period

Normal processing time once all documents have been submitted complete is within 4 to 6 weeks. Review and processing is done manually by ProEd or SFA staff assigned to this workflow for V3 thru V4 verification groups.

8.4.2.1 Failure to Comply

Students who fail to submit verification documents are not eligible for federal or state financial aid.

8.4.2.2 Late Submission of Documents

Verification is processed all during the year, regardless of a late FAFSA or document submission. Students are awarded depending on the availability of funds at the time the verification is completed. Funds are awarded when a new record is received from CPS.

8.4.3 Notification of Verification to Applicants

Students are notified that they are selected for verification on Student Aid Report (SAR) and/or by missing information letter/email from OSFA. They are also informed via ACES.

8.5 Verification of Data Elements

Verification will be manually completed by ProEd consultants and the designated OSFA staff. Once complete, the new information will be transmitted back to the CPS for updates and a new record (transaction) will be loaded into Banner. Alamo Colleges systematically verifies only those data elements required by the federal government using the annually published Application and Verification Guide. However, Financial Aid Advisors are authorized to request additional information if further investigation is needed to resolve conflicting information.

8.5.1 Income

Adjusted Gross Income is verified by comparing a copy of student, spouse, or parent income tax return or Income Certification Statement to data listed by the student on the FAFSA (ISIR). Discrepancies outside of tolerance levels referenced in the 2015-2016 FSA Handbook must be corrected before further processing may take place. Note: If the student/parent used the IRS Data Retrieval (DRT), the Tracking Requirement is waived if tax data is unchanged. Earned Income of student (and parent(s) or spouse if applicable) is verified in same method.

8.5.2 U.S. Income Tax Paid

U.S. Income Tax paid is verified by comparing a copy of student, spouse, or parent IRS tax transcript. Discrepancies outside of tolerance levels referenced in the FSA Handbook must be corrected before further processing may take place.

8.5.3 Household Size

Household size is verified by comparing the data listed by the student on the FAFSA (ISIR) to the information provided on the verification worksheet submitted. Discrepancies must be corrected before further processing may take place.

8.5.3.1 Exclusions

Regulations allow situations when verification of household size is not required (Application and Verification Guide); the OSFA does not have a systematic way to track these exclusions. Therefore, all students selected for verification must submit a response to the household size question on the verification worksheet.

8.5.4 Number in Postsecondary Institutions

Number of family members enrolled at least halftime in postsecondary institutions is verified by comparing the verification worksheet to data reported by the student on the FAFSA. Discrepancies must be corrected before further processing may take place.

8.5.4.1 Exclusions

Regulations allow situations when verification of number in college is not required (Application and Verification Guide); the OSFA does not have a systematic way to track these exclusions. Therefore, all students selected for verification must submit a response to the number in college question on the verification worksheet.

8.5.5 Institutional Discretionary Items

The OSFA verifies those applicants identified by the Department of Education (DOE). Financial Aid Advisors may select a student for verification if there is conflicting information or a condition that is unusual and warrants investigation. If a student submits verification documentation (i.e., tax - transcript), OSFA staff must verify the accuracy of the information on the document versus the information in the student's file.

8.6 Tolerances

The OSFA is not required to correct a student record after verification is one of the two instances listed below are present:

1. When the absolute value of the discrepancies is less than or equal to \$-25.
2. When the EFC is 0 and a recalculation determines the EFC would remain 0.

8.6.1 TASFA Students

8.6.1.2 **Policy:**

Students who meet the following criterion may submit a signed statement indicating their parents were not required to file taxes in Mexico:

- Student resides in Texas with relatives
- Parents live in Mexico
- Parents did not file taxes, but parent income is over the filing threshold
- Parents report they are not required to file taxes in Mexico

(6/18/15)

8.6.1.3 **Policy:**

Students who meet the following criterion will *not* be assessed for financial aid eligibility and are to be referred to the ITIN section of the IRS website for information pertaining to obtaining an ITIN in order to file a tax return.

- Student lives in Texas with parents
- Parents are undocumented
- Parents did not file taxes but income is over the IRS filing threshold
- Parents indicate inability to file due to not having a social security number

(6/18/15)

8.6.1.4 Retroactive Disbursements based on updated Citizenship status

Regulation:

"Gaining eligibility - A student who applies for aid by filling out a FAFSA is eligible for aid for the entire award year. A student who gains eligibility is one who was previously ineligible for some reason. In general, she may receive Pell Grant, TEACH, and Campus-based funds for the entire payment period and Stafford and PLUS loans for the period of enrollment in which she becomes eligible.

A student is eligible for Pell, Grant, TEACH, and Campus-based aid for the entire award year, not just the payment period, in which he becomes eligible by meeting the requirements for citizenship, valid Social Security number, or Selective Service registration."

(15-16 FSA Handbook, Vol.1, Ch. 2, page 1-18)

In order to make a retroactive disbursement for any prior payment period within the same award year, the student only needs to have completed, not successfully completed, the prior payment period (as long as the student was otherwise eligible during that period). Page 3-22 of the 2014-15 FSA Handbook reads:

"Retroactive disbursements for completed periods"

Your school must pay a student retroactively for any completed payment periods within the award year if the student was eligible for payment in those periods. Thus, in the case of a Pell Grant, if you don't receive a valid SAR/ISIR for a student until the spring term, but the student was also enrolled and eligible for a disbursement in the previous fall term, that student must be paid retroactively for the fall term.

If you are paying a Pell or TEACH Grant for a completed term in which no disbursement has been made, the Pell grant must be based on the hours completed by the student for that term. If the student had enrolled full time at the beginning of the fall term but dropped to half-time status by the end of the term, the retroactive disbursement must be based on half time status. At a term school, all completed coursework counts towards enrollment status, including earned F's and incompletes that have not converted to "F" grades because the student failed to complete the course work. (This requirement does not apply to any other FSA program.)

To include an earlier period of eligibility when originating a Stafford Loan, the student would have had to complete at least a half-time course load in that period. For instance, you could include the Fall term and its costs when originating a loan for the student in the Spring, if your school's half-time standard is 6 credit hours and the student received a "B" and an incomplete in two 3-hour courses taken that Fall. In the case of loans disbursed on a payment period basis, if a student attended the previous payment period but did not maintain eligibility for a Stafford loan, you may not include the previous payment period or its costs in the loan period."

(15-16 FSA Handbook Vol. 3 Ch.1: page 3-24)

8.6.1.5 Policy:

If a student submits a TASFA, then later gains citizenship status *at any time during the academic year*, the student can be awarded Title IV funding for the entire academic year --regardless of when they became a citizen during that academic year. For example, if a student is classified as a TASFA (noncitizen) student for fall, but doesn't become a citizen (per permanent resident card) until spring, the student can be assessed for eligibility of Title IV funding for both fall *and* spring semesters, not just the spring semester. This process may warrant a state fund award revision, as the student may become eligible for Title IV funding.

(3/30/15)

8.7 Notification to Students

If the result of verification changes a student's eligibility for an award(s), students are notified of the change by the receipt of a revised award letter.

8.7.1 Correction Procedures

The OSFA at each of The Alamo Colleges must enter corrections electronically using the Banner system. Students may also file corrections online at FAFSA on the web (FOTW).

8.7.2 Overpayments

OSFA policies and procedures are designed to minimize the possibility of an overpayment from any fund. If however, an overpayment does occur, a hold is placed on the student's record until the overpayments are corrected.

8.8 Updating Requirements and Procedures

There are three situations whereby a Financial Aid Advisor may update student information. When students notify the OSFA of an allowable update, the FA Advisor may recalculate the student's EFC and the new revised figure used to award financial aid. Updates may occur for:

1. Dependency status (Dependency status may not be changed for previously certified Direct Loans, and may not be changed due to marital status).
2. Family size.
3. Number of family members enrolled in a postsecondary institution.

8.9 Interim Disbursements

Because the OSFA is liable for disbursements made prior to verification, the OSFA policy does **not** allow interim disbursements. Students must complete the verification process before aid is awarded or disbursed. **There are no exceptions.**

8.10 Verification Forms

The following forms require completion by students based on the Verification Group selected by CPS:

1. VWS, SNAP, CHPD (V1)
2. CHPD (V3)
3. ISEP, SNAP, CHPD (V4)
4. ISEP (V5)
5. HRV, SIEF (V6)

8.11 Unusual Enrollment History (UEH)

The U.S. Department of Education has established regulations to prevent fraud and abuse in the Federal Pell Grant and Direct Federal Student Loan Program by identifying students with "unusual enrollment histories". Unusual enrollment history is defined as a student who enrolls at a school, receives federal student aid, fails to complete any classes and then goes to another school. Some students who have an unusual enrollment history have legitimate reasons for their enrollment at multiple institutions. However, such an enrollment history requires the Financial Aid Office to review the student's file in order to determine future Federal financial aid eligibility. If selected by the Department of Education, this must be resolved before the student can receive financial aid.

8.11.1 Student Eligibility

Beginning with the 2015-2016 FAFSA processing year, selection of applicants for a UEH Flag has been expanded to consider:

- (1) An applicant's prior receipt of, in addition to a Federal Pell Grant, a Federal Direct Loan (not including a Direct Consolidation Loan or parent PLUS Loan). Analysis shows that including Federal Direct Loans does not substantially increase the number of FAFSA applicants who will be assigned a UEH Flag. Including Federal Direct Loans addresses the concern that students who may not be receiving a Federal Pell Grant may be receiving loans at multiple institutions over a relatively short period of time, and, therefore, should be subject to the same scrutiny. The prior four, instead of three, award years. (GEN-15-05)
- (2) This change addresses the concern that the review of three prior award years could result in a student not receiving a UEH Flag because of not enrolling for one year, even with a continuing

unusual enrollment history. Therefore, institutions must consider all four award years when evaluating if the student completed any academic credit for which Pell or Federal Direct Loan funds were provided, or whether the student had a valid reason for not earning any credit. (15-16 FSA Handbook Vol. 1 Ch. 3: 1-54-1-56) For Alamo Colleges Procedures, appeal process and form, refer to **Appendices A-4k and A-4l**

(3) Alamo Colleges can accept an unofficial or an official academic transcript when required to resolve the Unusual Enrollment History (UEH) Flag C-code. However, if Alamo Colleges has **any** reason to doubt the authenticity of the unofficial transcript, it should require an official transcript to be submitted. [GEN-15-05](#) and [GEN-13-09](#).

9 Section Nine: Need Analysis

9.1 General Policies of Need Analysis

9.1.1 Original Need Analysis Calculation

Original Documented Need is determined by subtracting the Expected Family Contribution from the official Cost of attendance for the duration of the academic year (students' period of enrollment). For example, a typical student attends for 9 months. Thus, we deduct the 9 month EFC from the cost of attendance to determine original documented need.

9.1.2 Adjusted Need

Adjusted Need is determined by deducting from original documented need any outside resources that the student may be receiving.

9.1.3 Outside Resources

Resources include but are not limited to scholarships, VA benefits, tuition waivers and/or exemptions, employer paid tuition, grants, and loans.

9.1.4 Adjusted EFC Calculations

A student financial aid award is based on original documented need. The award may be adjusted at any time during the award year if the advisor receives information regarding additional resources for the student which was not used in calculating the initial award.

9.2 Calculating Federal Methodology

Federal Methodology (FM) is calculated solely by the Federal Central Processing System. No alternative methodologies are utilized, nor are calculations performed by hand or other means. The Federal Methodology is calculated as a result of the Central Processors receipt and successful processing of a student's FAFSA.

10 Section Ten: Professional Judgment

The Higher Education Act of 1965 as amended allows financial aid administrators to make professional judgment decisions for special or unusual family or student circumstances. The decision made by the Financial Aid advisor must be documented in writing and substantiated by documents submitted by the student. Circumstances requiring professional judgment decisions must be analyzed on a case-by-case basis and students with similar circumstances acted on in a consistent manner. Financial Aid Advisors may treat a student with special circumstances differently than the strict application of the methodology would otherwise permit. Adjustments can either increase or decrease a student's EFC or cost of attendance. In the case of an adjustment to a student's EFC or cost of attendance, specified adjustments may be made to budget elements (travel, personal or miscellaneous expenses). The reason for the adjustment must relate to that student's special circumstances and must be documented in the student's file.

10.1 Areas of Administration

Professional judgment decisions may be made to adjust eligibility for all institutional, Title IV, and campus-based aid. Changes may occur in:

1. FAFSA/application data elements

2. Cost of Attendance
3. Satisfactory Academic Progress
4. Unsubsidized Direct loan eligibility for dependent students whose parents refuse to complete the FAFSA

Documentation supporting special circumstances must be maintained in the student's file.

Additionally, costs cannot be added to COA after a student is no longer enrolled.

10.2 Staff Authority

The District Director, SFA Directors, Associate Directors and Financial Aid Advisors have the authority to adjust a student's aid eligibility using professional judgment.

10.3 Special Circumstances

OSFA follows the guidelines provided by the Federal Student Handbook Application and Verification Guide Chap.5 to consider allowable special circumstances related to the following:

1. Override dependency status to independent
2. Adjust income data elements due to loss of wages and/or resources
3. Medical and Dental expenses creating unexpected debt
4. Homeless or at risk of being homeless
5. Changes to student marital status
6. Approval of unsubsidized loan due to uncooperative response by parents to apply FAFSA
7. Allowable expenses not included in the COA
8. Case by case basis with supportive documentation

10.4 Student Process

Students seeking changes to the FAFSA data and/or to increase the estimated cost of attendance must request review of their information by submitting professional judgement forms. Forms are available from FAO staff upon request. Additional documents may be required and requested by the staff reviewing the request. The student will be subject to the verification process and contacted if additional documentation is necessary.

10.5 OSFA Process

Requests for professional judgment will be reviewed by FAO staff within a timely manner. An Advisor may request a meeting with student for clarification of submitted documentation. A final decision may take place only after any discernible discrepancies on student's file are resolved. A professional judgment can be made at any time, with no regard to packaging/awarding, but must not happen prior to verification if a student has been flagged by CPS or OSFA. Exceptions to override a dependency status can be made at the time that required documents of verification are reviewed for the purpose of processing a FAFSA initial transaction.

If approved, data elements will be changed in the Banner system, need/EFC recalculated and transmission of the revised data sent to CPS for a new transmission record. Once complete, the student is notified by via email and any changes to financial aid are processed. It is not the policy of this office to approve a professional judgment if the resulting changes decrease or minimize a student's financial aid eligibility. FA staff reviewing the professional judgment must notate decision justification.

10.6 Documentation

Financial Aid Advisors are required to document professional judgment decisions. This documentation must be maintained in the student's file. When professional judgment situations are unique, specific required documentation may be requested by the Advisor but it is not listed for each case. It is the discretion and responsibility of the Advisor to select appropriate documentation to substantiate the student's situation.

All required documents, including any correspondence between student and FA staff will be included in the students file and imaged. Verification documents will be required for a professional judgment, with additional documentation requested at the discretion of the reviewer.

1. Submission of PJ application (Income Reduction Application or Dependency Override Application)
2. Documentation regarding all special circumstances should substantiate the student's situation.
3. Documentation for a dependency status review should be provided from at least two professionals outside the family.
4. Documentation for income reductions should include a student's prior earnings history.
5. Documentation regarding extra expenses will require payment receipts for an expense analysis
6. Documentation about a student's living situation requires a written statement by student and supportive documentation from more than one person.
7. Documentation and circumstances regarding the professional judgment application at the college can be reviewed with the Associate Director prior to a decision for consistency and compliance.

10.7 Student Appeals

If denied, students may appeal the decision of the FAO. A student must first submit a written appeal to the FAO. If the decision is not reversed, the student may contact the Associate Director- Student Advocate- at District who will convene with the District SFA Director and the decision will be final and no further means for appeal are available.

11 **Section Eleven: Participation in Financial Aid Programs and Institutional and Program Eligibility**

The OSFA participates in a variety of financial aid programs such as: scholarships, grants, work study and loans. Scholarships and grants are gift aid awards that do not have to be repaid. Loans and work opportunities are considered self-help awards since repayment or performance of duties is required. The type of aid awarded depends upon the student's financial need and is generally a combination of gift and self-help assistance.

11.1 Institutional and Program Eligibility

11.1.1 Institutional Eligibility

As a public nonprofit institution, Alamo Colleges has been approved by the Department of Education to participate in financial aid programs authorized by Title IV of the Higher Education Act of 1965 as amended.

11.1.2 Terms of Agreement

The Program Participation Agreement between Alamo Colleges and the Department of Education entitles the OSFA to participate in the following federal programs:

1. Federal Pell Grant Program
2. Supplemental Education Opportunity Grant (SEOG)
3. Federal Direct Loan Program, including the subsidized Direct Federal Loan Program, the Unsubsidized Federal Direct Loan Program, Direct Parent Loan for Undergraduate Student (PLUS).

11.1.3 Institutional Application for Federal Funds

The OSFA applies for campus based funds through the Fiscal Operation Report and Application to Participate (FISAP). The FISAP is submitted by the Executive Director each year.

11.2 General Student Eligibility for Federal Title IV Financial Aid

There are several eligibility requirements which students must meet in order to be considered for federal funds. Students must:

1. Apply for federal aid using the FAFSA and receive a valid EFC.
2. Have a high school diploma, GED, or have passed an ability to benefit test approved by the Department of Education (grandfathered).
3. Must be enrolled as a degree seeking student in an eligible program.
4. Must be a U.S. Citizen or eligible non-citizen.
5. Make satisfactory academic progress in both qualitative and quantitative measure as determined by the institution.
6. Sign a statement of educational purpose and a certification statement on refunds and default. The signature requirement on the FAFSA satisfies this purpose.

11.3 Federal Programs

The federal programs in which the OSFA participates are listed in Section 11.1.2 above. The eligibility of students to qualify for these programs is determined by Federal Regulations.

11.3.1 Federal Pell Grant for undergraduate students

The Federal Pell Grant is an entitlement program. Students must demonstrate financial need and have an EFC below the maximum published annually by the Department of Education to qualify.

11.3.1.1 Purpose of Program

The Federal Pell Grant program is federally funded with the purpose of helping students with exceptional financial need to help meet the cost of postsecondary education. This program is centrally administered by the federal government and is typically the foundation of an undergraduate student's financial aid award.

11.3.1.2 Institutional Policy Statement

Determining Eligibility

The OSFA uses the Pell award as the foundation of the student's financial aid package. Therefore, students requesting financial assistance during their enrollment are required to establish Federal Pell Grant eligibility before additional determination of funds eligibility is awarded.

In order to determine eligibility for any federal financial aid program, students must submit a Free Application for Federal Student Aid (FAFSA) and request the results sent to Alamo Colleges by listing any one of the following school codes:

033723 Northwest Vista College
011615 Palo Alto College
009163 San Antonio College
003608 St. Phillips College

The OSFA receives the results by electronic transmission from the Central Processing System (CPS) if the student includes the HSC school code. Student eligibility is determined using the Federal Methodology need analysis formula developed by the Department of Education each year. The OSFA must have an official and valid EFC for a student applying for need based financial aid before eligibility for the fund may be determined.

Students are notified of the amount of their Pell Grant through an award letter notification and students who are enrolled on a less-than-half-time basis may receive a Pell Grant.

All reports required by the Department of Education are submitted prior to the deadline established for each respective report.

The enrollment status of students is not determined until after the official census day of the term. At that time, the actual amount of Pell Grant is determined and Pell may be adjusted for each student. Disbursement occurs only when the enrollment matches the appropriate Pell award. Pell awards are recalculated when there is a change in the EFC, when the enrollment status changes (full-time, three-quarter time, etc.) between terms within The Alamo Colleges name award year and/or when the cost of attendance changes. Students who do not use their entire Pell eligibility during the fall and spring semesters may use the balance during summer period. It is the responsibility of the student to inform the OSFA that they will be enrolled during the summer period and request assistance.

Payment

Pell Grant funds are disbursed to student accounts for those students who have an official Pell Index (EFC). An electronic Notification of Pell Grant award is forwarded to the Business Office for each component awarding undergraduate students so that student accounts may be credited with the Pell Grant funds.

Overawards

In the event of an overaward, the student account in question is placed on hold until overpayment is reviewed and corrected.

Recordkeeping

Financial aid records are maintained in -Banner, an electronic -format. Records include the cost of attendance, determination of enrollment status, enrollment period, student eligibility, valid Pell record (ISIR), legal name, Social Security number, amount paid, and amount and date of each payment request.

11.3.1.3 Student Eligibility

The Pell Grant is awarded only to undergraduates students. Student eligibility is determined through the Central Processing System of the Department of Education using the Federal Methodology need analysis formula.

11.3.1.4 Determination of Federal Pell Grant

Budget:

The determination of the Federal Pell Grant budget is identical to the budget used for other all other students and all institutionally awarded aid.

11.3.1.5 Amount of Federal Pell Grant

The amount of Federal Pell Grant for which a student is eligible is determined using the Expected Family Contribution (EFC) and the corresponding cost of education from the Federal Pell Grant Eligibility Chart published by the Department of Education each year.

11.3.1.6 Verification Procedures

Verification procedures for the Federal Pell Grant are identical to other Title IV aid. See Section 8 for additional information.

11.3.1.7 Student Aid Report (SAR) Processing

See Section 6 for additional information.

11.3.1.8 Disbursement Procedures

Pell Grant funds are credited to student accounts by the Bursar's Office based on the OSFA receipt of an official EFC from the Department of Education. Offered aid that is accepted by the student is evidenced by the receipt of an electronic award letter.

Pell (and other financial aid) may play a part in institutional debt in such cases of withdrawal and R2T4 when the return of funds creates debt owed to the institution by the student. It is not defined as "Pell debt" but rather all or part of the funds returned to ED and now owed to the school. (8/24/15)

11.3.2 Federal Direct Student Loan Program – Subsidized Loans

The Federal Direct Student Loan Program provides low interest deferred payment loans to undergraduate students who demonstrate financial need. These funds are awarded to assist students with educational expenses and are limited to annual and cumulative maximums based on the student's academic program and academic standing.

11.3.2.1 Purpose of the Program

The Federal Government guarantees Direct Student Loan repayment of the Federal Direct Student Loan Program. This ability to borrow helps the needy student meet the cost of postsecondary education. This program is administered by the institution, the Federal Government via the Department of Education using the Common Origination and Disbursement (COD) website.

Direct Loan Program

Beginning summer 2010 Alamo Colleges began participating exclusively in the Direct Loan Program for Stafford and PLUS loans.

Processing is done via the COD and funds are drawn down from the G5 section of the Department of Education and deposited in an Alamo Colleges Finance & Administration bank account.

11.3.2.2 Institutional Policy Statement

Determining Eligibility

To determine eligibility for any Title IV (federal) financial aid program, students must file a FAFSA and request the results be sent to Alamo Colleges using school code of the campus they wish to attend.

The OSFA receives the results through electronic transmission with the Central Processing System (CPS). Student eligibility is determined using Federal Methodology need analysis formula established each year by the Department of Education. The OSFA must have an official and valid EFC before eligibility for any fund may be determined. A Subsidized Direct Student Loan is offered to a student if he/she has remaining eligibility after the Federal, State, outside sources and university gift aid have been awarded. Students must be enrolled at least half-time as determined by the Office of the Registrar/Student Services Office.

Students are notified of the dollar amount of their Subsidized Federal Direct Student Loan eligibility through an electronic Award Letter. With the award letter, the student receives notification stating how funds are to be requested, disbursed and an estimated date when they may receive payment of the loan funds on their student account. Federal Direct Student Loan recipients must complete and submit a Promissory Note to the Department of Education using the Department of Education's <https://studentloans.gov> website. First-time

borrowers are required to complete an Entrance Loan Counseling Session found on the <https://studentloans.gov> website.

Certification of Loan Applications

The majority of loan certifications are completed by the OSFA electronically using student Banner COD. Records of transactions are kept in Banner. Loan certification will not be completed until:

1. Documentation of dependency status is on file (FAFSA).
2. Verification is complete if required.
3. All other educational resources are reported to the OSFA by the student.
4. A signed Promissory Note is on file with the Department of Education via the <https://studentloans.gov> website.
5. If the student is a first-time borrower, a completed "Entrance Loan Counseling" is logged via the <https://studentloans.gov> website.

Exceptions should be carefully documented and monitored by the certifying Financial Aid advisor to ensure the student is eligible before certifying and again when the notice of disbursement is received.

Certification is automated in the Banner System after a student has accepted the loan award and transmitted to the lender within twenty-four (24) hours.

Automated Offers

Students with a prior Direct Student Loan at any of The Alamo Colleges can be offered a subsequent loan for the academic year via an automated method. The OSFA determines each year if the automated offer method will be used.

Students who are awarded via the automated method and lose their award via a cancellation or rejection of the offer are required to submit an On-Line Direct Loan Application should they wish to again be considered for a Federal Direct Student Loan.

On-Line Direct Loan Applications

Students who did not receive a loan offer via the automated method are required to submit an On-Line Direct Loan Application which can be accessed via the student ACES portal.

Payment

Federal Direct Student Loan funds may be released to student accounts up to 10 days prior to the first day of classes for any enrollment period. Verification of a signed Award Letter and minimum enrollment requirement are done by Banner prior to the release of funds. Loan funds are prevented by Banner from being released to the student's account should they fail to meet any loan eligibility requirement prior, particularly the minimum enrollment requirement.

Overawards

Overawards occur when the student becomes ineligible after the receipt of loan funds due to the late notice of an additional award. It is the responsibility of the Financial Aid advisor reviewing the overaward to:

1. Return the over-awarded: Loan to the Department of Education using Banner and the COD website grant to Dept. of Education/THECB.
2. Notate file (Banner RHACOMM) of changes and amounts.
3. Notify the student of the overaward, and action to resolve the overaward via Banner using the ROAMESG form.

Recordkeeping

Financial aid records are maintained in BANNER software, state application processing systems, federal application processing systems. Student records include the demonstration of need and federal and state aid eligibility. Past loan records (prior to the FDSL program) are kept by the loan guarantor/loan servicer that held the note, respectively.

The District Director, Director, Assistant Directors and Financial Aid Advisor's assigned to the FDSL Program are responsible for account management and appropriate security for student aid account transactions and need analysis calculations processed for all awarded students.

The Office of the Registrar/Student Services Department is responsible for the submission of enrollment verification via the National Student Loan Clearinghouse. This may include but may not be limited to notifying, loan servicing agencies of address changes, enrollment status changes, ensuring office compliance with the timing of federal reporting requirements, and sharing information with lenders, loan servicing agencies and guaranty agencies.

Returning Loan Funds to Lenders

The certifying Financial Aid Loan staff: the Director, Associate Director and Financial Aid Advisors are responsible for the oversight of the returning loan funds process. If one of the following situations exists:

1. If student is not registered
2. If the institution cannot document student attendance
3. If a certification was processed without verification and it is not complete within 30 days of receipt of funds
4. If the disbursement is received after the student has ceased to maintain eligibility.

11.3.2.3 Student Federal Direct Loan Subsidized Eligibility

Students must meet general eligibility for Federal Title IV funds as described in Section 11.2.

11.3.2.4 Minimum and Maximum Subsidized/Unsubsidized Awards

The Higher Education Reauthorization Act (HERA) of 2005 increased the loan limits as notated below:

Direct subsidized and Direct unsubsidized loan maximums ¹ Annual limits per year of study	
Dependent undergraduates ²	
Year	Max. (subsidized and unsubsidized) ³
First year	\$5,500 — no more than \$3,500 of this amount may be subsidized
Second year	\$6,500 — no more than \$4,500 of this amount may be subsidized

Independent undergraduates ² (and dependent undergraduates whose parents are unable to borrow under the PLUS Loan Program)	
Year	Max. (subsidized and unsubsidized) ³
First year	\$9,500 — no more than \$3,500 of this amount may be subsidized
Second year	\$10,500 — no more than \$4,500 of this amount may be subsidized

11.3.2.5 Processing Procedures

See Section 15 for processing information.

11.3.2.6 Disbursement Procedures

See Section 15 for disbursement information.

11.3.2.7 Entrance/Exit Loan

Entrance Counseling

All students entering any of The Alamo Colleges who are borrowing a federal Direct Student Loan on or after July 1, 1990 are required to complete a loan entrance interview. Students are notified of their loan entrance counseling requirements with their Award Letter notification. Notice of the requirement is listed on the <http://www.alamo.edu/district/financial-aid/direct-loans/aid/federal> direct loan website. Loan entrance interviews are completed electronically using <https://studentloans.gov> website. The program offers online instruction, Q&A regarding student loan borrower rights and responsibilities and electronic verification to the OSFA when the student successfully completes the requirements. If needed, the

student may request the personal assistance of a Financial Aid Advisor at the OSFA at any of The Alamo Colleges to answer questions.

Exit Loan Counseling

Students graduating or dropping below half-time attendance are notified by the OSFA of the federal requirement to complete loan exit counseling by an e-mail letter. Loan exit interviews are completed electronically using the Dept. of Education website: <https://studentloans.gov>. The program offers online instruction, Q&A regarding student loan borrower rights and responsibilities and electronic verification to the OSFA when the student successfully completes the requirements. If needed, the student may request the personal assistance of a Financial Aid Advisor to answer questions. During exit interviews, the student is provided loan-counseling information and is required to submit:

1. Permanent home address
2. Personal references
3. Expected employer
4. Next of kin (including address)

11.3.2.8 Report to Lenders and Loan Servicing Agencies

The withdrawal of lending institutions and guarantee agencies from the student lending arena negates sixty day notification requirement. Withdrawals from class are reported by the Office of the Registrar/Student Services Office to the National Student Loan Clearinghouse via the Student Status Confirmation Report (SSCR).

11.3.3 Federal Direct Unsubsidized Loan Program

The Federal Direct Unsubsidized Student Loan Program provides low interest deferred payment loans to undergraduate and graduate students regardless of financial need. These funds may only be used to assist students with educational expenses.

11.3.3.1 Purpose of the Program

Beginning summer 2010, all Federal loans at s have been processed through the Direct Loan Program, thus no other lender, or guarantor is tied to a student's Stafford loan. This ability to borrow helps the student meet the cost of postsecondary education. This program is administered by the institution and the Federal Government via the Department of Education using their Common Origination and Disbursement system/website.

11.3.3.2 Institutional Policy Statement

Federal Direct Student Loans may be included in an original award offer to the student based on their cost of attendance. The total combination of Federal Direct Student Loan-Subsidized and Unsubsidized may not exceed the student's Cost of Attendance, the annual loan limits for each program, and is based on dependent or independent student status.

11.3.3.3 Student Eligibility for Federal Unsubsidized Direct Loan

Students must meet general eligibility for Federal Title IV funds as described in Section 11.2.

11.3.3.4 Minimum and Maximum Annual Unsubsidized Loan Amounts

Direct subsidized and Direct unsubsidized loan maximums ¹ Annual limits per year of study	
Dependent undergraduates ²	
Year	Max. (subsidized and unsubsidized) ³
First year	\$5,500 — no more than \$3,500 of this amount may be subsidized
Second year	\$6,500 — no more than \$4,500 of this amount may be subsidized
Independent undergraduates ² (and dependent undergraduates whose parents are unable to borrow under the PLUS Loan Program)	
Year	Max. (subsidized and unsubsidized) ³
First year	\$9,500 — no more than \$3,500 of this amount may be subsidized
Second year	\$10,500 — no more than \$4,500 of this amount may be subsidized

11.3.3.5 Unsubsidized Loan Processing Procedures

See Section 14 for processing information.

11.3.3.6 Disbursement Procedures

See Section 16 for disbursement information.

11.3.3.8 Report to Lenders, Guarantee Agencies and Loan Servicing Agent

The withdrawal of lending institutions and guarantee agencies from the student lending arena negates sixty day notification requirement. Withdrawals from class are reported by the Office of the Registrar/Student Services Office to the National Student Loan Clearinghouse via the Student Status Confirmation Report (SSCR).

11.3.4 Federal Direct Parental Loan for Undergraduate Students (PLUS).

The PLUS provides non-subsidized low or capped interest rate loans to credit worthy parents of undergraduate students. These funds must be used to assist students with educational expenses. The PLUS Loan Program is also designed for graduate students but those provisions are not addressed in this document as The Alamo Colleges are 2-year community colleges.

11.3.4.1 Purpose of the Program

The purpose of the PLUS programs is to provide non-subsidized low or capped interest rate loans with the option to defer repayment to parents of dependent students.

11.3.4.2 Institutional Policy Statement

The PLUS loan may be used to replace family contribution to the extent that it does not exceed the difference between the student's cost of attendance and other financial aid including resources. PLUS loans are processed for parents or guardians of dependent undergraduate students at Alamo Colleges.

The undergraduate student benefiting from the proceeds of the loan must meet all of the eligibility criteria for financial aid, except need analysis, Pell Grant eligibility, Direct Student Loan eligibility, and Statement of Educational Purpose. The parent borrower must meet the citizenship criteria and not be in default or owe a repayment on a Title IV loan or grant.

11.3.4.3 Student Federal DL PLUS Eligibility

Students must meet general eligibility for Federal Title IV funds as described in Section 11.2.

11.3.4.4 Minimum and Maximum Awards

The maximum award for the Federal Direct PLUS loan is the cost of attendance minus all other financial assistance. Although there is no minimum regulated, a PLUS Loan typically will not be authorized for less than \$500.00. There is no aggregate borrowing limit.

11.3.4.5 Processing Procedures

See Section 14 for processing information.

11.3.4.6 Disbursement Procedures

If otherwise indicated by the parent, the PLUS loan proceeds, by default will be released to the student account. An s' "Direct Pay" process will be used to release the PLUS Loan proceeds directly to the parent.

11.3.4.7 Report to Lenders, Guarantee Agencies and Loan Servicing Agents

The withdrawal of lending institutions and guarantee agencies from the student lending arena negates the sixty day notification requirement. Withdrawals from class are reported by the Office of the Registrar/Student Services Office to the National Student Loan Clearinghouse via the Student Status Confirmation Report (SSCR)

11.3.5 Federal Work-Study Program

11.3.5.1 Purpose of Program

The Federal Work-Study Program (FWSP) provides part-time jobs for undergraduate students with financial need, allowing them to earn money to help pay education expenses. The program encourages community service work and work related to the student's course of study. The FWS program provides part-time jobs for graduate students as well. Alamo Colleges is a public, two-year community college district and as such do not offer graduate program nor enroll graduate level students. The following will address the FWS Program as it relates to undergraduate students.

11.3.5.2 Institutional Policy Statement

Alamo Colleges will administer the Federal Work-Study Program so that part-time jobs are made available to eligible students who are legally allowed to work within the United States. Student must be deemed eligible via the Free Application for Federal Student Aid (FAFSA), have their financial aid file fully processed, verified if selected, and awarded Federal Work-Study funds in accordance to Title IV Federal Financial Aid regulations. The student must also be eligible to work at s as accessed by The Alamo Colleges Human Resources Department. Alamo Colleges, including its affiliate colleges, does not discriminate on the basis of race, religion, genetic information, sexual orientation, color, national origin, sex, age or disability with respect to access, employment, programs or services. Inquiries or complaints concerning these matters should be brought to the

attention of the Associate Vice Chancellor of Human Resources, EEO Official/Title IX Coordinator, Human Resources Department, 201 W. Sheridan, Suite A60 San Antonio, TX 78204, (210) 485-0200 .

11.3.5.3 Student Eligibility

A student at any campus is eligible to receive part-time employment under the FWS program for an award year if:

1. Meets the relevant eligibility requirements contained in 34 CFR 668.32;
2. Is enrolled or accepted for enrollment as an undergraduate, graduate or professional student at the institution; and
3. Has financial need as determined in accordance with part F of title IV of the HEA. A member of a religious order (an order, community, society, agency, or organization) who is pursuing a course of study at an institution of higher education is considered to have no financial need if that religious order—
 - a. Has as its primary objective the promotion of ideals and beliefs regarding a Supreme Being;
 - b. Requires its members to forego monetary or other support substantially beyond the support it provides; and
 - c. Directs the member to pursue the course of study or provides subsistence support to its members.

Authority: 20 U.S.C. 1091; 42 U.S.C. 2752-2753) [52 FR 45770, Dec. 1, 1987, as amended at 59 FR 61419, Nov. 30, 1994; 62 FR 50848, Sept. 26, 1997]

11.3.5.4 Processing Procedures

11.3.5.4.1 Job Requisitions

Alamo Colleges uses the Cornerstone On-Demand system to process and announce all jobs, including Federal Work Study jobs within Alamo Colleges. The database system is driven by creating a requisition number along with a corresponding position number for each Alamo Colleges' campus within the Federal Work Study program. Alamo Colleges Human Resources creates the requisition and position number within the Cornerstone database. The Human Resources Department will post the announcement within the Cornerstone On-Demand system.

The following are the procedural steps to have a Job Requisition announced within the Cornerstone system:

1. The Alamo Colleges Human Resource Department will review and complete the Job requisition form within Cornerstone On-Demand system.
2. The Work Study Human Resource partner will review the Job Requisition per college campus verifying:
3. Correct Position Number
4. Correct FOAP Funds
5. Correct FOAP Account Codes
6. Correct Work-Study Program
7. Correct Wage
8. Correct Wage Share (100% SFA)
9. Correct Supervisor
10. Correct Location
11. A Job Requisition that is in need of correction to any data field will be corrected by the Human Resource work study partner.

12. Human Resources process the Job Requisition and release the Job Announcement on the Cornerstone On-Demand system.

13. The Cornerstone On-Demand system is ready to accept applications.

11.3.5.4.2 Federal Work-Study Hiring Process

Each year, the Student Financial Aid department (SFA) will determine to “Pre-package” Federal Work Study funds to students based upon the student’s submission of their Free Application for Federal Student Aid (FAFSA) and their unmet need. “Pre-Packaged” Federal Work Study funds are “Offered” initially to the student and will turn to an “Accepted” award once the student logs onto the their ACES account and accepts their Federal work study award. If a student missed the deadline to have their file “Pre-Packaged” with Federal work study fund, the following procedural outline is the process for a student without a “Pre-Package” offer.

FWS Hiring Procedure:

1. Students interested in the Work Study Program should visit their home campus’ Student Financial Aid office to determine eligibility.
2. If student is not eligible, they will receive notification in the form of an email.
3. If the student meets the Federal Work Study Program eligibility, the work study advisor will award the student the maximum Federal work study fund. Or if the student’s unmet need is less than the maximum award, advisor will award to the students unmet need.
4. Once the student is awarded Federal Work Study Funds, the student is referred to the Alamo Colleges website <http://alamo.edu/district/hr/> to apply for the work study position at their home school of record.
5. The student will select their home school of record and create a login with Username and Password, if not already created.
6. The student completes or updates the “Job Application” within the Cornerstone and submits the application.
7. Students are not required to submit a Financial Aid Award letter. Financial aid advisors will check the eligibility of each submitted application.
8. After the Financial aid advisor confirms student eligibility on Cornerstone system, advisor will update student’s application status with a green flag of recommended for hire.
9. The green flag will notify the Alamo Colleges Human Resources Department to contact the student to complete all Pre-Hire employment paperwork along with the background check.
10. Human Resources will contact students via email and phone to set up an appointment to have these forms completed.
11. Once the student has successfully completed all necessary Human Resources paperwork, the Human Resources partner will then update the student’s application status to *interview finalist* along with a purple flag.
12. The Departments at each of the campus which have received an allocation from their campus Leadership must submit to their Financial aid Advisor the Work Study Job Description form to receive access to the Work Study requisition on Cornerstone.
13. The Financial Aid Work Study Advisor will authorize access for the department supervisor to view within the Cornerstone system and Web Time Entry portal.
14. With this access into Cornerstone, the department supervisor will be able to view the eligible student applications with Purple flag status and call students to schedule interview times or to conduct phone interviews.
15. Once the department supervisor has decided on their top work study student selections, they must contact their home campus financial aid work study advisor.
16. Department should notify student right away to offer them the position.
17. The financial aid work study advisor will ensure student has maintained eligibility, and will contact HR to have the student ePAF into the correct position.
 - a. In the rare instances, the student will accept positions at multiple locations. It will be up to the student to decide which department they would like to work for.
18. Once ePAF has been completed student may begin working in less than 24 hours or date agreed upon with the department.
19. One student’s first day, the department must submit to the Financial aid Advisor, the Student Agreement form. This form must be signed by student and the department supervisor.

11.3.5.4.3 Termination of Job

The Work Study student may terminate their job at any time. Students are to notify their supervisor of their final work day as soon as possible. The most acceptable time frame for termination of a job by the student is a two (2) week notice to the supervisor. A supervisor may terminate the Work Study employment or job at their discretion. Supervisors are to notify the student of the termination so the student may search for a new job if they so choose.

In both cases of self-termination by student and termination by department the department supervisor must inform the financial aid work study advisor of the termination so they, the advisor, can initiate the ePAF for termination.

Students are only authorized to work only when the college/department is open for business and supervision is needed to be present during all work hours. Work Study students may only work to earn up to their Federal Work Study award. Typically, the Work Study job will end at the end of either the Fall or Spring semesters. Federal Work Study students are scheduled to end their jobs and may not work beyond the announced date published by the Student Financial Aid Office. Federal Work Study employment beyond the scheduled end day must be approved by the Student Financial Aid Office.

11.3.5.4.4 Transfer FWS Jobs

No procedure is provided to Federal Work Study students to “transfer” jobs. A Work Study student wishing to work in another department must terminate their original job fully, apply for the new job, be hired and complete the necessary steps outline by the Human Resources Department to begin a new job.

11.3.5.4.5 Working during Periods of Non-Enrollment - Affidavits

Students typically are enrolled and attending at least six academic hours during the time they are working in their Work Study position. A FWS student may work during periods of ‘Non-enrollment’ with the consent of the SFA Office.

An “Affidavit” is a written statement signed by the student that gives the Student Financial Aid indication that the student is requesting to work in their Federal Work Study jobs during a period of “non-enrollment” with the intention of attending the subsequent enrollment period. Affidavits are not allowed during the Summer Session when a student may not wish to attend class but desired to continue working in their FWS jobs with the intention of returning to classes the next “Fall Semester”. Student must be enrolled in summer classes to continue working during summer session.

11.3.5.4.6 Awarding FWS

Each year, the Student Financial Aid (SFA) will determine to “Pre-Package” Federal Work Study funds to students on a criteria decided upon each year before the awarding cycle begins for the next academic year. “Pre-Package” Federal Work Study funds are “Offered” initially to the student and will turn to an “Accepted” award when the student accepts the award on their ACES account.

1. The amount of the Federal Work Study Award for each year is determined during the year setup period, typically during the early Spring of the prior academic year.
2. Students who are interested in being awarded a Federal Work Study Award may request an award by visiting the Student Financial Aid office at their home college.
3. The Student Financial Aid staff completes a “College Work-Study” (Banner Tracking – CWSREQ) request form. The form is ‘tracked’ with a status of “P” into the student’s electronic financial aid file using RRAAREQ Banner Form.
4. The form is routed to the Work Study Advisor or assigned personnel for consideration.
5. The Work Study Advisor verifies the General Eligibility Requirements (see 11.3.5.3 Student Eligibility).

6. The Work Study Advisor determines if the student has sufficient "Unmet Need" and meets all other Federal Work Study eligibility criteria for a Work Study award using ROARMAN Banner Form.
7. The Work Study Advisor enters the determined award onto the student's electronic file using RPAAWRD form.
8. The award prompts an automated message to the student's ACES account of the award and instructions on how to begin the 'Application Process'.
9. Students may decline a Work Study award at their discretion.
10. Students may request a Work Study award at their discretion.
11. A Federal Work Study award is considered "Complete" "C" status code on RRAAREQ form when the student is awarded by the Work Study Advisor.

11.3.5.5 Disbursement Procedures

Federal Work-Study Students are on a bi-weekly payroll schedule. The payroll system at Alamo Colleges provides for a two week delayed payroll lag from the time of worked hours submitted on a timesheet. Time worked is recorded electronically via the student's "ACES" student portal under the Web Time Entry. Federal Work-Study students are considered employees of the Alamo Colleges and are subject to all employment and payroll policies and procedures of the full and part time staff. Federal Work-Study positions are considered to be "hourly wage earners" and as such are paid for only the time worked. Federal Work Study employees are subject to the Federal Insurance Contribution Act (FICA) and worker's compensation contributions. Federal Work Study employees do not contribute to "Unemployment Insurance" and as such are not entitled to 'Unemployment Funds" if terminated from their College Work Study position.

11.3.5.5.1 Time Sheets

Each Work Study employee, once hired, has a "Web Time Entry" (WTE) Time Sheet to log "Time-In" and "Time Out" via the ACES Student Portal/Banner system. Each employee at the instruction of their supervisor records their arrival time and departure time from their work-site. Only the Work Study employee is authorized to enter time onto the said Work Study employee's time sheet. A time sheet should be submitted by the pay period due date each period. Typically a period ends on the 15th and last business day of each month.

1. Only the supervisor or designated proxy may approve a Web Time Entry Sheet.
2. Once approved, the Supervisor submits the Web Time Entry Time Sheet to the Alamo Colleges Payroll Department via the Banner System.
3. The payroll department completes the payroll process and disburses the earned wages to student via paycheck which will be mailed to the students address on their student file.
4. If selected, a student may receive direct deposit.
5. Late Web Time Entry Time Sheets require a written explanation to the Payroll department and approval from the Work Study advisor and Payroll department before the time can be paid.
6. Information from the individual payroll (pay stub) is recorded and accessible to the Work Study employee via the ACES Student Portal.

11.3.5.6 - Other FWS Requirements & Policies

1. FWS employees may not be assigned work hours during scheduled class time.
2. FWS employees must have supervision during their time they are working.
3. The number of hours per day of class time and work hours must not exceed ten-hours per day for any FWS employee.
4. Supervisors are encouraged to allow fifteen minute breaks and a thirty minute lunch for every four hours worked. A lunch hour is recommended for students who work eight hours or more in one day.

5. FWS employees cannot be paid for studying during working hours.
6. FWS employees may be paid for up to ten hours of training
7. FWS employees may not have a job duty that involves lifting more than fifty pounds.
8. A FWS position must not replace a full-time position.
9. FWS employees may not engage in any religious or political activity.
10. FWS employees may not allow another person to work on their behalf.
11. FWS employees may not volunteer time in substitution or working as a FWS employee. Volunteering hours must be performed during periods when the student is not considered a FWS employee.

11.3.6 Federal Supplemental Educational Opportunity Grant (SEOG)

The FSEOG provides assistance to exceptionally needy undergraduate students with the lowest Expected Family Contribution (EFC) who will be eligible to receive a Pell Grant in that award year.

11.3.6.1 Purpose of the Program

The purpose of the FSEOG is to supplement Federal Pell Grant eligible recipients with a "0" EFC. The Alamo Colleges will consider awarding any remaining funds to eligible students with the lowest EFC.

11.3.6.2 Institutional Policy Statement

The Alamo Colleges will award a FSEOG to only students with a 0 (zero) EFC, in accordance to the Federal Methodology, and will also receive a Federal Pell Grant in the same Award Year. A student must have a valid SAR or ISIR.

11.3.6.3 Student FSEOG Eligibility

Students must meet general eligibility for Federal Title IV funds as described in Section 11.2. Selection of FSEOG must use the criteria discussed in Volume 3 of the 2015-16 Federal Student Aid Handbook Chapter 6. Students with a baccalaureate degree are ineligible for an FSEOG. Banner is programmed to award students with a "0" EFC, according to priority date FAFSA. FSEOG can be awarded manually to eligible students, according to determined needs.

11.3.6.5 Disbursement Procedures

The FSEOG funds are credited to the Bursar Office/Business Office student accounts. The offered aid is auto-accepted, as evidenced by the receipt of an electronic award notification on their ACES account.

11.3.7 Iraq & Afghanistan Service Grant

11.3.7.1 Purpose of Program

To provide a Pell grant to a student whose parent or guardian died as a result of U.S. military service in Iraq or Afghanistan after September 11, 2001.

11.3.7.2 Institutional Policy Statement

Alamo Colleges will award the Iraq and Afghanistan Service Grant (or will apply the Zero EFC process) to students selected by the Department of Education (DOE)

11.3.7.3 Student Eligibility

The student must have been less than 24 years old when the parent or guardian died, or was enrolled at an institution of higher education at the time of the parent or guardian's death. Awarding is done manually each semester, based on student specific population reports.

11.3.7.5 Disbursement Procedures

The funds are credited to the Bursar Office/Business Office student accounts. The offered aid is auto-accepted, as evidenced by the receipt of an electronic award notification on their ACES account.

11.4 State Financial Aid Programs

11.4.1 Emergency TPEG Loan

The Alamo Office of Student Financial Aid does not currently participate in the processing of any institutional short-term loan programs.

11.4.2 Texas Public Education Grant (TPEG)

Texas Education Code Chapter 56.031, Texas Higher Education Coordinating Board Rule Chapter 22D

11.4.2.1 Purpose of Program

To provide grant assistance to students with financial need.

11.4.2.2 Institutional Policy Statement

Need based grants are awarded to resident, non-resident, foreign, SB1528, and in Continuing Education (CE) Program students who are eligible to file the FAFSA/TASFA and have documented need. Grant account balances are determined annually by the Office of Finance and based on designated tuition set-aside generated by each academic component. The District Director determines the available funding levels per year for colleges to award eligible students. Individual student grant amounts will vary in range according to EFC eligibility but may not exceed need or the student's cost of education.

Any foreign student awarded TPEG for Non-Resident will need to complete either the TASFA or a FAFSA. There should be no other means to establish their need for awarding. This will ensure when the FADS report is done that there are no rejects related to this fund.

11.4.2.3 Student Eligibility

- Be a Texas resident, non-resident or foreign student
- Show financial need
- Register for Selective Service or are exempt from the requirement

11.4.2.4 Processing Procedures

TPEG (Resident) - is awarded to on-time undergraduate students according to a scale based on the Pell EFC. The RFRMGMT maximum award is \$2,000 and the minimum award is \$500. The award is pro-rated based on the student's enrollment status, (75% or 50%). FY14 budgeted allocation is different for each college. Funds will be auto-packaged using rules set up in BANNER.

TPEGN (Non-Resident) - is awarded to non-resident undergraduate students according to the TPEG scale based on the EFC. The maximum award is \$2,000 and the minimum award is \$500. FY14 budgeted allocation is different for each college. These funds are NOT auto-packaged.

TPEG (Foreign) - is awarded to non-resident undergraduate students according to the TPEG scale based on the EFC. The RFRMGMT maximum award is \$2,000 and the minimum award is \$500. Initial FY14 budgeted allocation is same for each college. Funds will be auto-packaged using rules set up in BANNER. These funds are NOT auto-packaged.

TPEG (TASFA/SB1528 Students) - is awarded to students classified as HB 1403 by Admissions and Records. They are not eligible for federal assistance and complete the TASFA to determine their EFC. The RFRMGMT maximum award is \$2,400 and the minimum award is \$200. The award is pro-rated based on the student's enrollment status, (75% or 50%). FY14 budgeted allocation is

different for each college. Funds will be manually packaged. Funds for HB1403 students will be taken from each college's TPEG Resident allocations.

TPEG (CE – Continuing Education) - is awarded to students enrolled in Continuing Education courses only. They are not seeking a degree and are not eligible for federal assistance. The RFRMGMT maximum award is \$2,000 and the minimum award is \$200. The award is pro-rated based on the student's enrollment status, (75% or 50%). FY14 budgeted allocation is different for each college. Funds will be not be auto-packaged in BANNER.

11.4.2.5 Disbursement Procedures

TPEG funds are credited to the Bursar Office/Business Office student accounts. The offered aid is auto-accepted, as evidenced by the receipt of an electronic award notification on their ACES account.

11.4.3 Texas Educational Opportunity Grant (TEOG) Texas Education Code 56.042 Texas Higher Education Coordinating Board Rule Chapter 22M

11.4.3.1 Purpose or Program

To provide grant aid to financial needy students enrolled in Texas public two-year colleges

11.4.3.2 Institutional Policy Statement **< IN PROGRESS >**

11.4.3.3 Student Eligibility

For initial eligibility, the student must meet the following requirements:

- Be registered with Selective Service, or be exempt;
- Have a 9 month EFC of no more than \$5,088 (as of 15-16);
- Be classified by the institution as a Texas resident;
- Have not been convicted of a felony or crime involving a controlled substance
- Not be concurrently receiving a renewal TEXAS Grant; and
- Be enrolled in at least half-time and awarded in the first 30 hours *earned (policy as of 8/21/15)* of an associate's degree of certificate program (excluding credits for dual enrollment or by examination);
- End of first year, complete 67% of hours attempted, overall GPA of 2.0
- **TEXAS and TEOG Grant Application Statement of Eligibility form (Appendix A-4m)**

Renewal Eligibility

- Be enrolled at least half-time as a student who previously received a TEOG award and has not yet been granted an associate's degree or baccalaureate degree;
- Be classified by the institution as a Texas resident;
- Have not been convicted of a felony or crime involving a controlled substance;
- Not be concurrently receiving a renewal TEXAS Grant; and maintain satisfactory academic progress:
 - 2.5 Cumulative GPA
 - 75% Successful completion of attempted hours in the previous year

The maximum time frame for receiving funds is the first of:

- 4 years from the start of the semester in which the first award was received;
- 75 semester credit hours attempted; or
- Completion of an Associate's Degree

11.4.3.4 Processing Procedures

The statute and rules to TEOG do not require institutions to return funds after an end of year certification. For a student who was not originally identified as having a degree during initial eligibility assessment, SFA is not required to return funds to THECB, nor is recertification required. However,

that student is not eligible to receive any subsequent awards. SFA must retain documentation on file in the event of an audit justifying these findings. (8/24/15)

11.4.3.5 Disbursement Procedures

TEOG funds are credited to the Bursar Office/Business Office student accounts. The offered aid is auto-accepted, as evidenced by the receipt of an electronic award notification on their ACES account.

11.4.3.6 Alamo TXSSE2 Policy

Alamo Colleges adheres to TEC 56.301 in regard to State grant eligibility. Documentation accepted to confirm reinstatement of eligibility after conviction will include a the **State Aid Eligibility Worksheet (TXSSE2)**

(Appendix A-4n) along with a letter/certificate of discharge or pardon. In cases where the certificate or other legitimate document is:

1. not easily interpreted, an authority (such as law enforcement officer or legal counsel) shall be consulted.
2. not available or accessible due to the amount of time passed since the conviction.

The authority's statement shall be accompanied by the student's signed statement clarifying the status is acceptable- supporting documents can be accepted, but are not mandatory, the TXSSE2 form can suffice to satisfy the requirement.

If all documents reflect the students satisfactory completion of the prescribed sentence and the time period dictated under TEC 56.301(1) of two years (except for a pardon) has passed, eligibility for state grand funds is reinstated.

(15-16 FSA Handbook, Vol. 1, Ch. 1) (6/25/15)

11.4.3.7 Alamo TXSSE form Policy

The TEXAS and TEOG Grant Application Statement of Eligibility form (Appendix A-4m) form is only collected once. The only exception is if the student transfers from one Alamo campus to another, in which case a new form would need to be submitted to the new campus.

11.4.4 **Toward Excellence, Access and Success (TEXAS) Grant** **Texas Education Code 56.301 Texas Higher Education Coordinating Board Rule Chapter 22L**

Effective fall 2014, students attending public community colleges are no longer eligible for initial year TEXAS Grant awards. Subsequent renewal awards can be made at community colleges to eligible students who received an initial year award prior to fall 2014.

11.4.4.1 Purpose of Program

The Texas Legislature established the TEXAS (Toward Excellence, Access, and Success) Grant to make sure that well-prepared high school graduates with financial need could go to college.

11.4.4.2 Institutional Policy Statement **< IN PROGRESS >**

11.4.4.3 Student Eligibility

Renewal Eligibility

- Be enrolled at least three-quarter time as an undergraduate student who previously received a TEXAS Grant award and has not yet been granted a baccalaureate degree;
- Have not been convicted of a felony or crime involving a controlled substance;
- Have calculated financial need
- Maintain satisfactory academic progress
- Cumulative GPA
- 24 Semester Credit Hours in an Academic Year
- **TEXAS and TEOG Grant Application Statement of Eligibility form (Appendix A-4m)**

11.4.4.5 Disbursement Procedures

TEXAS funds are credited to the Bursar Office/Business Office student accounts. The offered aid is auto-accepted, as evidenced by the receipt of an electronic award notification on their ACES account.

11.4.4.6 Alamo Colleges TXSSE2 Policy:

Alamo Colleges adheres to TEC 56.301 in regard to State grant eligibility. Documentation accepted to confirm reinstatement of eligibility after conviction will include a the **State Aid Eligibility Worksheet (TXSSE2) (Appendix A-4n)** along with a letter/certificate of discharge or pardon. In cases where the certificate or other legitimate document is:

1. not easily interpreted, an authority (such as law enforcement officer or legal counsel) shall be consulted.
2. not available or accessible due to the amount of time passed since the conviction.

The authority's statement shall be accompanied by the student's signed statement clarifying the status is acceptable- supporting documents can be accepted, but are not mandatory, the TXSSE2 form can suffice to satisfy the requirement.

If all documents reflect the students satisfactory completion of the prescribed sentence and the time period dictated under TEC 56.301(1) of two years (except for a pardon) has passed, eligibility for state grand funds is reinstated.

(15-16 FSA Handbook, Vol. 1, Ch. 1) (6/25/15)

11.4.3.7 Alamo TXSSE form Policy

The TEXAS and TEOG Grant Application Statement of Eligibility form (Appendix A-4m) form is only collected once. The only exception is if the student transfers from one Alamo campus to another, in which case a new form would need to be submitted to the new campus.

11.4.5 Texas College Work-Study Program Texas Education Code 56.071 Texas Higher Education Coordinating Board Rule Chapter 22M

11.4.5.1 Purpose of Program

The Texas College Work-Study Program was created in 1989 by the 71st Texas Legislature, Regular Session to provide financially needy students with part-time jobs, funded in part by the State and the remaining piece by the employer, to enable students to attend public or private institutions (Texas Education Code, §56.071).

11.4.5.2 Institutional Policy Statement

Alamo Colleges will administer the Texas College Work-Study Program so that part-time jobs are made available to eligible "Alamo Colleges" students who are legally allowed to work within the United States. Student must be demonstrate financial need eligibility via the Free Application for Federal Student Aid (FAFSA), have their financial aid file fully processed, verified if selected, and awarded Texas College Work-Study funds in accordance to The Texas Higher Education Coordinating Board's Financial Aid regulations as described in the Texas Education Code 56.071. The student must also be eligible to work at Alamo Colleges as accessed by the Alamo Colleges Human Resources Department. Alamo Colleges, including its affiliate colleges, does not discriminate on the basis of race, religion, genetic information, sexual orientation, color, national origin, sex, age or disability with respect to access, employment, programs or services. Inquiries or complaints concerning these matters should be brought to the attention of the Associate Vice Chancellor of Human Resources, EEO Official/Title IX Coordinator, Human Resources Department, 201 W. Sheridan, Suite A60 San Antonio, TX 78204, (210) 485-0200 .

11.4.5.3 Student Eligibility

A student at any Alamo College is eligible to receive part-time employment under the Texas College Work Study program for an award year if the student:

- Meets the relevant eligibility requirements contained in Texas Education Code 56.071;
- Is a Texas Resident

- Is enrolled or accepted for enrollment as an undergraduate student at the institution; and
- Has financial need as determined in accordance with Free Application for Federal Student Aid Application (the FAFSA); and
- Enrolled in at least half-time
- Register for Selective Service or be exempt
- Not be a recipient of any form of athletic scholarship during the semester(s) he or she is receiving a Texas College Work Study award
- A member of a religious order (an order, community, society, agency, or organization) who is pursuing a course of study at an institution of higher education is considered to have no financial need if that religious order—
 - Has as its primary objective the promotion of ideals and beliefs regarding a Supreme Being;
 - Requires its members to forego monetary or other support substantially beyond the support it provides; and
 - Directs the member to pursue the course of study or provides subsistence support to its members.

11.4.5.4 Processing Procedures

Alamo Colleges uses the Cornerstone On-Demand system to process and announce all jobs, including Texas College Work Study jobs within Alamo Colleges. The database system is driven by creating a requisition number along with a corresponding position number for each Alamo Colleges' campus within the Texas College Work Study program. Alamo Colleges Human Resources creates the requisition and position number within the Cornerstone database. The Human Resources Department will post the announcement within the Cornerstone On-Demand system.

11.4.5.5 Job Requisitions

The following are the procedural steps to have a Job Requisition announced within the Cornerstone system:

- 1) The Alamo Colleges Human Resource Department will review and complete the Job requisition form within Cornerstone On-Demand system.
- 2) The Work Study Human Resource partner will review the Job Requisition per college campus verifying:
 - Correct Position Number
 - Correct FOAP Funds
 - Correct FOAP Account Codes
 - Correct Work-Study Program
 - Correct Wage
 - Correct Wage Share (100% SFA)
 - Correct Supervisor
 - Correct Location
 -
- 3) A Job Requisition that is in need of correction to any data field will be corrected by the Human Resource work study partner.
- 4) Human Resources process the Job Requisition and release the Job Announcement on the Cornerstone On-Demand system.
- 5) The Cornerstone On-Demand system is ready to accept applications.

11.4.5.6 Texas College Work Study Hiring Process

Each year, the Student Financial Aid department (SFA) will determine to award Texas College Work Study funds to students based upon the student's submission of their Free Application for Federal Student Aid (FAFSA) and their unmet need.

Texas College Work Study Hiring Procedure:

1. Students interested in the Texas College Work Study Program should visit their home campus' Student Financial Aid office to determine eligibility.
2. If student is not eligible, they will receive notification in the form of an email.

3. If the student meets the Texas College Work Study Program eligibility, the work study advisor will award the student the maximum Texas College work study fund. Or if the student's unmet need is less than the maximum award, advisor will award to the students unmet need.
4. Once the student is awarded Texas College Work Study Funds, the student is referred to the Alamo Colleges website <http://alamo.edu/district/hr/> to apply for the work study position at their home school of record.
5. The student will select their home school of record and create a login with Username and Password, if not already created.
6. The student completes or updates the "Job Application" within the Cornerstone and submits the application.
7. Students are not required to submit a Financial Aid Award letter. Financial aid advisors will check the eligibility of each submitted application.
8. After the Financial aid advisor confirms student eligibility on Cornerstone system, advisor will update student's application status with a green flag of recommended for hire.
9. The green flag will notify the Alamo Colleges Human Resources Department to contact the student to complete all Pre-Hire employment paperwork along with the background check.
10. Human Resources will contact students via email and phone to set up an appointment to have these forms completed.
11. Once the student has successfully completed all necessary Human Resources paperwork, the Human Resources partner will then update the student's application status to *interview finalist* along with a purple flag.
12. The Departments at each of the campus which have received an allocation from their campus Leadership must submit to their Financial aid Advisor the Work Study Job Description form to receive access to the Work Study requisition on Cornerstone.
13. The Financial Aid Work Study Advisor with authorize access for the department supervisor to view within the Cornerstone system and Web Time Entry portal.
14. With this access into Cornerstone, the department supervisor will be able to view the eligible student applications with Purple flag status and call students to schedule interview times or to conduct phone interviews.
15. Once the department supervisor has decided on their top work study student selections, they must contact their home campus financial aid work study advisor.
16. Department should notify student right away to offer them the position.
17. The financial aid work study advisor will ensure student has maintained eligibility, and will contact HR to have the student ePAF into the correct position.
 - a. In the rare instances, the student will accept positions at multiple locations. It will be up to the student to decide which department they would like to work for.
18. Once ePAF has been completed student may begin working in less than 24 hours or date agreed upon with the department.
19. On student's first day, the department must submit to the Financial aid Advisor, the Student Agreement form. This form must be signed by student and the department supervisor.

11.4.5.7 Termination of Employment

The Work Study student may terminate their job at any time. Students are to notify their supervisor of their final work day as soon as possible. The most acceptable time frame for termination of a job by the student is a two (2) week notice to the supervisor. A supervisor may terminate the Work Study employment or job at their discretion. Supervisors are to notify the student of the termination so the student may search for a new job if they so choose.

In both cases of self-termination by student and termination by department the department supervisor must inform the Financial aid work study advisor of the termination so they, the advisor, can initiate the ePAF for termination.

Students are only authorized to work only when the college/department is open for business and supervision is needed to be present during all work hours. Work Study students may only work to earn up to their Texas College Work Study award. Typically, the work study job will end at the end of either the Fall or Spring semesters. Texas College Work Study students are scheduled to end their jobs in May and may not work beyond the announced date published by the Student Financial Aid Office. Texas College Work Study employment beyond the scheduled end day must be approved by the Student Financial Aid Office.

11.4.5.8 Transfer Texas College Work Study Jobs

No procedure is provided to Texas College Work Study students to “transfer” jobs. A Texas College Work Study student wishing to work in another position must stop working at their original job, apply for the new job, be hired, and complete the necessary steps outline by the Human Resources Department to begin a new job.

11.4.5.9 Working during Periods of Non-Enrollment Affidavits

Students should be enrolled and attending at least six academic hours during the time they are working in their Work Study position. A Texas College Work Study student may work in their Texas College Work Study position during periods of ‘Non-enrollment’ with the consent of the SFA Office.

An “Affidavit” is a written statement signed by the student that gives the Student Financial Aid indication that the student is requesting to work in their Texas College Work Study jobs during a period of “non-enrollment” with the intention of attending the subsequent enrollment period. Affidavits are not allowed during the Summer Session as Texas College Work Study funding is not allowed during the summer sessions.

11.4.5.10 Awarding Texas College Work Study

Each year, the Student Financial Aid Office (SFAO) will determine to award Texas College Work Study funds to students on criteria decided upon each year before the awarding cycle begins for the next academic year. Awarded Texas College Work Study funds are “Offered and Accepted” which will be posted to the students ACES account.

- The amount of the Texas College Work Study Award for each year is determined during the year setup period, typically during the early spring of the prior academic year.
- Students who are interested in being awarded a Texas College Work Study Award may request an award by visiting the Student Financial Aid office at their home college.
- The Student Financial Aid staff completes a “College Work-Study” (Banner Tracking – CWSREQ) request form. The form is ‘tracked’ with a status of “P” into the student’s electronic financial aid file using RRAAREQ Banner Form.
- The form is routed to the Work Study Advisor or assigned personnel for consideration.
- The Work Study Advisor verifies the General Eligibility Requirements (see Student Eligibility).
- The Work Study Advisor determines if the student has sufficient “Unmet Need” and meets all other Work Study program eligibility criteria for a Work Study award using Banner Forms.
- The Work Study Advisor enters the determined award onto the student’s electronic file using RPAAWRD form.
- The award prompts an automated message to the student’s ACES account of the award and instructions on how to begin the ‘Application Process’.
- Students may decline a Work Study award at their discretion.
- Students may request a Work Study award at their discretion.
- A Work Study award is considered “Complete” “C” status code on RRAAREQ form when the student is awarded by the Work Study Advisor.

11.4.5.11 Awarding Texas College Work Study

Texas College Work Study funding is not allowed during Maymester and Summer sessions.

11.4.5.12 Disbursement Procedures

Texas College Work-Study Students are on a bi-weekly payroll schedule. The payroll system at Alamo Colleges provides for a two week delayed payroll lag from the time of worked hours submitted on a timesheet. Time worked is recorded electronically via the student's "ACES" student portal under the Web Time Entry. Texas College Work-Study students are considered employees of the Alamo Colleges and are subject to all employment and payroll policies and procedures of the full and part time staff. Texas College Work-Study positions are considered to be "hourly wage earners" and as such are paid for only the time worked. Texas College Work Study employees are subject to the Federal Insurance Contribution Act (FICA) and worker's compensation contributions. Texas College Work Study employees do not contribute to "Unemployment Insurance" and as such are not entitled to "Unemployment Funds" if terminated from their College Work Study position.

11.4.5.13 Time Sheets

Each Texas College Work Study employee, once hired, has a "**Web Time Entry**" (WTE) Time Sheet to log "Time-In" and "Time Out" via the ACES Student Portal/Banner system. Each employee at the instruction of their supervisor records their arrival time and departure time from their work-site. Only the Work Study employee is authorized to enter time onto the said Work Study employee's time sheet. A time sheet should be submitted by the pay period due date each period. Typically a period ends on the 15th and last business day of each month.

- Only the supervisor or designated proxy may approve a Web Time Entry Time Sheet.
- Once approved, the Supervisor submits the Web Time Entry Time Sheet to the Alamo Colleges Payroll Department via the Banner system.
- The payroll department completes the payroll process and disburses the earned wages to student via a paycheck which will be mailed to the students address on their student file.
- A student may receive direct deposit if they indicate this.
- Late Web Time Entry Time-Sheets require a written explanation to the Pay roll department and approval from the Work Study advisor and Pay roll department before the time can be paid.
- Information from the individual payroll (Pay Stub) is recorded and accessible to the Work Study employee via the ACES Student Portal

11.4.5.14 Other Texas College Work Study Requirements and Policies

1. Texas College Work Study employees may not be assigned work hours during scheduled class time.
2. Texas College Work Study employees must have supervision during their time they are working.
3. The number of hours per day of class time and work hours must not exceed ten-hours per day for any Texas College Work Study employee.
4. Supervisors are encouraged to allow fifteen minutes breaks and a thirty (30) minute lunch for every four hours worked. An hour lunch is encouraged for students who work eight hours or more in one day.
5. Texas College Work Study employees cannot be paid for studying during working hours.
6. Texas College Work Study employees may be paid for up to ten (10) hours of training
7. Texas College Work Study employees may not have a job duty that involves lifting more than fifty (50) pounds.
8. A Texas College Work Study position must not replace a full-time position.
9. Texas College Work Study employees may not engage in any religious or political activity.

10. Texas College Work Study employees may not allow another person to work on their behalf.
11. Texas College Work Study employees may not volunteer time in substitute for working as a Texas College Work Study employee. Volunteering hours must be performed during periods when the student is not considered a Texas College Work Study employee.

11.4.6 Hazlewood

Effective May 2012, each campus Veteran Affairs Office processes the Hazlewood Exemption.

11.4.7 College Access Loan Texas Education Code, Chapter 53 Texas Higher Education Coordinating Board Rule Chapter 21C

11.4.6.1 Purpose of the Program

The College Access Loan (CAL) Program provides alternative educational loans to Texas students who are unable to meet the cost of attendance. The CAL may be used to cover part or all of a student's Expected Family Contribution (EFC). Students do not have to demonstrate financial need. However, the amount of federal aid for which a student is eligible must be deducted from the cost of attendance when determining the CAL amount.

11.4.6.2 Institutional Policy Statement < IN PROGRESS>

11.4.6.3 Student Eligibility

- Be a Texas resident
- Be enrolled at least half-time in a course of study leading to an associate's, bachelor's, graduate, or higher degree or an approved alternative educator certification program
- Meet the satisfactory academic requirements set by the institution
- Receive a favorable credit evaluation or provide a cosigner with favorable credit

11.4.6.5 Disbursement Procedures < IN PROGRESS>

11.5 Institutional Financial Aid Programs

The University offers competitive and need based scholarship programs. Each of The Alamo Colleges maintains a Scholarship Coordinator, Scholarship Office, and Scholarship website on each of The Alamo Colleges website. Each Scholarship office is accountable for scholarship awarding, endowment account balances and record history of student scholarship awards. The Alamo Colleges scholarship offices submit the names, Banner IDs, Amount of Scholarship, and for which award period (semester) to the OSFA office at the respected college. The OSFA at the college facilitates the award by posting the award and ensuring fund disbursement according to The Alamo Colleges refund polices and schedule.

11.5.1 Institutional Scholarship Programs

11.5.1.2 Alamo Foundation Scholarship via the Institutional Advancement Office

Scholarships awarded to students via the Alamo Foundation are originated by the Institutional Advancement Office (IAO) of The Alamo Colleges. The IAO is the fund-raising component of the college district and works as liaison between the college district and the Alamo Foundation. Like the procedure with the scholarship Office, the IAO will supply the names, Banner IDs, Amount of Scholarship, and for which award period (semester), and College of Attendance to the District OSFA office (Director assigned). The District OSFA office facilitates the award by posting the award to the student financial aid electronic file and ensures disbursement according to The Alamo Colleges refund polices and schedule.

11.5.3 Short Term Emergency Loan

The Alamo Office of Student Financial Aid does not currently participate in the processing of any institutional short-term loan programs.

12 **Section Twelve: Awarding Financial Aid**

The OSFA staff operating under Section 2.2.2, Institutional Principles of Financial Aid, constructs individual student aid awards that ensure consistent, equitable, and fair distribution of all financial aid funds.

12.1 Institutional Packaging Procedures

In order to apply for student financial aid (state, federal, or institutional) at The Alamo Colleges, students must complete a FAFSA or TASFA (see Section 12.7) each year. The results of the FAFSA (Institutional Student Information Report - ISIR) are downloaded from the U.S. Department of Education's Central Processing System (CPS). Each student's financial aid information for the current award year is automatically posted to our financial aid management system called Banner, including an Expected Family Contribution (EFC). All student admission status, verification, conflicting information, and satisfactory academic progress must be resolved prior to awarding and disbursing any state, federal or institutional financial aid. Student financial aid eligibility is calculated by using the following formula:

$$\text{Cost of Attendance} - \text{EFC} - \text{Other Resources} = \text{Financial Need}$$

In general, financial aid is awarded based on financial need, eligibility and availability of funds, until funds are exhausted. There are certain programs that have specific requirements, which may or may not include financial need, and are awarded according to program criteria. For example, renewal TEXAS Grant awards are based on students meeting the program's criteria (see Section 11). Each major financial aid program and its criteria are explained separately in this manual.

Students are awarded financial aid through an automated packaging process throughout the year. The amounts to be awarded per student from each fund (SEOG, TPEG, Work-Study) are established annually based on the availability of funding for the year. In accordance to federal regulations, Alamo Colleges allows students to replace EFC with funds from the non-need Unsubsidized Stafford or Parent PLUS Loan program.

Summer Procedure: Students who are interested in applying for summer financial aid are required to submit a Summer Aid Application available via their ACES portal.

12.2 Determination of Total Funds to be Awarded

The District Director determines the total aid to be awarded during an academic year. The Department of Education sends the OSFA information detailing annual Title IV campus-based and Pell grant fund allocations through the Federal Authorization Letter with the Official Notice of Funding. THECB allocates annual state grant funding to the individuals. Determining the total funds available per college includes an evaluation and projection of available funds, required matching and administrative expense. Careful projections are made to enable the OSFA staff to offer fair and equitable packages to students. A determination is made based on prior year awarding history and actual enrollment trends per college with increase of projected funds to account for attrition.

Student eligibility is reviewed by the colleges and determined by The FA District in partnership with Pro-Ed. Awards are processed through the Banner system and Appworks packaging. Institutional Scholarship with required criteria for eligible AC students is determined by an assigned committee in each campus Scholarship department processed through Banner and student notification is available through the ACES system. Students must continue to remain in satisfactory academic progress according to established parameters to receive annual eligible fund. Maximum amounts are determined prior to the yearly award cycle and depend on available funding.

12.3 Outside Resources

Students may seek assistance from outside resources. Students are required to report all outside assistance they anticipate receiving for each academic year to the OSFA. Student aid including outside resources, may not exceed the cost of attendance. If a student has been awarded by the aid office and receives an outside award, an adjustment to the original award letter offer may be necessary to remain compliant with federal regulations. If an adjustment is made, the outside aid will replace self-help aid if possible.

12.4 Student Award Letter Notifications and Acceptance of Awards

Students receive notice of financial aid award or denial via an email directing them to the ACES portal for information. Students are asked to accept or decline any pre-packaged Federal Direct Loan aid offered, all other financial aid awards are automatically accepted for each program award. A student may receive a reinstatement of a cancelled offer however grant need based funds may no longer be available at the time of the reinstatement request.

12.4.1 Summer Awards

Students must submit a separate Summer Application for financial aid via their ACES portal. Summer financial aid award or denial notices are sent via an email directing the student to the ACES portal for information. All summer financial aid award offers are automatically accepted for each program award.

12.5 Consortium Agreements

A student may receive Title IV aid if he/she is taking courses at other institutions of higher education if the student completes a consortium agreement. A consortium agreement specifies which institution will process and disburse student aid and count the student as enrolled. The disbursing institution is responsible for keeping records and returning Title IV funds in the case of an over-award

12.6 International Students

International students are not eligible for federal financial aid because they do not meet the citizenship requirement to file the FAFSA. International students may contact the campus Scholarship or International Student office to apply for the Texas Good Neighbor Scholarship or state aid designated for foreign students.

12.7 TASFA Students (Senate Bill 1528)

Undocumented students determined by Alamo Admissions and Registrar office to be qualifying for state residency under Senate Bill 1528 are eligible to apply for state aid. Eligible students are identified through the Admissions/Records process and New Student Orientation classes. The OSFA will contact student to inform them of required Texas Application for State Financial Aid (TASFA). The TASFA application is processed by each campus. The FA Advisor may review and assist students with the TASFA process. Additional documents may be required upon review by the OSFA staff. Application data for students will be manually entered into the Banner system to determine calculated need and eligibility.

Awarding is manually posted according to need and packaging philosophy. TASFA students are not eligible for Federal student aid, but are eligible for Texas State funding if appropriate requirements and deadlines are met to receive the following: TPEG, Texas Grant, TEOG, Top 10% Scholarship, College Access Loan.

12.8 Spring Award Philosophy

Students that did not attend AC in the Fall but enrolled only for the spring semester during the academic year will be reviewed for funding eligibility. The Banner system is programed to track transient students as mid-year transfers. Students that do not declare a degree seeking major with Admissions/Records are not eligible for possible eligible funding. Banner will access in a ten day period whether a student is still eligible for further aid or is no longer eligible. Summer only transient students are not considered for financial assistance at s.

12.9 Summer Awarding Philosophy

Students can complete a summer application for consideration of awarding in the OSFA. The FA staff will manually enter data, review, and access in Banner to determine if student has remaining Pell eligibility of funds for summer awarding. All anticipated summer awards will be notified to students with a pending evaluation of academic progress for the current YR fall and spring semesters. Summer awards will be cancelled due to lack of current YR progress. All other aid as consideration for summer aid is subject to end of year funding levels.

13 **Section Thirteen: Revision of Financial Aid Awards**

Once an award and packaging is complete, there may be instances which warrant a change to the original award notification. A Financial Aid Advisor, Associate Director, or Director may review a student's special circumstances, make an adjustment to an award and send a revised award letter notice to the student. This revised award invalidates the original award notification.

13.1 Revision Initiated by the Financial Aid Office

The FAO will automatically consider a revision in a student's award package when the following occurs:

1. There is conflicting information in the data file.
2. There are changes resulting from verification.
3. There is a change in availability of funds.
4. There is FAO staff member error
5. Special conditions, circumstances, and/or documented expenses.
6. Professional Judgment

Students are sent a revised award letter as soon as possible with an award message explaining the change. In the case of an office error, it is customary to contact the student personally or send a personalized letter.

13.2 Revisions Initiated by Request from Student

Students may decline any portion of their award at any time during the year. Lack of acceptance does not count as a revision. If a student requests additional aid, the request will be referred to their Financial Aid Advisor or Associate Director. A Director may also award additional funds when a student request is referred by the Associate Director. Requests will be reviewed for appropriate action.

13.3 Overawards

An overaward occurs when a student's total disbursed financial aid (federal, institutional, and outside aid) and other educational resources exceed the cost of attendance for the period of enrollment or the need-based aid exceeds financial "Need".

13.3.1 Eliminating an Overaward

Before reducing a student's aid package due to an overaward, the Financial Aid Advisor should always attempt to alleviate the situation by reducing or eliminating the overaward. The following possible allowances should be considered:

1. Increase budget using allowable expenses.
2. Reduce undisbursed funds Federal Subsidized Direct Loan or FWS.
3. Return least favorable loan funds if possible, e.g. Federal Unsubsidized Direct Loan, if financial "Need" has been addressed and COA has been exceeded.

13.3.2 Causes of an Overaward and/ or Overpayment

1. Change in the enrollment status - the student withdraws or drops below the projected enrollment status. Enrollment status reports (RSRENRL) are to be run for all classes at the first disbursement date and the census date for adjustments to the COA (see 13.3.3 below).
2. Reduction in cost of attendance - Student changes budget categories.
3. Additional resources - Student has resources greater than those used to calculate the award (i.e. student receives an unreported scholarship)
4. Administrative error - the Financial Aid -Advisor inadvertently makes an error.
5. Fraud -Student intentionally deceives or misrepresents information during the application process.

13.3.3 Overawards created by adjustments of COA.

Enrolled hours are to be monitored and used to determine the correct budget for each student after disbursement. Since students are awarded with the assumption of full-time status, hours are checked on the respective census dates. If hours are less than full-time (LTFT), the COA will be reduced

accordingly (three quarters time, half-time, less than half-time). All financial aid will be reviewed for those students LTFT and overawards treated in the same manner as all other overawards. (Revised -2013-2014). Report processes and review are outlined in *Chapter 7 Student Budgets*.

13.3.4 Treatment of an Overaward

If eliminating the overaward is not possible the Aid Administrator must reduce the overaward using the following sequence:

An overaward from an administrative error must first reduce or eliminate next semester's overpayment. If the student received a refund from the Office of Student Business Services, the Financial Aid -Advisor must report the change to the Bursar Office/ Business Office and request a bill sent to the student for the refunded overaward amount.

13.3.5 Resolving Overawards

Over-awards will be reviewed and resolution approached in this sequence of fund reduction:

Interest Accruing Alternative Loans

Unsubsidized Loans

Review Disbursed Need Based Aid

- Work-Study
- Subsidized Loans

One Time Only State Grants

- TPEG

One Time Only Federal Grants

- FSEOG

State Renewal Grants

- TEOG
- TEXAS Grant
- Top 10% Scholarship

Outside Resources

- Hazlewood

Outside Scholarships

*Pell Grant should never be decreased unless student is no longer eligible due to out of EFC Range or other qualifying factors (i.e. LEU)

13.3.6 One Semester Budget Procedures (See Appendix A-4o)

13.3.7 REAOR Procedures (See Appendix A-4p)

13.4 Scholarship Programs and Third-Party Billing

13.4.1 Alamo Foundation Scholarship via the Institutional Advancement Office

Scholarships awarded to students via the Alamo Foundation are originated by the Institutional Advancement Office (IAO) of The Alamo Colleges. The IAO is the fund-raising component of the college district and works as liaison between the college district and the Alamo Foundation. Like the procedure with The Alamo College scholarship Office, the IAO will supply the names, Banner IDs, Amount of Scholarship, and for which award period (semester), and College of Attendance to the District OSFA office (Director assigned). The District OSFA office facilitates the award by posting the award to the student's financial aid electronic file and ensures disbursement according to The Alamo Colleges refund policies and schedule.

13.4.2 Outside Scholarships <<IN PROGRESS>>

13.4.3 Third-Party Billing <<IN PROGRESS>>

14 Section Fourteen: Processing Loans

14.1 Federal Direct Loan Program Process for Subsidized and Unsubsidized Loans

Direct Loans processed through Common Origination and Disbursement (COD).

Disbursement Letters: Students will receive a email notice within thirty (30) days of disbursement from OSFA notifying them that Federal loans have been disbursed in their name to their institution at The Alamo Colleges.

A roster is generated by the Director of Financial Aid for Loans and FWS or his designee and copies kept in N:Drive Federal Loan Letters.

14.2 Federal Direct PLUS Loan

Loan Applications and master promissory notes are available online at www.studentloans.gov. Borrowers are directed to the site on the OSFA website or by personal contact with FAO staff.

14.3 Electronic Loan Processing

FFELP: Loans will be exported to Common Origination and Disbursement (COD) website on a regular basis during an awarding cycle. The SFA office receives Import Files from COD. The loan staff downloads the files and uploads the funds to student records. The Loan staff also learns of "rejected" files from the previous export file. Adjustments and corrections are made to the specific record and readied for a second "export" at the next available opportunity.

Automated emails are sent to each student informing the student of their right to "reject" or modify the loan within fourteen business days from the receipt of said email.

The Bursar's Office must post the loan amounts to each student account within 3 business days after receipt of funds and process student refunds credit balances within 14 business days from disbursement date.

15 Section Fifteen: Disbursement of Funds and Refunds

15.1 Responsibility for Disbursement of Funds

The Bursar's Office is responsible for maintaining a student account for each student where all allowable charges are posted such as tuition and fees.

15.2 Separation of Functions

There is a clear and distinct separation of duties as required by The Blue Book between the Office of Student Financial Aid and the Bursar's Office. The Financial Aid Office processes applications for aid awards, verifies student eligibility and appropriate awarding of aid funds, and disburses funds to student accounts. Receipt of funds, payment of tuition and fee charges and refunds to students for aid in excess of charges are managed by the Bursar's Office.

15.3 Procedures

The Bursar's Office will process refunds to the student after receiving notice from the OSFA that the student has satisfied all eligibility requirements.

15.3.1 ACH Payment of Funds

Alamo Colleges uses a third party vendor to process all student refunds in the form of an Alamo Cash Card. Students are encouraged to activate their ACC immediately upon receipt. This process is managed by the Bursar's Office, in conjunction with the vendor.

15.3.2 Verification of Status

The Office of Financial Aid staff checks student enrollment eligibility using the Banner System before disbursement to credit toward the student's bill. Disbursement process is manually initiated through Appworks or run manually by OSFA staff when necessary.

15.3.3 Student Endorsement of Co-Payable Checks

If checks are received and made co-payable to the student and , the student must endorse the check and return it to the Bursar's Office. This includes funds from all sources outside of Alamo Colleges. There are no substitutions and no exceptions to this policy. If a student is not available for a signature, (on an internship out-of-state), the student must submit a letter to the Bursar's Office requesting the check be mailed to them. After the endorsed check is received from the student, the Bursar's must satisfy tuition and fee charges first and refund the balance to the student. If all charges on the student's account are paid, the Bursar's Office may endorse the check and return it to the student.

15.4 Refunds/Repayments

When a student withdraws from classes, he/she may be entitled to receive money back previously paid to Alamo Colleges. The University may be able to **refund** all or a portion of the tuition, fees, housing costs, etc. the student paid. If the tuition, fees, housing costs, etc. were paid with federal Title IV aid, a Return to Title IV Refund calculation is required if the student did not complete 60% of the academic term for which the Title IV aid was paid. A student who receives a cash refund to assist with living expenses and then withdraws, drops out, or is expelled, may be required to **repay** the money to the aid programs from which the money was awarded. The refund policy is based on TEC 54.006 and must also comply with the Title IV Refund policy for students who received Title IV aid. The Bursar's Office is responsible for calculating refunds based on state policy.

Refund Policy for all Students

When a student withdraws on or after the first day of class during a fall or spring semester, the Bursar's Office will refund the student's account as follows per approved rate.

Refund Policy for Title IV Financial Aid Recipients

Institutions are required to have a fair and equitable refund policy for students who receive financial aid. Students receiving federal financial aid are subject to a Title IV Refund calculation.

16 Section Sixteen: Return of Title IV Funds

16.1 Return of Title IV Funds

The Office of Student Financial Aid administers the calculation and return of Title IV funds for those students who withdraw or are dismissed from all class enrollments prior to completing at least sixty percent (60%) of the applicable academic period. The Return of Title IV funds (also referred to as R2T4), is different from returned amounts or refunds processed by the Bursar. Information regarding withdrawals, leave of absence and return of Title IV funds is available on The Alamo Colleges OSFA website.

Title IV Funds must be refunded in the following order:

- Unsubsidized Direct Loan
- Subsidized Direct Loan
- Direct PLUS Loan
- SEOG
- Pell Grant

R2T4 is required when a student withdraws from all classes in a semester. The official date of withdrawal is the date on which the form is initiated and signed by the student. All R2T4 processing and calculations are based on the official date of withdrawal or the documented "last date of attendance", whichever is earlier. Alamo Colleges is required to calculate and return all Title IV unearned funds within forty-five (45) days of the student's withdrawal.

Once a determination has been made that funds need to be returned, the student's award is adjusted, and the student's account is updated to reflect the appropriate outstanding balance. Students are notified via the

ACES portal during the withdrawal process of his/her responsibility to return the aid funds and given specific instruction on how to do so.

Recipients begin earning Title IV aid on the first class day. Title IV funds earned and returned are calculated by OSFA staff using Dept. of Education EDEXpress software and a "Treatment of Title IV Funds When A Student Withdraws From A Credit-Hour Program" worksheet is completed. The calculation uses the total number of days attended divided by the total number of days in the period (excluding scheduled breaks of five or more days). The worksheet is imaged and posted in the student's file.

The Title IV Refund Software distributed by the Department of Education evaluates the return of each fund and in the order mandated by the Department of Education.

Students receiving all failing grades of "F" during an academic period will be identified by the Registrar and information sent to OSFA. These students will be contacted by OSFA staff through letter and email and given the option to provide supporting documentation of their attendance through any point in the payment period. R2T4 will then be calculated using the date determined to be accurate by OSFA staff. If students cannot or do not submit adequate supporting documentation, all Title IV funds will be returned.

A student's Title IV aid is counted as aid disbursed in the calculation if it has been applied to the student's account on or before the date the student withdrew. If after withdrawal and R2T4, it is determined that the student is eligible for a subsequent disbursement, OSFA may process a post-withdrawal disbursement within 120 days after the last date of the payment period. The student will be contacted and informed of the eligibility of the disbursement for educational expenses. A signed letter of intent to use the funds for educational expenses incurred during enrollment is required prior to disbursement. Post-withdrawal disbursements are applied to any outstanding institutional charges before being forwarded to the student.

If a disbursement is returned to, attempts to disburse must cease after forty-five (45) days after the funds were returned to the institution. The funds must be returned to point of origin no later than 240 days after the date it was issued.

Taking into consideration the Bursar refund policy, OSFA is required to make certain that any Title IV credit balance is returned to the student within fourteen (14) days after day on which the Return calculation is completed.

16.2 Leave of Absence

A leave of absence (LOA) is a temporary interruption in a student's program of study. LOA refers to the specific time period during a program when a student is not in attendance. An LOA must meet certain conditions to be counted as a temporary interruption in a student's education instead of being counted as a withdrawal requiring a school to perform a Title IV (federal Stafford loans, subsidized and unsubsidized) return calculation. Leave of Absence is processed through the respective College.

In order for an LOA to qualify as an approved LOA for Title IV return calculations:

1. There must be a reasonable expectation that the student will return from the LOA; the LOA together with any additional leaves of absence must not exceed a total of 180 days (6 months) in any 12-month period; this 12-month period begins on the first day of the student's initial LOA.
2. A student returning from an LOA must resume training at the same point in the academic program that he or she began the LOA; and
3. The institution may not assess the student any additional institutional charges, the student's need may not increase, and therefore, the student is not eligible for any additional Federal Student Aid (Title IV funds);
4. If the student is a Title IV loan recipient, the OSFA will contact and explain to the student the effects that the student's failure to return from an LOA may have on the student's loan repayment terms, including the expiration of the student's grace period.

A student granted an LOA that meets the criteria in this section is not considered to have withdrawn, and no R2T4 calculation is required. If the student does not meet the criteria in this section, the student is considered to have ceased attendance and to have withdrawn from The Alamo Colleges, requiring The school to perform a Title IV return calculation.

Section Seventeen: Fraud

There are difficult situations where students and/or parents purposefully misrepresent information in hopes of obtaining or obtaining additional financial aid assistance. The Financial Aid Office is required to have a policy of referral when confronted with actual or suspected cases of fraud and abuse.

17.1 Policy for Fraud

Students and parents who willfully submit fraudulent information will be investigated to the furthest extent possible. All cases of fraud and abuse will be reported to the proper authorities.

17.2 Procedures for Fraud

If, in a Financial Aid staff member's judgment, there has been intentional misrepresentation, false statements or alteration of documents which have resulted or could result in the awarding or disbursement of funds for which the student is not eligible, the case shall be referred to the District Director for possible reporting requirements. If the District Director believes after investigating the evidence that fraud is evident, all documentation must be forwarded to the Legal Counsel for appropriate action.

Prior to reporting the student to Legal Counsel, the District Director must review the student's aid file with the appropriate Financial Aid staff. If the discovery results in a decision to pursue the possibility of denying or canceling financial aid, an appointment must be scheduled with the student. If the student fails to make an appointment, the District Director must send notice of the decision to the student documenting the results or by:

1. Not processing an incomplete financial aid application until the conflicting information is satisfactorily resolved or
2. Not awarding financial aid until satisfactory documentation is supplied by the student or
3. Cancellation of a previously offered Award notification and/or
4. Determine that financial aid will not be processed for future years.

All processing of the application or disbursement of funds shall be suspended until the District Director has made a determination as to whether the student shall be required to make an appointment.

Fraudulent situations should be reported to the Department of Education Office of the Inspector General at www.oig.hotline@ed.gov, or 1-800-MIS-USED.

18. Section 18 Refunds/Repayments

This section describes compliance with federal return of Title IV funds requirements. It includes determination of a student's withdrawal date, funds the student received (or could have received at the time of withdrawal and/or the Last Date of Attendance), and the deadlines for performing certain functions. Cross-references to the policies and procedures of other offices where responsibility for compliance is shared are included.

When a student withdraws from classes, he/she may be entitled to receive money back previously paid to Alamo Colleges. The Alamo Colleges may be able to refund all or a portion of the tuition, fees, housing costs, etc. The student paid. If the tuition, fees, housing costs, etc. were paid with federal Title IV aid, a Return to Title IV Refund calculation is required if the student did not complete 60% of the academic term for which the Title IV aid was paid. A student who receives a cash refund to assist with living expenses and then withdraws, drops out, or is expelled, may be required to repay the money to the aid programs from which the money was awarded. The Alamo Colleges refund policy is based on TEC 54.006 and must also comply with the Title IV Refund policy for students who received Title IV aid. The Bursar's Office is responsible for calculating refunds based on state policy.

18.1 Refund Policy for all Students

When a student withdraws on or after the first day of class during a fall, spring, or summer term -, the Bursar's Office will refund the student's account per approved policy – refer to Bursar's Office policy.

18.2 Refund Policy for Title IV Recipients

Institutions are required to have a fair and equitable refund policy for students who receive financial aid. Students receiving federal student aid, except Federal Work Study, are subject to a Title IV Refund calculation. A student receiving Title IV aid who fails to complete 60% of any enrollment period is subject to a Title IV Refund calculation. The Alamo Colleges use Title IV Refund software provided by the Department of Education to assist with the refund calculation. Any required refund will be returned to the Title IV programs from which the student was funded. All Title IV aid recipients who withdraw are evaluated using the federal refund software. See *-Volume 5 – Withdrawals and the Return of Title IV Funds, 2014-2015*

18.3 Refund Distribution for Aid Recipients

The Title IV Refund Software distributed by the Department of Education evaluates the return of each fund and in the order mandated by the Department of Education. The order is the following:

1. Unsubsidized Direct Loan
2. Subsidized Direct Loan
3. Perkins Loan
4. Direct PLUS (Graduate Student)
5. Direct PLUS (Parent)
6. Pell Grant
7. Academic Competitiveness Grant
8. National SMART Grant
9. FSEOG
10. TEACH Grant
11. Iraq Afghanistan Service Grant

18.4 Refund Procedures

The Office of Student Financial Aid is notified by the Center for Student Information (CSI) when a student withdraws and/or leaves Alamo Colleges

Official Withdrawal

An official withdrawal requires the student to complete the withdrawal process with their academic component and CSI.

Unofficial Withdrawal

An unofficial withdrawal is received when CSI receives notice from an academic component that a student has stopped attending class without official notice.

18.5 Distribution of Refund Policies

Alamo Colleges refund and repayment policies are disseminated to students in The Alamo Colleges Catalog and the Alamo website.

19 Section Nineteen: Satisfactory Academic Progress

Federal regulations require institutions to establish and apply reasonable standards of satisfactory progress to determine a student's eligibility to receive financial assistance under the programs authorized by Title IV of the Higher Education Act and require institutions to develop policies regarding satisfactory academic progress (SAP). Each institution must design a criterion that outlines the definition of student progress toward a degree and the consequences to the student if progress is not achieved. Students who wish to be considered for financial aid must maintain satisfactory progress in their selected course of study as set forth in this policy.

Students are evaluated on the basis of credit hour completion, maximum time frame limitation and GPA. Students receiving financial aid are required to make satisfactory progress toward their degree objectives. All students with a Banner ROASTAT record that applied for financial aid are reviewed as scheduled. Students are held to meeting both qualitative and quantitative standards for financial aid eligibility.

19.1 SAP Process and Policy

Federal Regulations require the establishment and application of reasonable standards of Satisfactory Academic Progress (SAP) for the purpose of maintaining eligibility for Title IV of the Higher Education Act financial aid programs. The SAP requirements explained below apply to all Title IV financial aid as well as to state and institutional financial aid programs, need-based and non-need-based aid, unless otherwise noted by an individual scholarship program. The Student Financial Aid department evaluates student compliance with SAP annually at the end of spring semester. Students on probation or following an academic plan will have their SAP reviewed at the end of each payment period enrolled to determine if student is making progress in accordance with their academic plan. The three standards of Satisfactory Academic Progress are:

II. Grade Point Average (GPA) Requirement

Students must maintain a cumulative 2.00 GPA on all course work taken at the Alamo Colleges. Grades for repeated courses are counted towards cumulative GPA, unless the student successfully petitions Admissions and Records.

III. 67% Completion Rate of Enrollment Requirement

Students must maintain a cumulative 67% completion rate on all coursework attempted at the Alamo Colleges. The chart below shows how the completion rate is calculated:

TOTAL EARNED HOURS	TOTAL ATTEMPTED HOURS	(EARNED HOURS ÷ ATTEMPTED HOURS) X 100	COMPLETION RATE	
9	12	(9 ÷ 12) X 100	75%	In compliance
18	52	(18 ÷ 52) X 100	34%	Not in compliance
44	64	(44 ÷ 64) X 100	68%	In compliance

I. III. Maximum Time Frame to Complete a Program

The maximum time frame for students to complete a certificate or associate’s degree may not exceed 150% of the published length of the program. Students have up to 99 attempted hours of coursework, including transferred credits, to complete an associate’s degree.

OTHER REQUIREMENTS AND INFORMATION:

- Attempted credit hours include all courses for which a student is enrolled in after census day.
- Grades of “W”, “WP”, “WF”, “F”, “I”, “IP”, “IF” and any other non-letter grade (besides grades of A, B, C, or D) is counted as attempted but not completed when calculating the completion rate.
- The academic amnesty policy “Fresh Start” does not apply to Satisfactory Academic Progress. The attempted hours in question count as hours attempted and grades earned at the Alamo Colleges are including in the student’s GPA.
- Students are allowed up to 30 hours of remedial/developmental coursework that will not count towards the maximum number of hours attempted towards the student’s academic program.
- Transferred hours count towards maximum attempted hours.
- Repeated courses count in the completion rate calculation and maximum attempted hours.

Compliance with the SAP policy must be met in order for a student to retain their financial aid eligibility. Students are advised to check their status through the ACES Account. The information below describes each SAP status in detail:

Good Standing: Students are considered to be in Good Standing with Financial Aid if they meet all three (3) standards of progress outlined above. These students may participate in any financial aid programs provided they meet all other eligibility criteria, subject to availability of funds.

Financial Aid Suspension: Students are suspended from financial aid if they do not meet all of the Satisfactory Academic Progress criteria listed above. Students who are suspended will receive a financial aid suspension notice. Students on suspension may continue to enroll but must pay for all their expenses without Financial Aid assistance.

Probation: Students who appeal their financial aid suspension and are approved, are put on “probation” for one semester, and an “end term” listing the term when the student is expected to be in compliance with SAP is established. In order to continue to be eligible for financial aid for future semesters the student must meet SAP standards for the probationary semester. Students who fail to meet SAP standards for the semester will be placed on permanent financial aid Suspension.

Academic Plan: Students who successfully complete the probationary semester (met SAP criteria for the semester), but who are not able to come up to full compliance with the SAP policy are placed on an academic plan. In order to continue to be eligible for financial aid for future semesters the student must meet SAP standards for every semester enrolled under the Academic Plan. Students who fail to meet SAP standards for any semester enrolled while under the Academic Plan are placed on permanent financial aid Suspension.

19.2 Appeal Process

Students may appeal their suspension status. The appeal process is processed electronically, and is initiated with the Academic Advisor at the student's primary institution. The Academic Advisor will complete the Advisor's Form and degree plan to list courses earned, courses needed and the anticipated graduation/transfer date. After meeting with the Academic Advisor, the student can access and complete Financial Aid Reinstatement Form via the ACES portal. The student will complete the online form by detailing the reason for not meeting Satisfactory Academic Progress requirements, plan for making academic progress and their educational goals with plans to graduate/transfer. Additional documentation to substantiate the reason(s) for not meeting SAP should be submitted to the Student Financial Aid office at the student's primary institution within 7 days of submitting the online appeal. Students should be prepared to cover tuition and fees until the appeal has been reviewed. Processing time could take up to 7 weeks.

If the appeal is approved, the student is placed on probation and eligibility is reinstated subject to continued compliance with SAP requirements. Progress is reviewed at the end of the semester to verify the student is meeting the standards and following the degree plan. Students who meet SAP for the semester approved, but who are not yet in full compliance with the SAP policy will have their status updated to "Academic Plan" and will continue to qualify for financial aid. Failure to meet SAP while on Probation or Academic Plan will result in a permanent financial aid eligibility suspension. Students who fail to meet SAP for any semester enrolled will have their financial aid eligibility immediately suspended. Students whose eligibility is re-suspended are not allowed to re-appeal their Financial Aid suspension. The appeal approval is applicable only at the College where it was originally submitted and approved, and students cannot submit an appeal or apply for aid at any of the other Alamo Colleges.

If the initial appeal is denied, no federal or state financial aid (including student loans) may be awarded. The student may continue to enroll but at their own expense and can re-appeal after completing at least one (1) semester, and meet the SAP requirements for the semester(s) completed. The Committee decision is final and may not be appealed further.

Appendices

Appendix A-1

F.2.4(Policy) Student Financial Aid

Responsible Department: Vice Chancellor for Finance and Administration Board Adoption: 5-19-09

Last Board Action: 7-28-15

Financial Aid Programs

The objective of the Alamo Colleges financial aid programs is to ensure that each of the Alamo institution's student financial aid programs provide assistance to students, who, without such assistance, may not be able to pursue higher education. Financial assistance at each institution may include, but is not limited to, loans, scholarships, grants, and employment. No student or prospective student shall be excluded from participation in or denied the benefits of any financial aid program at the institution on the basis of race, color, national origin, religion, sex (gender), disability, veteran status, or other protected criteria.

20 U.S.C. 1681 (Title IX); 42 U.S.C. 2000d (Title VI); 29 U.S.C. 794 (Section 504); 42 12132 (Americans with Disabilities Act [ADA])

Code of Conduct

Staff of the Alamo Colleges Student Financial Aid Office shall abide by the Statement of Ethical Principles and Code of Conduct for Financial Aid Professionals as approved by the National Association of Student Financial Aid Administrators, March 2014 (NASFAA).

Statement of Ethical Principles

1. Advocate for students
2. Manifest the highest level of integrity
3. Support student access and success
4. Comply with federal and state laws
5. Strive for transparency and clarity
6. Protect the privacy of financial aid applicants
- 7.

Code of Conduct

1. No action will be taken by staff that is for their personal benefit or could be perceived as a conflict of interest
2. Information provided by the financial aid office is accurate, unbiased, and does not reflect preference arising from actual or potential personal gain
3. Institutional award notifications and or other institutionally provided materials will include a breakdown of individual components, clear identification of each award, standard terminology and definitions, and renewal requirements for each award.
4. All required consumer information is displayed in a prominent location on their website.
5. Financial aid professionals will disclose to their institution any involvement, interest in, or potential conflict of interest with any entity with which the institution has a business relationship.

Conflict of Interest

No action will be taken by financial aid staff that is for their personal benefit or could be perceived to be a conflict of interest. Student Financial Aid staff will not process the records of or award aid to any current or former family members. Instead; these tasks shall be given to another designated staff member to avoid the appearance of a conflict of interest.

Title III Matching Waiver

Title IV regulations (Part 606 of 34 CFR, Volume 6, Chapter 1, p 6-17 of 2012-2013 SFA Handbook) allow institutions that have been designated as Title III Hispanic Serving institutions to waive the 25% matching requirement for Federal College Work Study (FCWS) and Federal Supplemental Educational Opportunity Grant (FSEOG). The Texas Higher Education Coordinating Board also allows this waiver (Subchapter M, Section 21.405(b) in their Student Services Policy Manual. If and/or when Alamo Colleges is notified of this designation annually; it shall waive the matching requirement for these program awards and place an amount of funds equal to the 25% match, based on the current allocation, into a restricted multi-year fund. These funds are to be used as a reserve for the payment of student wages when the federal allocation of FCWS funds has been exhausted as payments to students.

This section will not apply:

1. In any year when the Alamo Colleges does not receive the Title III Hispanic Serving institution designation.
2. If federal Title IV regulations are changed to prohibit the waiver.

Deposits to Multi-Year Fund:

1. Will be calculated annually.
2. Will vary based on the federal allocation.

Institutional and Financial Assistance Information

The Alamo College District shall follow applicable information dissemination and counseling requirements found at 20 U.S.C. 1092 including those concerning the following areas:

1. Financial assistance programs.
2. Exit counseling for borrowers.
3. Financial assistance information personnel.
4. Athletically related student aid.
5. Campus security policy and campus crime statistics
6. Institutional policies and sanctions related to copyright infringement.
7. Man's and women's intercollegiate athletics.

20 U.S.C. 1092

Educational Lending

There shall be no conflict of interest with the responsibilities of an office, employee, or agent of the Alamo Colleges, including the provisions of Texas Association of Community Colleges described in 20 U.S.C 1094(e) regarding:

1. A ban on revenue-sharing arrangements;
2. A ban on gifts from lenders, guarantors, or servicers of educational loans;
3. A prohibition on certain interaction with borrowers;
4. A prohibition on offers of funds for private loans;
5. A ban on lender assistance with call center or financial aid office staffing; and
6. A prohibition on advisory board compensation.

The District shall publish the code of conduct prominently on the District's Web site. The District shall also administer and enforce the code of conduct by, at a minimum, requiring that all of the District's officers, employees, and agents are informed annually of the provisions of the code of conduct.

20 U.S.C. 1094(a)(25) (e)

(8/24/15)

Appendix A-2

Office of Student Financial Aid Policies

Departmental policies along with Alamo College policies are used as a constructive guide to make sure that each person in the department understands fully what is expected of them in terms of performance and behavior. The goal of this department is to assist each individual member in becoming a successful employee and to gain experience, knowledge, and behaviors that will benefit them greatly in the short and long term. Occasionally questions will arise pertaining to personnel, and this policy along with the Alamo College Policy and Procedure (<http://www.alamo.edu/main.aspx?id=2085>) will be used to guide decisions. This departmental supplement is meant as an addition to any Alamo published policy.

Student Financial Aid Work Hours

Student Financial Aid work hours are from 8:00 am – 5:00 pm. All staff with 6 or fewer months will be expected to work an 8-5 schedule. If you are interested in a Flex schedule, please submit your request to your Director. Once pre-approved by the Director, the request will be forwarded to the District Director of Student Financial Aid for final approval. All flex schedule requests are unique to each requestor, to their positions and tasks, to their proven productivity, and to their tenure with the department. Flex schedule requests are also subject to staff availability during normal business hours, and are subject to retraction if needed to have sufficient coverage during any period of time. All flex schedules will have to be re-submitted and approved on an annual basis.

Report Times

Report times will be monitored by a designated individual within the SFS department. Typically this will be Associate Directors at the campuses.

Attendance Expectations

Attendance and punctuality are very important parts of your job performance. Absenteeism can place a burden on other team members required to perform a fellow team member's duties. Absenteeism and tardiness can cause scheduling problems for our department and can adversely affect our ability to serve our customers. **For these reasons, excessive absenteeism and tardiness will not be tolerated.** Punctuality makes for coordinated effort. The expectation is for you to be at your job and ready to start work when your day begins. This holds true, too, for the end of your lunch period and breaks. When you leave for a break or lunch, be courteous and let at least one other team member know that you are leaving the office and approximately what time you will return.

Staff located at the 7990 location should sign out on the White Board any time you leave for a meeting.

Procedures:

- You **must** notify by email or text, copied to at least two senior team members, or by a phone call to a live Director or Associate Director (not a voicemail) **at least 15 minutes**

prior to your scheduled start time if you are unable to arrive at your scheduled start time. Failing to follow this procedure will result in an unexcused absence.

- For absences, do not have someone else make this call for you unless you are physically unable to call. Your supervisor may need to ask questions that no one else may be able to answer. As a general rule, you must speak with your supervisor or another appropriate member of management when calling in.
- Be prepared to state the reason for your absence and when you expect to return to work.
- If your supervisor is not available, ask for another appropriate member of management. Messages left with someone other than an Associate Director, Director, or District Director will not be considered to have met this standard of notification. **You must call in 15 minutes prior to the start of your schedule** on each day of absence unless prior arrangements have been made with your supervisor.
- In the case of an emergency, where notification is not possible at the time, we do expect you to contact the appropriate individual at the first available opportunity.
- Regular attendance is of prime importance for all employees. ALL leave MUST be pre-approved (excused) in advance. In fairness to all, staff members with unexcused absences = >2 times per month, and unexcused tardiness = > 2 time per month will be subject to disciplinary action as appropriate based on Alamo Board policies.
- When you are out (or tardy), you should submit your notice of leave as soon as you return to work. Additionally, if you are out due to a surgical or other medical procedure, you will not be allowed to return to work without a written doctor's release stating the date and expected daily hours recommended for your return to work.
- All vacation time needs to be pre-approved and is subject to denial based on workplace needs. While you are entitled to the vacation hours you earn, the time of leave must fit within the needs of the business.
- If you have reason to leave early, the time MUST be pre-approved. Make-up time will NOT be allowed. There should be no expectation that time taken off by staff will be allowed to be 'made up' at another time.
- There is **NO** authorized overtime permitted, and make-up time is not allowed. Occasionally overtime may be necessary to meet the business need, and if such a business need arises, overtime will be considered and pre-authorized by your Director or District Director.
- To request time off, please send a calendar event (appointment in Outlook) to your direct supervisor for pre-approval of your request. Requests for time off will be approved based on resources needed during the period requested. This is necessary to make certain that the appropriate resources are available during the posted support service hours. Your supervisor will provide initial approval by accepting your calendar event. Requests for leave are NOT approved until you have a pre-approval by your supervisor. Once approved you would submit the official request through Web Services.

Lunch breaks

- If you have a specific time that you take lunch please stick to that schedule. Returning late from lunch without a pre-approval will be considered an unexcused absence/tardy.
- Using a lunch break as a means to makeup time is not acceptable.

Break times

- Breaks are a privilege and not an entitlement. If you take a break, please observe the time and report back to work after the 15 minute period.
- Two breaks per day is the standard; one 15 minute break in the morning (after 10 am), and one 15 break in the afternoon (after 2pm). Please respect others and do not take multiple 'quick' breaks during the day, stick to your scheduled break time.

Open Environment Behavioral Expectations:

- When your neighbor is on a phone call or in a discussion with a staff member, you may hear some of the conversation but you should not comment on what you heard since you were not a part of the conversation. This is considered gossip and will not be tolerated.
- If your neighbor talks loudly, mention this as he/she may not realize how much their voice may project, or mention it to your supervisor.
- Talking over your cubicle walls should be minimized. When such conversations occur with one person or a group of people, others are going to definitely hear your conversation and maybe even observe what appears to be socializing. Group discussions about work should be taken to a meeting room. Non-work topics are best left for outside of the work environment. Personal conversations disrupt productivity of your own work as well as others around you.
- Try to minimize sharing of information when you are excited/concerned/upset about something (work or personal). Think about whether or not a person can even help or if they need be disrupted by the topic you wish to share. Venting with someone can be very stress relieving to you but when done too often with the same one or two people, or with too many people, it becomes stressing to the listeners because of lost productivity and time intrusions regarding their workday.
- Try to minimize the use of other staffs' time when addressing work assignments. Some guidance or input from others may be necessary, especially regarding a more cross-functional or cross-issue assignment. However, frequent collaboration, especially with one or two staff is very disruptive and if done regularly perceived as socializing.
- Staff that sit on common walkways tend to get a lot of disruptive greetings and general conversations from passersby. If they wish to talk with you, let them initiate the conversation. Otherwise just nod if you happen to catch their eye when they look up.
- Doors opening and closing, especially loudly or frequently, are disruptive to those working in the area. Try to use the entrance and exit doors closest to you work space and be attentive to ensuring the doors close completely and quietly. This helps even out the traffic flow through those doors and decreases the distractions for the staff that sit closest to those doors.

Personal Appearance:

- All College District employees are expected to arrive for work in appropriate, professional attire. Some basic essentials of appropriate dress include the need for the individual and for clothing/uniform to be neat and clean.
- Managers and supervisors have a responsibility to determine a professional standard of dress for their work area. Management may make exceptions for special occasions.

- Employees who do not meet the professional standard may be sent home to change and will not be paid for time off. An employee who is unsure of dress standards that are appropriate for the particular workplace should check with his/her Director or supervisor for clarification.

Team Member Behavior Expectations

Disruptive behavioral patterns can and do take a real toll on organizational productivity, interpersonal perception and workforce equilibrium. Student Financial Aid has a **zero tolerance** for intimidating, bullying, passive/aggressive, disruptive and/or violent behaviors, as well as gossiping. If any of these behaviors are observed or reported by others, they will be reported to Human Resources for further investigation. If information is identified to support the observation or report, the behavior will be dealt with immediately.

What is considered disruptive behavior?

Unacceptable, disruptive conduct may include, but is not limited to behavior such as the following:

- Verbal abuse, profanity, vulgarity, threatening words/actions, sexual harassment, physical threats, physical attacks personal in nature, irrelevant, or beyond the bounds of fair professional conduct, stalking.
- Criticism that is leveled at the recipient in such a way that it intimidates, undermines confidence, belittles, or implies stupidity or incompetence;
- Passive aggressive behaviors, reluctance or refusal to answer questions, return phone calls, email messages, or pages; condescending language or voice intonation, refusing to perform assigned tasks or uncooperative behaviors and attitudes during routine assignments and activities.
- Behavior that unnecessarily creates a stressful environment and interferes with others' effective functioning.
- Talking behind the back of a co-worker in a harmful way— gossiping.

I certify by signing below that I have received and understand the aforementioned departmental policies for the Student Financial Aid.

Employee Signature *Date*

Supervisor Signature *Date*

I certify that I have reviewed and agree to abide by the NASFAA Statement of Ethical Principles and Code of Conduct for Financial Aid Professionals.

Employee Signature *Date*

Appendix A-3

Statement of Ethical Principles and Code of Conduct for Financial Aid Professionals

PREAMBLE

Professional ethics encompass the personal and organizational standards of behavior expected of professionals who exercise specialist knowledge and skill. Because of their unique experience and training, financial aid professionals make judgments, apply their skills, and reach informed decisions in situations that the general public cannot. This capability comes with responsibility—an implicit or explicit set of ethics that should govern the decisions and actions of all financial aid professionals.

The National Association of Student Financial Aid Administrators (NASFAA) provides professional development for financial aid administrators; advocates for public policies that increase student access and success; serves as a forum on student financial aid issues, and is committed to diversity throughout all activities. NASFAA members are required to exemplify the highest level of ethical behavior in helping students and families find the best ways to pay for college and demonstrate the highest level of professionalism, all while remaining good stewards of public and institutional funds.

As part of the only national association representing financial aid administrators in all sectors of higher education, NASFAA members are expected to adhere to ethical standards.

In April 1999, NASFAA's Board of Directors adopted the 12-point Statement of Ethical Principles that has served as a common foundation for accepted standards of conduct for the financial aid profession. Later, NASFAA expanded on those ethical principles through a more prescriptive Code of Conduct. That Code was first adopted by the NASFAA Board of Directors in May 2007 to provide specific standards and guidance in order to assure the public of the profession's integrity.

The Statement of Ethical Principles is intended to serve as an "aspirational" document—i.e. a set of ideals and ethical goals for all financial aid professionals. The Code of Conduct, on the other hand, is more dogmatic; it is intended to enumerate specific rules and expectations for personal and professional conduct.

In 2013-14, the NASFAA Board again examined the Statement of Ethical Principles and Code of Conduct in light of new issues, challenges, and dynamics in higher education. At the request of 2013-14 National Chair Craig Munier, a task force of Board members was convened to examine the current ethical standards in detail, consult with legal counsel, collect member comment, make updates, and report back to the Board. Led by Mary Sommers from the University of Nebraska-Kearney, the task force presented a revised Code of Conduct and Ethical Principles to the Board in March 2014.

NASFAA thanks the following individuals for their work on the Task Force on Ethical Standards: The principles contained herein focus on reaffirming our professional commitment to transparency, compliance, and above all students, who have become reliant on federal, state, and institutional aid programs to fulfill their educational goals and dreams.

NASFAA members strive to meet the Statement of Ethical Principles and are required to comply with the Code of Conduct as a condition of membership.

- Mary Sommers (Task Force Chair)
- Ron Day

- Jack Edwards

- Pamela Fowler

- Lisa Hopper

- Lisanne Masterson
 - Craig Munier

 - Eileen O'Leary

 - David Page

 - Cathleen Patella

 - Lori Vedder
- Statement of Ethical Principles and Code of Conduct for Financial Aid Professionals
As approved by NASFAA's Board of Directors, March 2014

STATEMENT OF ETHICAL PRINCIPLES

The primary goal of the financial aid professional is to help students achieve their educational goals through financial support and resources. NASFAA members are required to exemplify the highest level of ethical behavior and demonstrate the highest level of professionalism.

We, financial aid professionals, declare our commitment to the following Statement of Ethical Principles.

Financial aid administrators shall:

Advocate for students

- Remain aware of issues affecting students and continually advocate for their interests at the institutional, state and federal levels.
- Support federal, state and institutional efforts to encourage students, as early as the elementary grades, to aspire to and plan for education beyond high school.

Manifest the highest level of integrity

- Commit to the highest level of ethical behavior and refrain from conflict of interest or the perception thereof.
- Deal with others honestly and fairly, abiding by our commitments and always acting in a manner that merits the trust and confidence others have placed in us.
- Protect the privacy of individual student financial records.
- Promote the free expression of ideas and opinions, and foster respect for diverse viewpoints within the profession.

Support student access and success

- Commit to removing financial barriers for those who want to pursue postsecondary learning and support each student admitted to our institution.
- Without charge, assist students in applying for financial aid funds.
- Provide services and apply principles that do not discriminate on the basis of race, gender, ethnicity, sexual orientation, religion, disability, age, or economic status.
- Understand the need for financial education and commit to educate students and families on how to responsibly manage expenses and debt.

Comply with federal and state laws

- Adhere to all applicable laws and regulations governing federal, state, and institutional financial aid programs.
- Actively participate in ongoing professional development and continuing education programs to ensure ample understanding of statutes, regulations, and best practices governing the financial aid programs.
- Encourage colleagues to participate in the financial aid professional associations available to them at the state, regional, or national level and offer assistance to other aid professionals as needed.

Strive for transparency and clarity

- Provide our students and parents with the information they need to make good decisions about attending and paying for college.
- Educate students and families through quality information that is consumer-tested when possible.

This includes (but is not limited to) transparency and full disclosure on award notices.

- Ensure equity by applying all need-analysis formulas consistently across the institution's full population of student financial aid applicants.
- Inform institutions, students, and parents of any changes in financial aid programs that could affect their student aid eligibility.

Protect the privacy of financial aid applicants

- Ensure that student and parent private information provided to the financial aid office by financial aid applicants is protected in accordance with all state and federal statutes and regulations, including FERPA and the Higher Education Act, Section 483(a)(3)(E) (20 U.S.C. 1090).
- Protect the information on the FAFSA from inappropriate use by ensuring that this information is only used for the application, award, and administration of aid awarded under Title IV of the Higher Education Act, state aid, or aid awarded by eligible institutions.

CODE OF CONDUCT

Institutional members of NASFAA will ensure that:

1. No action will be taken by financial aid staff that is for their personal benefit or could be perceived to be a conflict of interest.
 - a. Employees within the financial aid office will not award aid to themselves or their immediate family members. Staff will reserve this task to an institutionally designated person, to avoid the appearance of a conflict of interest.
 - b. If a preferred lender list is provided, it will be compiled without prejudice and for the sole benefit of the students attending the institution. The information included about lenders and loan terms will be transparent, complete, and accurate. The complete process through which preferred lenders are selected will be fully and publically disclosed. Borrowers will not be auto-assigned to any particular lender.
 - c. A borrower's choice of a lender will not be denied, impeded, or unnecessarily delayed by the institution, even if that lender is not included on the institution's preferred lender list.
 - d. No amount of cash, gift, or benefit in excess of a de minimis amount shall be accepted by a financial aid staff member from any financial aid applicant (or his/her family), or from any entity doing business with or seeking to do business with the institution (including service on advisory committees or boards beyond reimbursement for reasonable expenses directly associated with such service).
2. Information provided by the financial aid office is accurate, unbiased, and does not reflect preference arising from actual or potential personal gain.
3. Institutional award notifications and/or other institutionally provided materials shall include the following:
 - a. A breakdown of individual components of the institution's Cost of Attendance, designating all potential billable charges.
 - b. Clear identification of each award, indicating type of aid, i.e. gift aid (grant, scholarship), work, or loan.
 - c. Standard terminology and definitions, using NASFAA's glossary of award letter terms.
 - d. Renewal requirements for each award.
4. All required consumer information is displayed in a prominent location on the institutional web site(s) and in any printed materials, easily identified and found, and labeled as "Consumer Information."
5. Financial aid professionals will disclose to their institution any involvement, interest in, or potential conflict of interest with any entity with which the institution has a business relationship.

(8/24/15)

Appendix A-3a

Alamo Colleges Code of Conduct

Code of Conduct Our Code of Conduct helps us (Alamo Colleges) uphold our Shared Values by providing guidance for ethical decision making in the workplace. It is a statement of the ethical standards we use as the basis for our decisions and actions.

Adherence to Law and Alamo Colleges Policies

Employees will follow applicable laws, regulations, professional standards, and Alamo Colleges' policies and Code of Conduct.

Confidentiality

We will respect individual privacy and the confidentiality of Alamo Colleges' information. Because we are a public institution, much of the business affairs and official acts of public officials and employees of the Alamo Colleges are subject to the Texas Public Information Act, and employees have no expectation of privacy when using Alamo Colleges equipment or systems. However, Alamo Colleges' employees are responsible for maintaining the confidentiality of Alamo Colleges' information, and for using the information only for conducting Alamo Colleges' business in the course of their assigned duties. We must exercise responsible, ethical behavior when using the Alamo Colleges' computers, networks, or other information resources, including the proper storage, access, control, and disposal of information accessed by or presented to us in any form. Promptly forward information requests from anyone not employed by the Alamo Colleges to nkempf1@alamo.edu. It is important to forward information requests as soon as they are received in order for the Alamo Colleges to meet possible deadlines related to public information request procedures. More information on public information requests is available at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Communications/PIA2.pdf>. Questions regarding the confidentiality of employee or student information should be directed to the District Office of Legal Services. Additional guidance is available in Chancellor's Clarification 08-02 at http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/clarification/Chancellors-Clarification_08-02.pdf.

Conflict of Interest

A conflict of interest is a conflict between the personal interests and the professional responsibilities of an Alamo Colleges' employee. A conflict of interest may occur if an individual's judgment is, might be, or can appear to be influenced by personal interests, or if a reasonable person would perceive a conflict of interest. The first step in managing a potential conflict of interest is to notify your department chair or supervisor that the potential for conflict exists. It is a reality that conflicts may occur, and not all conflicts are bad. If a potential conflict is made known to the supervisor, the situation can be addressed appropriately. Additional information on conflict of interest can be found in Policy D.2.4 - Nepotism,

Conflicts of Interest at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/D.2.4-Policy.pdf>; Procedure D.2.4.2 - Conflicts of Interest at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/D.2.4.2-Procedure.pdf>; and Procedure D.2.4.3 - Conflicts of Interest: Assignments and Outside Activities at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/D.2.4.3-Procedure.pdf>

Copyrights and Logos

Copyright is a form of protection provided by the laws of the United States to the authors of “original works of authorship,” including literary, dramatic, musical, artistic, and certain other intellectual works. This protection is available to both published and unpublished works. The Alamo Colleges adheres to the requirements of U.S. copyright law and also abides by licensing restrictions that govern the copying of software. Employees may not use copyrighted material without first obtaining written permission prior to duplication and distribution. The Alamo Community College District name and the names of each Alamo Colleges’ college may not be used without written permission from the Alamo Colleges. No one may use any of the names or logos of the Alamo Colleges or any Alamo Colleges colleges in a manner that endorses any product or service, either explicitly or implicitly, without prior written permission from the Alamo Colleges. An exception to the exclusive rights enjoyed by copyright owners is the doctrine of fair use. The fair use of a copyrighted work for purposes of teaching, scholarship, or research is not an infringement of copyright. The following factors are considered in determining fair use: 1. The purpose and character of the use, including whether the use is of a commercial nature or is for nonprofit educational purposes. 2. The nature of the copyrighted work. 3. The amount and importance of the portion used in relation to the copyrighted work as a whole. 4. The effect of the use upon the potential market for or value of the copyrighted work. If you have any questions about copyright law or the fair use doctrine, or you need guidance about a specific situation, contact the Vice Chancellor for Academic Success or the District Office of Legal Services. Additional information is available in Alamo Colleges’ policy E.1.7 - Instructional Resources: Copyrighted Materials at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/E.1.7-Policy.pdf>

Donor and Alumni Relations

It is critical to the Alamo Colleges’ continued success that relationships with alumni, donors, and other supporters remain professional and mutually beneficial. This includes using the funds and other assets they provide for the purposes for which they were intended in a timely and fiscally sound manner. Employees must coordinate fund raising activities with the college institutional advancement office or the District Office of Institutional Advancement. The Board of Trustees and the ACCD Foundation have sole authority to accept gifts on behalf of the Alamo Colleges, its colleges, and its programs. If guidance is needed concerning donors or giving opportunities, contact your college institutional advancement office or the District Institutional Advancement Office. For additional information see Alamo Colleges’ procedure C.1.3.1 - Appropriations and Revenue Sources: Donations and Grants from Private Sources at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/C.1.3.1-Procedure.pdf>

Employment

We must treat each employee, student, and other members of the community with respect, honesty and civility. Each employee is expected to work diligently in the performance of his or her assigned duties and to do his or her part in fulfilling the Alamo Colleges' vision and mission. As an employer, the Alamo Colleges will promote a positive work environment that encourages cooperation, collaboration and creativity. Employees must follow Alamo Colleges' policies and state and federal regulations governing employment practices, including Alamo Colleges' policies prohibiting sexual harassment and discrimination. Additional guidance can be found in Alamo Colleges' policy D.1.1 Compliance with Policies and Procedures at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/D.1.1-Policy.pdf>, Policy H.1.2 - Civil Rights Discrimination, Harassment and Retaliation - at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/H.1.2-Policy.pdf> and Procedure H.1.2.1 at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/H.1.2.1-Procedure.pdf>; and Policy H.1.1 - Equal Education and Employment Opportunities at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/H.1.1-Policy.pdf>. Employees may hold secondary jobs provided the employee continues to meet the performance standards of his or her job and complies with Alamo Colleges' policy. For more detailed guidance see Policy D.2.4 - Nepotism, Conflicts of Interest - at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/D.2.4-Policy.pdf> and <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/D.2.4.2-Procedure.pdf> and Procedure D.2.4.3 - Conflict of Interest: Assignments and Outside Activities - at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/D.2.4.3-Procedure.pdf>.

Ensuring Proper Stewardship

We have a responsibility to make sure that Alamo Colleges' resources are used for the purposes for which these resources have been procured. All Alamo Colleges' revenue and expenditures must be recorded and accounted for within the Alamo Colleges' financial system. All Alamo Colleges' employees who manage financial resources or are involved in financial transactions must be familiar with the Alamo Colleges' accounting structure and the policies and procedures that govern these transactions. Employees must record all financial transactions accurately and in a timely manner, leading to a clear identification of the true business nature of each transaction, and must make and approve payments on behalf of the Alamo Colleges only for the purpose described in the supporting documentation. Only Finance and Fiscal Services officials authorized for bank account establishment may establish bank accounts in the name of, or for the benefit of, the Alamo Colleges. Further information is available in Alamo Colleges' policy C.1.1 - Financial Ethics and Accountability at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/C.1.1-Policy.pdf>.

Management of Financial Resources

Each budget manager, along with his or her supervisor, is responsible for financial resource management in compliance with Alamo Colleges' policies and procedures, good business practices, and funding restrictions. The budget manager and supervisor must determine the appropriate balance between internal control and operating efficiency, subject to Alamo Colleges' policies and procedures. Part of this determination involves the delegation of signature authority. While signature authority may in some cases be delegated, budgetary responsibility remains a function of the budget manager. The budget manager and supervisor must make certain that adequate segregation of duties exists. For example, one employee entering payroll data into the payroll system, approving the data entered and receiving the payroll report, earning statements and/or payroll checks provides an opportunity for inappropriate transactions. Another example is a purchasing process where one employee orders goods, approves the order, and receives the goods. Alamo Colleges' employees with responsibility for financial management must:

- review monthly reports of account activity to determine that all transactions are accurate and complete, including supporting documentation that substantiates all transactions
- verify that all entries made to each account are appropriate, comply with Alamo Colleges' policy, and are allowed based on the restrictions (if any) of the funding source; and
- take corrective action to resolve errors and inappropriate transactions posted to the account

Alamo Colleges' employees and trustees shall not take any action to fraudulently influence, coerce, manipulate, or mislead an auditor engaged in the performance of an audit and shall cooperate fully in a timely manner with internal and external auditors.

Protecting Alamo Colleges Assets

We must protect the property, equipment, and other assets of the Alamo Colleges, including, but not limited to, locking doors and cabinets and reporting patterns of unusual behavior. Misuse of assets takes many forms and can involve deception or misrepresentation of facts for personal gain, as well as taking property or funds for personal use. Examples include, but are not limited to: falsification of timekeeping records or expense reports; theft of cash or property; unauthorized or personal use of Alamo Colleges' facilities, vehicles, equipment, supplies, or employee time; and conducting personal activities during work hours. Other examples include unauthorized use of any of the Alamo Colleges' names and logos and inappropriate use of Alamo Colleges' procurement or discounts to the advantage of individuals or non-Alamo Colleges entities. Supervisors must provide the necessary supervision and control to include the use, inventory and disposal of Alamo Colleges' property according to Alamo Colleges' policy. For further information see Alamo Colleges policy C.2.7 - Equipment/Property Management at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/C.2.7-Policy.pdf>; procedure C.2.7.1 - Use of College District Equipment, Supplies and Personnel at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/C.2.7.1-Procedure.pdf> and procedure C.2.7.3 - Disposal of Alamo Colleges' Property at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/C.2.7.3-Procedure.pdf>.

Purchasing and Vendor Relations

Employees throughout the Alamo Colleges have been given authority and responsibility for selected aspects of purchasing and contracting processes. This approach requires that employees involved at all stages of the purchasing and contracting process take responsibility for understanding and implementing Alamo Colleges' policies and procedures regarding purchasing, contracting and vendor relations. Unauthorized transactions are the personal financial responsibility of the individual committing the funds. Employees may not ask for, or accept, from any current or prospective vendor, supplier, or contractor, any cash or negotiable instrument. If the employee is involved in decisions regarding vendor, supplier, or contractor selection or proposals, they also may not accept, from any current or prospective vendor, supplier, or contractor, any benefit of more than nominal value (less than \$50). Even items of nominal value must not be given in exchange for preferential treatment of the donor, and such gifts must not create either actual or perceived conflict of interest. Examples of items of nominal value might include non-cash, non-negotiable token gifts with a value of less than \$50 such as baseball caps, key rings, and coffee mugs. If you have a question about accepting an item from a current or prospective vendor, supplier, or contractor, contact the District Ethics and Compliance Office or the District Office of Legal Services. Departments may not obtain credit cards or establish charge accounts in the name of the Alamo Colleges or any of its component parts. Special rules apply for employee contact with potential vendors and contractors during the bidding/proposal and selection process. For guidance on this topic, see Alamo Colleges' policy C.1.5 - Purchasing and Acquisition at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/C.1.5-Policy.pdf> and also Alamo Colleges' procedure C.2.3.4 - Construction Management at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/C.2.3.4-Procedure.pdf>. For assistance with purchasing goods and services, contact the Purchasing and Contract Administration department.

Travel Regulations

The Alamo Colleges reimburses employees and board members for necessary, appropriately approved travel-related expenses. Employees must obtain advance approval and verify that planned travel is eligible for reimbursement before making arrangements. Be sure to plan travel well in advance and use the most economical means of transportation and other goods and services related to travel as good stewards of the Alamo Colleges' resources. Further information on employee travel is found in Accounts Payable: Travel at <http://share.alamo.edu/ffa/WebPages/Travel.aspx> and click on "Travel Procedures" on the left side of the screen.

Using Computer and Technology Resources

The Alamo Colleges provides computer and technology resources to support the work of employees and students. Employees must follow Alamo Colleges' policies and procedures for responsible use of these resources, which include but are not limited to items such as the Alamo Colleges' network, local area networks, computers and workstations, terminals, mobile computer systems, internet, email and other communication services, and other technology resources. Authorized persons may use these resources for purposes related to instruction, coursework, research, and administration directly related to the mission of the Alamo Colleges. These resources may not be used for personal, private commercial, or

any other non-Alamo Colleges purpose, including but not limited to unauthorized use of software, intent to breach security, using listservs for non-Alamo Colleges purposes, sending chain letters, or the introduction of computer viruses. Access to or sending of pornographic or sexually explicit images or text unrelated to legitimate Alamo Colleges' teaching, research, or administrative responsibility is prohibited. We must protect assigned access codes, passwords, and other authentication data, and never reveal our password(s) to another person, including any other member of the Alamo Colleges' community. For further guidance and information on this topic, see Appropriate Use of Information Technology Resources policy C.1.9 at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/C.1.9-Policy.pdf> and Chancellor's Directive 07-01 at http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/clarification/Chancellors_Directive_07-011.pdf.

[alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/C.1.9-Policy.pdf](http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/C.1.9-Policy.pdf) and Chancellor's Directive 07-01 at http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/clarification/Chancellors_Directive_07-011.pdf.

www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/clarification/Chancellors_Directive_07-011.pdf.

Procedures for Reporting a Violation of the Code of Conduct

Members of the Alamo Colleges' community should report suspected violations of the Code of Conduct by doing the following:

1. Discuss the suspected violation with your immediate supervisor, except when the supervisor is involved. If the immediate supervisor is involved, talk to the next level supervisor. The supervisor (or next level supervisor) will advise you as to the appropriate action to take depending on the nature of the suspected violation. Other resources include Employee Services, the District Ethics and Compliance Office, and the District Office of Legal Services. When Alamo Colleges' policy or procedure provides administrative channels for reporting or resolution, use these channels provided by our policies and procedures.

For concerns about conditions of work, compensation, and other employment-related matters, follow the instructions in Alamo Colleges' Policy D.3.3 and Procedure D.3.3.1- Employee Complaints at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/D.3.3-Policy.pdf> and <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/D.3.3.1-Procedure.pdf> and for complaints about harassment, see Policy H.1.2 - Civil Rights Discrimination, Harassment and Retaliation - at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/H.1.2-Policy.pdf> and Procedure H.1.2.1 at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/H.1.2.1-Procedure.pdf> or contact Human Resources for assistance.

You may use the Ethics Hotline system for cases in which regular channels do not exist, such as fraud, conflict of interest, or other misconduct, or if you wish to remain anonymous (you may provide contact information if you choose to do so). Anonymity and confidentiality will be protected within the limits of the law.

The hotline system consists of a toll-free telephone number - 888-976-2466 - and an Internet reporting site - <https://alamo.tnwreports.com>. More information regarding the hotline system is available on the Alamo Colleges' Ethics website at <http://www.alamo.edu/district/ethics/faqs/> (see the "Hotline System" menu on the left side of the page). Although employment-related matters such as discrimination may be reported through the hotline system, it is not meant to be a substitute for employment-related grievances or appeals (see #1). For these matters, contact Human Resources for assistance and follow the grievance or appeal process provided by Alamo Colleges' policies and procedures.

If the situation involves an immediate danger to people or property, call 911 and the Alamo Colleges Police Department (485-0911).

Retaliation

The Alamo Colleges is committed to the proper resolution of reported matters, and to the protection of both the accused and the accuser in the reporting of suspected violations of law, regulations, professional standards, or Alamo Colleges' policies or Code of Conduct. The identity of individuals who, in good faith, report suspected violations will be protected within the limits of the law. Employees who engage in retaliatory actions will be subject to disciplinary measures, up to and including termination of employment. Report suspected retaliatory actions to Human Resources

For more information, see Policy D.3.2 - Protection from Retaliation at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/D.3.2-Policy.pdf>; Procedure D.3.2.1 - College District Protection from Retaliation - at: <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/D.3.2.1-Procedure.pdf>; and Procedure D.3.2.2 - Statutory Whistleblower Protection - at <http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/policies/D.3.2.2-Procedure.pdf> and Chancellor's Directive 07-02 at http://www.alamo.edu/uploadedFiles/District/Employees/Departments/Ethics/pdf/clarification/Chancellors_Directive_07-02.pdf.

RESPONSIBILITIES

The following table outlines the responsibilities of individuals at each level within the Alamo Colleges to uphold the Code of Conduct.

Board of Trustees	To establish policies that govern ethical behavior on the part of all members of the Alamo Colleges' community.
Chancellor	To provide the vision and leadership for the support of the Ethics and Compliance Program. To put in place a process that creates a culture and climate of personal responsibility and accountability.
District Ethics and Compliance Officer	To review reports of alleged violations and investigate, or refer them, as appropriate, for investigation, to determine whether a violation has occurred and whether actions are warranted.
District General Counsel	To provide advice and research on matters relating to laws applicable to the Alamo Colleges.
College Presidents	To ensure that all members of the college community are aware of the need for complete compliance with the Code of Conduct. To report suspected violations through appropriate administrative channels and to protect both the alleged violator and the individual reporting the
	suspected violation.
Department Chairs, Administrators, Directors, Managers and Supervisors	To encourage and support efforts by employees to perform duties and responsibilities at the highest standards. To ensure that supervisors are promoting excellence in ethical practices through periodic training and daily reinforcement. To report suspected violations through appropriate administrative channels and to protect both the alleged violator and the individual reporting the suspected violation.
Faculty, Staff and Students	To conduct all Alamo Colleges activities in accordance with the Code of Conduct. To report suspected violations through appropriate administrative channels and to protect both the alleged violator and the individual reporting the suspected violation.

Acknowledgment of Receipt

I have read and/or received a copy of the Alamo Colleges' Ethics Handbook and I understand that each Alamo Colleges' employee, agent, consultant, contract worker, trustee, and volunteer is responsible for understanding and following all applicable laws, regulations, professional standards and Alamo Colleges' policies and Code of Conduct.

Signature: _____

Print Name: _____

Title: _____

Campus/Department: _____

Date: _____ Last four digits of SSN: _____

A-3b

FEDERAL BAN ON INCENTIVE COMPENSATION FOR STUDENT RECRUITING ACTIVITIES OR THE AWARDING OF FEDERAL FINANCIAL AID

Introduction

Section 487 (a)(20) of the Higher Education Act (HEA) prohibits the University from providing incentive compensation to employees or third party entities for their success in securing student enrollments or the awarding of Title IV Higher Education Act program funds.

This strict ban on providing incentive compensation for performing these activities is part of a larger set of Program Integrity Rules issued by the Department of Education (DOE) in 2010 with an effective date July 1, 2011. The rules apply to all Title IV eligible institutions.

Definition

Incentive compensation includes commissions, bonus payments, merit salary adjustments, and promotion decisions. Payments made to recruiters based on student academic performance is considered incentive compensation.

Excluded from incentive compensation is a fixed salary or wage. Adjustments to a fixed salary or wage are permitted when adjustments are related to cost of living, length of service, OR for the performance factors identified in this guidance as long as only one salary adjustment a year is made.

Other exclusions from incentive compensation include payments to faculty based on the size of classes taught or on student achievement.

Banned Activities

These rules prohibit the University from providing incentive compensation for only two activities, these are:

1. Recruiting or admissions activities related to success in securing student enrollments, and,
2. Making decisions regarding the awarding of Title IV HEA program funds in the awarding financial aid.

Some examples of covered activities for which incentive compensation is prohibited include, but are not limited to:

- recruitment information targeted to individuals,
- recruiting solicitations to individuals,
- contacting prospective students ,
- making student enrollment or Title IV aid decisions,
- aiding students in completing enrollment applications, and
- completing financial aid applications on behalf of prospective students.

Examples of activities that are exempt from the ban on incentive compensation as long as the employee is not also engaged in covered activities include:

- advertising or marketing activities that provide college or program information to the public or groups of potential students,
- collecting contact information, and
- providing student support services after the disbursement of financial aid such as career counseling, tutoring, online course support.

Remember that only incentive compensation payments made to individuals for the covered activities are subject to the ban.

Exception

These rules do not apply to the recruitment of foreign students residing in foreign countries who are not eligible to receive Federal student assistance.

Which positions are covered by the regulation

These rules apply to positions performing the restricted activities. Certain University departments such as Admissions Offices or Student Financial Services will have a number of employees subject to the ban since these departments typically perform covered activities. These restrictions may apply to higher-level employees with responsibilities for the covered activities.

Additionally, these rules apply to ANY employee in any department that is directly engaged in recruiting students. Employees may not be compensated based on their success in enrolling students. Special care should be taken when reviewing the performance of employees that may perform recruiting activities as a nominal part of their work to

ensure that compensation decisions are not made in relation to the success of these activities in securing student enrollment.

Generally, these rules do not apply to senior level managers and executive employees that are only involved in the development of policy and do not engage in individual student contact related to the restricted activities.

Allowable Criteria for Evaluations

There are a number of standard evaluative factors that can be used to assess the performance of these employees in relation to the restricted activities, including:

- job knowledge (knowledge of University programs, policies and guidance),
- professionalism (providing quality customer service, respecting customer privacy, and demonstrating proper etiquette with students and co-workers),
- analytic ability (ability to troubleshoot and solve problems),
- communication skills (written, verbal),
- use of technology (ability to use available technology available to carry out duties),
- dependability (follow through with customers, punctuality, low absenteeism),
- customer evaluations (feedback from students, parents, co-workers or other individuals/organizations the individual works with), and
- initiative (displays positive attitude).

Merit raises or bonuses for employees performing these restricted activities?

As long as it is demonstrated through employee evaluations that payments are driven by the assessment of the evaluative factors noted above in relation to the covered activities and not related to success in securing student enrollments or awarding financial aid. Employees with additional duties unrelated to the covered activities may be evaluated on their performance of those additional duties.

Athletics

The rules apply to recruitment for athletics; however, bonus or other incentive payments to athletic personnel are typically permitted for successful athletic programs including compensation for a successful athletic season, team academic performance, or other measures of team success.

Third party vendors

These restrictions extend to payments to third party entities; however, specific rules may apply if a vendor is providing bundled activities that include covered as well as other activities. Please review third party agreements to ensure they do not include incentivized payments for the covered activities and request assistance from the Office of General Counsel before authorizing any third party agreements that may contain these activities.

Appendix A-4

Alamo Colleges SFA Calendar of Activities

JANUARY

GE Report

Data Days

New AY staff training

Student survey

Review state and campus-based awarding

Banner regulatory upgrade

Begin new-year chain

Convene default aversion committee

Spring registration and disbursement updates

Outreach reports

Board FA Update

Updates:

FA Priority Date posters

New-year RTVMESG and ROAMESG messaging

Student message content in ACES

Weave

Action plans

FEBRUARY

Mid-year CB report

Final TEXAS/TEOG grant fund request

CB COA Budgets

ISIR load

Tracking

Message class imports

Funds request: TEOG and TEXAS grant

Call center training

AD meeting

EDE correction process

Updates:

Website tutorials

Consumer information

FA forms

Priority date media

MARCH

Review summer awarding philosophy

Communications to district PR website

Summer applications

Summer training

Summer packaging (workflow)

Summer R2T4
Set up new year budget estimates
Assign budgets
Packaging
DL processing, flex II disbursement
Financial literacy events calendar
Upcoming year budget development
Updates:
Workflow
Summer ROAMESG

APRIL

New year compliance reports
Review disbursement calendar
CB Budgets
FA appeals updates and staff training
Upcoming year budget review
SWASFAA dues
Updates:
WEAVE (with progress)
Website tutorial
Purge protocol
TG Conference

MAY

Priority deadline May 1st
Mid- year transfers
Run SAP, process award adjustments
Summer DL disbursements
TCWS spring end work date
TCWS & HR planning meeting
Summer workflow monitoring stats
District action plan
TCC conference

JUNE

Continue to award for new academic year and summer
System Accountability Report

JULY

Continue to award for new academic year and summer
LCME Report

AUGUST

Disburse fall aid
Continue to award for new academic year

SEPTEMBER

Continue to award for new academic year
Begin Coordinating Board Database Report
Complete FISAP Report

OCTOBER

NOVEMBER

State Report of Fiscal Activities
State Texas Grant Program
ACCESS Professional and Graduate Conference
VA Conference
DOE-EAC Conference

DECEMBER

Review awarding processes for next year
Disburse funds for Medical Students (mid-year)
Load new-year release into TEST

(8/24/15)

Appendix A-4a

Alamo Colleges Financial Aid Loan Process Flow

I. Data Load students into Banner (Mondays/Wednesdays)

Automated via UC4. If necessary, complete Data Load Process using the following steps:

- 1) Pull EDE records from EDConnect. (*IGSA16OP*. * IGSG16OP*. * IDSA16OP*. * IGCO16OP*. * etc.*)
EDE files into Z:\1516\Processing.
- 2) Click **FILECAT Easy Button icon for the Aid Year** *The EDE Files and File Cat process are in the Z:\1516\Processing folder.* The Easy Button will concatenate (combine) multiple ISIRS into one 1516esar.tap file for processing. The Filecat.bat process will create a separate esar.tap file for both regular ISIRS and Alamo requested Corrections.

Load all regular ISIRS (all except IGCO) first by completing Steps 3-6 below.

(Corrections will be loaded separately)

- 3) Request that IT drag and drop the 1516esar.tap file from the Z:\1516\Processing folder into the Finaid on **Bannercore** Directory.
- 4) **RCPTP16-** load into temporary table. If saved from a previous run, the Parameter Set is RCPTP16(If not, see parameters below). Next block, click in Submission area, save, click on Options, Review output, double click in file name and reports will appear for review. (Print to Database to determine when process has successfully completed. Check for errors. At bottom of report, you should see “normal EOJ” and the number of applicants loaded to the table. Do not start next process until this has completed.) **NO NEED TO**

PRINT BUT GET COUNT FROM LAST PAGE

01	Aid Year	1516
02	Data Source Code	EDE
03	Import Filename	1516esar.tap
04	Generated ID/Use SSN Indicator	G
05	Recalculate Need Indicator	N
06	Address Type Code	00
07	Telephone Type Code	00

08	Student Email Address Type	ISIR
09	Parent Email Address Type	ISIR
10	Export Error Records	Y
11	Export File Name	isirerrs.txt

- 5) **RCPMTCH**- This process will help determine if students coming in on EDE files are new to Alamo or not. If saved from a previous run, the Parameter Set is EDE_MATCH (If not, see parameters below). Check reports as in step 4. Check log to see if process completed successfully. Check list **NO NEED TO PRINT BUT GET COUNT FROM LAST PAGE**

01	Aid Year	1516
02	Data Source Code	EDE
03	Generated ID or SSN	G
04	Value for New Students	H
05	Sort Order Indicator	N
06	Common Matching Source Code	FA EDE DATA LOAD

IF YOU WORK SUSPENCE NOW, YOU CAN LOAD THEM WITH THE REGULAR ISIRS

RCRSUSP- Clean out the suspense file making students M (match) or N (new).

Datasource = EDE , then next block to see each student.

For duplicates, determine which ISIR has the highest transaction number and delete any others from the temporary table. To delete a record, you would place a check in the “delete record” box, then save. When you have checked all those you wish to delete, go to Options and select “delete temporary records”. For those in suspense, next block 3 times to see match or potential matches. Check for matching information like social, birth date, address, etc. If a match, select ID. At next screen hit select ID again. Then put an M in the override field and save. Roll back to work on the next ISIR in suspense. If New (no Banner match), we do not load.

- 6) **RCRTP16**- run this process to load the new and matched students in Banner before cleaning out the suspense file. If saved from a previous run, the Parameter Set is DATALOAD_PT3 (If not, see parameters below).

01	Aid Year Code	1516
02	Data Source Code	EDE
03	Load Option for Need Analysis	1
04	Not Used	
05	NSLDS Print Option	Y
06	Need Analysis Print Option	Y

07	Recruiting Option	N
08	Recalculate Need Analysis Option	N
09	NSLDS Output Application ID	
10	NSLDS output Selection	
11	NSLDS Output Creator ID	
12	ISIR Creation Option	Y
13	Not Used at this time	
14	Process Indicator	B
15	Temporary PIDM	
16	Update Postal Address	N
17	Update Telephone Number	N
18	Update E-Mail Address	Y
19	Update Social Security Number	Y
20	Name Type Code	
21	Address Source Code	

You'll get a log and a list but also an apps.lis, need.lis, NSLDS.lis – Save and review all.

BATCH GROUPING/BATCH POSTING PROCESS

GLBDATA

This process identifies the ISIR files that were recently loaded, either through the manual or automated dataload processes.

1. FAFSAS_LOADED2 – Run population to find students who were loaded through the automated dataload process.

Parameters:

01 Selection Identifier 1	FAFSAS_LOADED2
06 Application Code	FINAID
07 Creator ID of Selection ID	ITPOPSEL

Submit, Save.

88 AID_YEAR 1516

88 DATE_LAST_RUN *Date the automated FAFSAS_LOADED2 process was run.*

Submit, Save, Options|Review Output. Review .log file.

After GLBDATA executes, proceed to next process

If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Alan Ahmad.

2. FAFSA_UPDATED – Run population to find students who were loaded through the automated dataload process.

Parameters:

01 Selection Identifier 1	FAFSA_UPDATED
06 Application Code	FINAID
07 Creator ID of Selection ID	ITPOPSEL

Submit, Save.

88 AID_YEAR 1516

88 DATE_LAST_RUN *Date the automated FAFSA_UPDATED process was run.*

Submit, Save, Options|Review Output. Review .log file.

After GLBDATA executes, proceed to next process

If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Alan Ahmad.

RORPOST

This process associates the popsel with instructions that post Tracking Requirements related to C-flags from ISIR

1. Select 1516 Aid Year
2. Click button at top, Remove All Select Indicator
3. Click in field on top right, Category Value. Enter **AW_SARC**
4. Click button to left of Select Category.

RORBPST

Run this for aid year 1516. This job executes the lines of instructions that were selected in RORPOST.

RORGRPS

1. run this with a "T" in the Group Type Indicator parameter to assign tracking groups to the students who are in the "FAFSAS_LOADED2" popsel.

- run this with a "T" in the Group Type Indicator parameter to assign tracking groups to the students who are in the "FAFSA_UPDATED" popsel.

GLBDATA

run the "REGROUP_TRACKING" popsel to identify students who are in a tracking group based on their FAFSA and not on SGASTDN.

RORGRPS

run this with a "T" in the Group Type Indicator parameter to re-assign tracking groups to the students who are in the "REGROUP_TRACKING" popsel.

GLBDATA

run the following popsels

1. CHILD_SUPPORT_PAID2
2. FOOD_STAMPS2
3. PAR_DRT_MATCH
4. PAR_DRT_REV_MATCH
5. STD_DRT_MATCH
6. STUD_DRT_REV_MATCH
7. NLC_HOME
8. REMOVE_NLC
9. SEL_FEMALE
10. HAS_DEGREE
11. HI_SCHOOL
12. HST_NO_HS
13. TRANSIENT
14. TRANSIENT_CLEAR
15. INACTIVE
16. INACTIVE_CLEAR
17. MISMATCH_DOB
18. MISMATCH_DOB_CLEAR
19. MISMATCH_SSN
20. MISMATCH_SSN_CLEAR
21. MYMAP_INCOMPLETE_CLEAR
22. NON_ELIGIBLE_RESID
23. NON_ELIGIBLE_RESID_CLEAR
24. UEH_ALAMO
25. ACTIVE_SGBSTDN

RORPOST

In the aid year 1516, remove all the other selection so that all the check marks are removed from all the lines of instructions in RORPOST. Then select the "AW_SARD" category code, which places a check mark by of the lines of instructions that have the category code "AW_SARD." Each of the popsels listed in procedure #7 is associated with a particular line of instruction.

RORBPST

run this for aid year 1516. This job executes the lines of instructions that were selected in RORPOST.

GLBDATA

run the "READY_FOR_BUDGET" popsel to select records that were most recently loaded and who can have a budget group assigned to them.

RBRPBGP

run this with a "B" in the Group Type Indicator parameter to assign budget groups to the students who are in the "READY_FOR_BUDGET" popsel with term 201610, then rerun with term 201620.

GLBDATA

run the "REGROUP_BUDGET" popsel to select records that need to be re-budgeted.

RBRPBGP

run this with a "B" in the Group Type Indicator parameter to assign budget groups to the students who are in the "REGROUP_BUDGET" popsel with term 201610, then rerun with term 201620.

NSLDS POST SCREENING REVIEW: If an NSLDS post screening ISIR is received for a student for whom we have already resolved the aggregate limit issue, a locked record will not prevent the new information from populating RNASL16.

RCRSUSP- clean out the suspense file making students M (match) or N (new).

Datasource = EDE

For duplicates, determine which ISIR has the highest transaction number and delete any others from the temporary table. For those in suspense, next block 3 times to see match or potential matches. Check for matching information like social, birth date, address, etc. If a match, select ID. At next screen hit select ID again. Then put an M in the override field and save. Roll back to work on the next ISIR in suspense. If New, select ID only once and enter N for N in the override field. These records will not load until the next time the dataload process is run, usually the next day.

II. Send Tracking Letters (Mondays/Wednesdays)

We will send email letters a student's ACCD email account

Reference – RORELTF is used to build an email. Email letter rules are on RORELTR.

1. Extract the population selection you want to send tracking letters to using **GLBDATA**. Parameter set = **TRACKING_LETTER**

01	Selection ID 1	TRACKING_LETTER
02	Selection ID 2	TRACKING_EXCLUDE
03	New Selection Id	TRACKING_RESULTS
04	Description	Will get a letter
05	Union/Intersection/Minus	M

06	Application Code	FINAID
07	Creator ID	<i>User's Banner ID</i>
08	Detail Execution Report	

2. Run **ROREMAL** – parameter set = **TRACKING_LETTER**

This will send email to the appropriate students needing to complete tracking requirements. Email addresses for this process must exist on **GOAEMAL**

01	Aid Year Code	1516
02	Email Letter Code	FA_TRACKING
03	Email Address Type Preference	1LIVE
04	Student ID	
05	Application ID	FINAID
06	Selection ID	TRACKING_RESULTS
07	Creator ID	<i>User's Banner ID</i>
08	User ID	<i>User's Banner ID</i>
09	Audit/Update Mode	U
10	Email Subject Text	Alamo Colleges, Financial Aid
11	FROM Email Address	dst_sfs@alamo.edu
12	Email Sender's Name	Student Financial Aid
13	Mail Host	Mail.alamo.edu
14	Mail Host Port Number	25
15	Comment-Type	Text/plain
16	Extra Line Feed	N
17	Use only defined email types	N

END HERE IF SENDING EMAILS

Complete Verification Procedures (Daily, V1/V5/V6 outsourced to ProEd)

VERIFICATION REVIEW STEPS: To find students ready for verification: Go to GLBDATA and run VERIFICATION_PENDING Selection ID. This will get a list of students who have all documents required for verification in P “Received, Not Yet

Reviewed” status. You can view students on this list or extract them into a spread sheet on GLIEXTR.

- 1) On **RRAAREQ** confirm which documents are needed to complete Verification. Don't start Verification until all necessary forms are here.
- 2) Using student's/parent's tax information, etc. compare to what was reported on the FAFSA by reviewing the Needs Analysis Verification Form **RNANA16**. Adjust as necessary to change data.
- 3) If any data was changed, Save and then click on Calculate Need to re-calculate the new EFC. (See EDE Corrections)
- 4) Lock Record before leaving RNANA16.
- 5) On **ROAPELL**, indicate the verification status is accurate by changing the Verification status to a "V". Note: Pell Grant will not disburse until a valid SAR has been received (if corrections were necessary).
- 6) GO to **RRAAREQ** and to confirm that all verification documents are 'C' for completed.
- 7) When Corrected ISIR file is received (IGCOXXOP) load using instructions in Section One at the start of this document.

THE CORRECTIONS EXPORTING PROCESS (TUESDAY/THURSDAY)

RLRLOGG

This process logs all the ISIR corrections that have been made during verification

1. Run this process just before exporting corrections, to load corrections into the permanent tables.
2. This process logs all the ISIR corrections that have been made during verification
3. No one should make corrections to ISIR data between this step and the actual export step.

Parameters

01 Aid Year code for logging 1516

Submit, Save, Options|Review Output. Review .log file.

1. Save the output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.
2. After RLRLOGG executes, proceed to next process
3. If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

GLBDATA

The following population selections will filter students from each college

1. ISIR_CORR_SAC – run this for students from SAC
Run population selection for find records that need be assigned a Packaging Group.
Parameters:
01 Selection Identifier 1 ISIR_CORR_SAC
06 Application Code FINAID
07 Creator ID of Selection ID ITPOPSSEL
Submit, Save.
88 AID_YEAR 1516
Submit, Save, Options|Review Output. Review .log file.
 - After GLBDATA executes, proceed to next process
 - If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.
2. ISIR_CORR_NVC – run this for students from NVC
Run population selection for find records that need be assigned a Packaging Group.
Parameters:
01 Selection Identifier 1 ISIR_CORR_NVC
06 Application Code FINAID
07 Creator ID of Selection ID ITPOPSSEL
Submit, Save.
88 AID_YEAR 1516
Submit, Save, Options|Review Output. Review .log file.
 - After GLBDATA executes, proceed to next process
 - If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.
3. ISIR_CORR_SPC – run this for students from SPC
Run population selection for find records that need be assigned a Packaging Group.

Parameters:

01 Selection Identifier 1 ISIR_CORR_SPC
06 Application Code FINAID
07 Creator ID of Selection ID ITPOPSEL

Submit, Save.

88 AID_YEAR 1516

Submit, Save, Options|Review Output. Review .log file.

- After GLBDATA executes, proceed to next process
- If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

4. ISIR_CORR_PAC – run this for students from PAC

Run population selection for find records that need be assigned a Packaging Group.

Parameters:

01 Selection Identifier 1 ISIR_CORR_PAC
06 Application Code FINAID
07 Creator ID of Selection ID ITPOPSEL

Submit, Save.

88 AID_YEAR 1516

Submit, Save, Options|Review Output. Review .log file.

- After GLBDATA executes, proceed to next process
- If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

REBCD16

This process extracts the ISIR changes into a file to send to EDConnect

- This will have to be run 4 times, once for each pop sel. This needs to be run in this order:

1. ISIR_CORR_SAC

Parameters

01 Aid Year Code 1516
02 Resend Prev. Processed Records N
03 Resend for Prior Date
04 Application ID FINAID
05 Selection ID ISIR_CORR_SAC
06 Creator ID ACCDAPP12
07 User ID ACCDAPP12
08 Resend for Prior Date/Hour
09 Resend for Prior Date/Minute
10 Send with Discrepant Trans #'s Y
11 Processing Type A
12 Federal School Code 009163

- Save the output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.
- After REBCD15 successfully executes, proceed to next process
- If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

2. ISIR_CORR_NVC

Parameters

01 Aid Year Code 1516

- | | | |
|----|--------------------------------|---------------|
| 02 | Resend Prev. Processed Records | N |
| 03 | Resend for Prior Date | |
| 04 | Application ID | FINAID |
| 05 | Selection ID | ISIR_CORR_NVC |
| 06 | Creator ID | ACCDAPP12 |
| 07 | User ID | ACCDAPP12 |
| 08 | Resend for Prior Date/Hour | |
| 09 | Resend for Prior Date/Minute | |
| 10 | Send with Discrepant Trans #'s | Y |
| 11 | Processing Type | A |
| 12 | Federal School Code | 033723 |
- Save the output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.
 - After REBCD15 successfully executes, proceed to next process
 - If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

3. ISIR_CORR_SPC

Parameters

- | | | |
|----|--------------------------------|---------------|
| 01 | Aid Year Code | 1516 |
| 02 | Resend Prev. Processed Records | N |
| 03 | Resend for Prior Date | |
| 04 | Application ID | FINAID |
| 05 | Selection ID | ISIR_CORR_SPC |
| 06 | Creator ID | ACCDAPP12 |
| 07 | User ID | ACCDAPP12 |
| 08 | Resend for Prior Date/Hour | |
| 09 | Resend for Prior Date/Minute | |
| 10 | Send with Discrepant Trans #'s | Y |
| 11 | Processing Type | A |
| 12 | Federal School Code | 003608 |
- Save the output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.
 - After REBCD15 successfully executes, proceed to next process
 - If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

4. ISIR_CORR_PAC

Parameters

- | | | |
|----|--------------------------------|---------------|
| 01 | Aid Year Code | 1516 |
| 02 | Resend Prev. Processed Records | N |
| 03 | Resend for Prior Date | |
| 04 | Application ID | FINAID |
| 05 | Selection ID | ISIR_CORR_PAC |
| 06 | Creator ID | ACCDAPP12 |
| 07 | User ID | ACCDAPP12 |
| 08 | Resend for Prior Date/Hour | |
| 09 | Resend for Prior Date/Minute | |
| 10 | Send with Discrepant Trans #'s | Y |
| 11 | Processing Type | A |
| 12 | Federal School Code | 016615 |

- Save the output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.
- After REBCD16 successfully executes, proceed to next process
- If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

This will produce 4 ISIR correction files: CORRxxIN_jobnumber.dat which will need to be moved from Banjobs to Edconnect

BANNER DIRECTORY – IT PROCESS

Go to Banner Directory /u01/home/banjobs/PROD and copy the 4 newly created CORRxxIN_jobnumber.dat files. Send one copy of each to ePrint.

EDCONNECT

Transfer the 4 CORRxxIN_jobnumber.dat files using EdConnect.- CORR!#IN

IMPORTING CORRECTIONS (TUESDAY/THURSDAY)

EDCONNECT

1. Download records from EDCONNECT, saving the only the specified files into the shared drive "I:\IAM\Data" or Server "FINAPPS C:\IAM\DATA"
2. **Download only** **IGCO16OP** files and **CORE16OP** files
3. Use EDEcatxx.bat to concatenate the 6files into one file named **1516esar.tap.**
4. **DO NOT** include any of the following files in the concatenated **1516esar.tap:**
 - a. IGSGxxOP
 - b. IGAAxxOP
 - c. IGSAxxOP
 - d. ISRFxxOP
 - e. CORExxOP**DO NOT** include any other file types in the concatenated **1516esar.tap**
5. Log into FTP, find the Banner Folder and FTP the xxxesar.tap from I:\IAM\Data or Server FINAPPS C:\IAM\DATA
6. To /u01/app/sct/dataload/finaid.
7. **Save a copy of the downloaded files to ePrint.**

BANNER DIRECTORY

Log into FTP, find the Banner Folder and FTP the xxxesar.tap and all **core16op** files from I:\IAM\Data or Server FINAPPS C:\IAM\DATA to /u01/app/sct/dataload/finaid

GLBDDATA

The following population selection will select locked records

Parameters:

01	Selection Identifier 1	VERIFIED_LOCKED_ISIR
06	Application Code	FINAID
07	Creator ID of Selection ID	ACCDAPP12

Submit, Save.

88 **AID_YEAR** 1516

Submit, Save, Options|Review Output. Review .log file.

RORPOST

This process associates the popsel with instructions that post corrected academic level to student records

1. Select 1516 Aid Year
2. Click button at top, Remove All Select Indicator
3. Click in field on top right, Category Value. Enter **AW_UNLOCK**
4. Click button to left of Select Category.
5. SAVE, EXIT

RORBPST

This process will execute the instructions selected in RORPOST.

Parameters:

01	Aid Year Code	1516
----	---------------	------

02 Print Report Y

Submit, Save, Options|Review Output. Review .log file.

1. After RORBPST executes, proceed to next process
2. If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

→INSERT THE 1516 ISIR DATALOAD UC4 CHAIN ←

GLBDATA

1. The following population selection will select locked records

Parameters:

01	Selection Identifier 1	VERIFIED_UNLOCKED_ISIR
06	Application Code	FINAID
07	Creator ID of Selection ID	ACCDAPP12

Submit, Save.

88 AID_YEAR 1516

Submit, Save, Options|Review Output. Review .log file.

2. The following population selection will select students who recently had ISIRs loaded

Parameters:

01	Selection Identifier 1	FAFSAS_LOADED
06	Application Code	FINAID
07	Creator ID of Selection ID	ACCDAPP12

Submit, Save.

88 AID_YEAR 1516

88 DATE_FAFSAS_LOADED TODAY'S DATE

Submit, Save, Options|Review Output. Review .log file.

RORPOST

This process associates the popsel with instructions that post corrected academic level to student records

5. Select 1516 Aid Year
6. Click button at top, Remove All Select Indicator
7. Click in field on top right, Category Value. Enter **AW_LOCK**
8. Click button to left of Select Category.
9. Click in field on top right, Category Value. Enter **AW_SARC**
10. Click button to left of Select Category
11. SAVE, EXIT

RORBPST

This process will execute the instructions selected in RORPOST.

Parameters:

01	Aid Year Code	1516
02	Print Report	Y

Submit, Save, Options|Review Output. Review .log file.

1. After RORBPST executes, proceed to next process

2. If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

RERCE16

This process will load each CORE16OP.dat file has been downloaded from EdConnect.

Parameters:

01 Correction Error File filename must be in lowercase example: "core16op.dat"

Repeat until all files have been loaded.

- a. Save the input and output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.
- b. After RERCE16 executes, send email to Financial Aid Directors and Associate Directors so that they may resume correction activities.
- c. If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

BANNER DIRECTORY

Delete xxxxESAR.TAP from the Banner PROD dataload directory so that it cannot be loaded into Banner PROD again. If xxxxESAR.TAP is not deleted, it may accidentally get loaded again. Doing so would create duplicate ISIR transactions in the temporary tables and would require data cleanup measures.

House-cleaning Tip: Regularly (Weekly) run the VP_E Population Selection on GLBDATA to find student where a Corrected ISIR has not been received or where the Corrected ISIR (IGCOxx) has not been loaded as current.

Run RPPINFO to see resources submitted on web once a week, usually on Friday; be sure to enter beginning and ending date to narrow down. Mark as reviewed on RPAINFO.

THE PACKAGING PROCESS

GLBDATA- FIND STUDENTS WHO ARE READY TO PACKAGE

Run population selection for find records that need be assigned a Packaging Group.

Parameters:

01	Selection Identifier 1	READY_FOR_PACK
06	Application Code	FINAID
07	Creator ID of Selection ID	ITPOPSEL

Submit, Save, Options|Review Output. Review .log file.

4. Save the output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.
5. After GLBDATA executes, proceed to next process
6. If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

Run a population selection for any records that need to be reassigned to a different Packaging Group.

Parameters:

01	Selection Identifier 1	REGROUP_PACKAGING
06	Application Code	FINAID
07	Creator ID of Selection ID	ITPOPSEL

Submit, Save, Options|Review Output. Review .log file.

1. Save the output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.
2. After GLBDATA executes, proceed to next process
3. If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

RORGRPS

Assign Packaging Groups using population selection

RORGRPS Parameters:

01	Aid Year Code	1516
02	Group Type Indicator	P
03	Term Code	201610
04	Process Indicator	B
05	Applicant ID	
06	Use All Applicants Indicator	N
07	Application ID	FINAID
08	Selection ID	READY_FOR_PACK
09	Creator ID	ITPOPSEL
10	User ID	ACCDAPP12

Submit, Save, Options|Review Output. Review .log file.

1. Save the output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.
2. After RORGRPS executes, proceed to next process
3. If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

Re-Assign Packaging Groups using population selection

RORGRPS Parameters:

01	Aid Year Code	1516
02	Group Type Indicator	P
03	Term Code	201610
04	Process Indicator	B
05	Applicant ID	
06	Use All Applicants Indicator	N
07	Application ID	FINAID
08	Selection ID	REGROUP_PACKAGING
09	Creator ID	ITPOPSEL
10	User ID	ACCDAPP12

Submit, Save, Options | Review Output. Review .log file.

1. Save the output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.
2. After RORGRPS executes, proceed to next process
3. If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

GLBDATA

Execute GLBDATA for these popsels

1. YR_IN_COLLEGE_1st

Run population selection for find records that need be assigned a Packaging Group.

Parameters:

01	Selection Identifier 1	YR_IN_COLLEGE_1ST
06	Application Code	FINAID
07	Creator ID of Selection ID	ITPOPSEL

Submit, Save, Options | Review Output. Review .log file.

- Save the output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.
- After GLBDATA executes, proceed to next process
- If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

2. YR_IN_COLLEGE_2nd

Run population selection for find records that need be be assigned a Packaging Group.

Parameters:

01	Selection Identifier 1	YR_IN_COLLEGE_2ND
06	Application Code	FINAID
07	Creator ID of Selection ID	ITPOPSEL

Submit, Save, Options | Review Output. Review .log file.

- Save the output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.
- After GLBDATA executes, proceed to next process
- If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

3. YR_IN_COLLEGE_3

Run population selection for find records that need be be assigned a Packaging Group.

Parameters:

01 Selection Identifier 1 YR_IN_COLLEGE_3
06 Application Code FINAID
07 Creator ID of Selection ID ITPOPSEL

Submit, Save, Options|Review Output. Review .log file.

- Save the output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.
- After GLBDATA executes, proceed to next process
- If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

4. YR_IN_COLLEGE_4

Run population selection for find records that need be assigned a Packaging Group.

Parameters:

01 Selection Identifier 1 YR_IN_COLLEGE_4
06 Application Code FINAID
07 Creator ID of Selection ID ITPOPSEL

Submit, Save, Options|Review Output. Review .log file.

- Save the output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.
- After GLBDATA executes, proceed to next process
- If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

RORPOST

This process associates the popsel with instructions that post corrected academic level to student records

12. Select 1516 Aid Year
13. Click button at top, Remove All Select Indicator
14. Click in field on top right, Category Value. Enter **AW_YR_COLLEGE**
15. Click button to left of Select Category.
16. SAVE, EXIT

RORBPST

This process will execute the instructions selected in RORPOST.

Parameters:

01 Aid Year Code 1516
02 Print Report Y

Submit, Save, Options|Review Output. Review .log file.

3. Save the output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.
4. After RORBPST executes, proceed to next process
5. If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

GLBDATA

Run population selection to find records that need to have an updated EFC calculation.

Parameters:

01 Selection Identifier 1 VER_WAITING
06 Application Code FINAID
07 Creator ID of Selection ID ITPOPSEL

Submit, Save, Options|Review Output. Review .log file.

- Save the output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.

- After GLBDATA executes, proceed to next process
- If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

RNPFM16

Run before packaging to insure that correct EFC is used.

Parameters:

01	Aid Year Code	1516
02	Process Indicator	R
04	Application Code	FINAID
05	Selection ID	VER_WAITING
06	Creator ID	ITPOPSEL
07	User ID	ACCDAPP
08	Report Options	X

Submit, Save, Options | Review Output. Review .log file.

- Save the output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.
- After GLBDATA executes, proceed to next process
- If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

GLBDATA

Run population selection to find records that are ready for packaging.

Parameters:

01	Selection Identifier 1	READY_AUTO_PKG
06	Application Code	FINAID
07	Creator ID of Selection ID	ITPOPSEL

Submit, Save, Options | Review Output. Review .log file.

- Save the output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.
- After GLBDATA executes, proceed to next process
- If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

RPEPCKG

Use Aid year 1516

Parameters:

01	Aid Year	1516
02	Process Indicator	B
03	Action Indicator	A*
04	Applicant ID	(blank)
05	Packaging Group Code	(blank)
06	Application Code	FINAID
07	Selection ID	READY_AUTO_PKG
08	Creator ID	ITPOPSEL
09	User ID	ACCDAPP12
10	Ignore Package Complete Date	N
11	Print Report	B
12	Ignore Tracking Requirements	N

13	Award Exhausted Fund Option	N
14	Calculate Pell Award	Y

*Note: When being run manually, the process can be run in Simulation Mode to review for awarding limits. Submit, Save, Options|Review Output. Review .log file.

- Save the output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.
- After GLBDATA executes, proceed to next process
- If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

GLBDATA

Run population selection to find records that need to be locked after being packaged.

Parameters:

01	Selection Identifier 1	PACKAGED_LOCK
06	Application Code	FINAID
07	Creator ID of Selection ID	ITPOPSEL

Submit, Save, Options|Review Output. Review .log file.

- Save the output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.
- After GLBDATA executes, proceed to next process
- If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

RORPOST

This process associates the popsel with instructions that will lock ISIR records for packaged students.

17. Select 1516 Aid Year
18. Click button at top, Remove All Select Indicator
19. Click in field on top right, Category Value. Enter **AW_PLOCK**
20. Click button to left of Select Category.
21. SAVE, EXIT

RORBPST

This process will execute the instructions selected in RORPOST.

Parameters:

01	Aid Year Code	1516
02	Print Report	Y

Submit, Save, Options|Review Output. Review .log file.

6. Save the output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.
7. After RORBPST executes, proceed to next process
8. If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

PACKAGING COMMUNICATIONS

GLBDATA

1. Run population selection to find students who were packaged and need an award letter sent to them.

Parameters:

01	Selection Identifier 1	APPWORX_EMAIL_AWARD_LETTER
06	Application Code	FINAID
07	Creator ID of Selection ID	ITPOPSEL

Submit, Save, Options | Review Output. Review .log file.

- Save the output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.
- After GLBDATA executes, proceed to next process
- If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

2. Run population selection to find students who were not at the time of packaging.

Parameters:

01	Selection Identifier 1	APPWORX_AWARD_NOT_ELIG
06	Application Code	FINAID
07	Creator ID of Selection ID	ITPOPSEL

Submit, Save, Options | Review Output. Review .log file.

- Save the output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.
- After GLBDATA executes, proceed to next process

If it fails, stop processing, send email to Michelle Hill, Lucy Odell or Noe Ortiz.

ROREMAL

Run the ROREMAL process to send Award Email Notification to ACCD email address type

ROREMAL Parameters:

01	Aid Year Code	1516
02	Email Letter Code	FA_AWARD
03	Email Address Type Preference	1LIVE
04	Student ID	
05	Application ID	FINAID
06	Selection ID	APPWORX_EMAIL_AWARD_LETTER
07	Creator ID	ITPOPSEL
08	User ID	ACCDAPP12
09	Audit/Update Mode	U
10	Email Subject Text	Financial Aid Notification
11	FROM Email Address	dst_sfs@alamo.edu
12	Email Sender's Name	Student Financial Aid
13	Mail Host	mail.alamo.edu
14	Mail Host Port Number	25

- a. Save the output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.
roremal_jobnumber.log The log file will show if the process completed successfully. If not, there will be error reports that can be given to IT to help resolve the issue.

roremal_jobnumber.lis The list file will show the students and email addresses, and that the message was sent.

Run the ROREMAL process to send NOT ELIGIBLE notification to ACCD email address type

ROREMAL Parameters:

01	Aid Year Code	1516
02	Email Letter Code	FA_AWARD
03	Email Address Type Preference	1LIVE
04	Student ID	
05	Application ID	FINAID
06	Selection ID	APPWORX_AWARD_NOT_ELIG
07	Creator ID	ITPOPSEL
08	User ID	ACCDAPP12
09	Audit/Update Mode	U
10	Email Subject Text	Financial Aid Notification
11	FROM Email Address	dst_sfs@alamo.edu
12	Email Sender's Name	Student Financial Aid
13	Mail Host	mail.alamo.edu
14	Mail Host Port Number	25

a. Save the output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.

roremal_jobnumber.log The log file will show if the process completed successfully. If not, there will be error reports that can be given to IT to help resolve the issue.

roremal_jobnumber.lis The list file will show the students and email addresses, and that the message was sent.

RLRLETR

Run the process to remove the Award Letter check mark so that students are not sent another award letter e-mail. Using the pop sel that we ran to find the students who were ready for an award letter email, run the following process to remove the Award Letter check mark from RPAAWRD.

RLRLETR Parameters:

01	Selection ID	APPWORX_AWARD_NOT_ELIG
02	Application Code	FINAID
03	Creator ID	ACCDAPP12
04	Aid Year Code	1516
05	Award or Tracking Indicator	A

1. Save the output file(s) to E-Print so that it can be reviewed by Financial Aid Staff.

2. If this process fails, review the output for errors and troubleshoot. Send error notifications to Michelle Hill, Noe Ortiz, Lucy Odell.

LOAN PROCESS BEGINS HERE

III. Process Loans (Daily):

1.

Send Loan Disbursement Notification E-mails (Weekly)

We will send email letters to students with an active ACCD Email address and paper letters to those who do not have an active FA Email address. You can send these letters independently. (For example, you could choose to send email letters on a daily basis and paper letters only once weekly).

Reference – RORELTF is used to build an email. Email letter rules are on RORELTR.

You should be logged in as FAUSR to run this process.

Extract the population selection you want to send tracking letters to using **GLBDATA**.
Parameter set = **FA_DISB_NOTICE**

Selection ID: 1) FA_DISB_NOTICE
Application Code: 6) FINAID
Creator ID: 7) ITPOPSEL

Run **ROREMA** – parameter set = **FA_DISB_NOTICE**

This will send email to the appropriate students needing to complete tracking requirements. Email addresses for this process must exist on **GOAEMAL**.

The date you will be required to enter was set up as ‘greater than or equal to’. Notifications will be sent every Friday so use Monday’s date. This should capture all posted disbursements Monday – Friday.

01	Aid Year Code	1516
02	Email Letter Code	FA_DISB_NOTICE
03	Email Address Type Preference	1LIVE
04	Student ID	
05	Application ID	FINAID
06	Selection ID	FA_DISB_NOTICE
07	Creator ID	FAUSR
08	User ID	FAUSR
09	Audit/Update Mode	U
10	Email Subject Text	STUDENT LOAN DISBURSEMENTS
11	FROM Email Address	dst-sfs@alamo.edu
12	Email Sender’s Name	FINANCIAL AID OFFICE

13	Mail Host	dst-sfs@alamo.edu
14	Mail Host Port Number	25

END HERE IF SENDING EMAILS

You can look on GJIREVO for the job to see how many emails were sent and how many were not sent.

LOAN PROCESS ENDS HERE

Disburse Aid (Two campuses per day - Start Running RPEDISB as soon as pre-registration / billing starts)

Running the Enrollment Freeze Process (RSRENRL) beginning on the 16 Week Census

Run on the Cut-Off Date each for each term. See RPROPTS for Date.

Parameters:

01	Aid Year	1516
02	Term Code	201610
03	Sort Sequence	N
04	Selection ID	
05	Application Code	
06	Creator ID	
07	User ID	
08	Load Term Enrollment	A
09	Load Attend Enrollment	A

1) Run **RPEDISB** to disburse (pay, memo, and authorize) aid.

Note: You can run disbursement as often as your institution chooses.

Can run disbursement for a population selection or for everyone.

01	Aid Year	1516
02	Process Indicator	B
03	Term Code	201610
04	Applicant ID	
05	Action Indicator	N
06	Fund Code	
07	Sort Sequence Indicator	N
08	Application Code	
09	Selection ID	

10	Creator ID	
11	Not Used At This Time	NO
12	User ID	
13	Pell Report Type	B
14	Disbursement Report Type	C
15	Disbursement Report Sort	F
16	Print Report	Y

To review current disbursement eligibility for disbursements and for disbursements that have already been made, run the **RPBVDIS** process using the Disbursement Validation option.

OR

- 1) On **ROAIMMP**, run disbursement for an individual student for a specific term.
- 2) Review payments on **RPAAWRD** or **RSIAREV**.
- 3) Determine why a specific fund didn't disburse by viewing **ROIDISB** for an individual student. This form will only show one reason, although, the student may have others. Once this reason is resolved, the next reason can be viewed on this form.

I. **Report Pell (Twice per week)** Note: Don't send new origination records until you receive a response from the first. Start sending for the new year about one month prior to the first disbursement date. (i.e. end of July 15 for 1516)

- 1) Create Origination Records and Disbursement Records by running **REROR16**. This process selects students whose Pell, ACG, or SMART Origination Indicator is set. New records will delete/replace if not Sent or Locked. You also have the choice to use population selection. Parameter Set:

01	Aid Year Code	1516
02	Create Pell Originations	Y
03	Create ACG Originations	N
04	Create SMART Originations	N
05	Create Originations Award Stat	A
06	Process Data Request Records	AL
07	Application ID	
08	Selection ID	
09	Creator ID	
10	User ID	
11	Create TEACH Originations	N

Note: You can Review or manually enter Origination data directly on REAORxx. You can view the disbursement records on READI16.

- 2) Extract Origination Records by running **REREX16**. This extract process resets origination indicators automatically. This creates crpgxxin.xml, crsmxxin.xml, cragxxin.xml (or craaxxin.xml if Pell , SMART, and ACG are combined) Parameters:

01	Aid Year	1516
02	DL Fund Code(s)	
03	Extract Pell Funds	Y
04	DL Records to Extract	
05	Promissory Note Print	
06	Extract ACG Funds	N
07	Extract SMART Funds	N
08	Attending School ID	See Listing of school IDs
09	Response Type	F
10	Resend Document ID	
11	Application Code	
12	Selection ID	
13	Creator ID	
14	User ID	
15	Print RERIMEX Report	Y
16	Update Student Identifier	Y
17	Extract TEACH Funds	N

- 3) FTP crpgxxin.xml (or craaxxin.xml if Pell, ACG and SMART are combined) file from Banner to your PC and transmit via EdConnect.
- 4) When you receive your Receipt File crrc16op.xml and your Acknowledgment (crpg16op.xml or craa16po.sml) file via EdConnect, FTP file from your PC to Banner Data Load Directory (Incoming Folder).
- 5) Import Origination Acknowledgments by running **RERIM16**. This file names are crpgxxop, craaxxop, crrcxxop, crsmxxop, cragxxop This import process matches existing Origination records using batch ID.

01	Aid Year Code	1516
02	XML Import Document Filename	Crrc16op.xml

		Crpg16op.xml
03	Print RERIMEX Report	Y

The RERCD16 Report will let you get a list of COD Records Sent or Not Sent by date range, Document ID, All. While this may not be a part of the regular process flow this report may help with reconciliation issues.

On a monthly basis request Reconciliation, Year-to-Date and Statement-of-Account information.

- 1) Indicate the type of request you will send on **RERRDRQ**.
- 2) Run **REROR16** indicating AL in parameter 06. Transmit the pgrq16in file created by this process via EdConnect
- 3) Once you receive the appropriate files(pgra16op, pgas16op, pgyr16op, pgrc16op), you will need to FTP them from your PC to your Banner Data Load Directory(Incoming):
- 4) Run **RERFI16** to upload all files. Parameters: (Insert parameter #1 as necessary to import more than one file at a time)

01	Pell Ack. or Corr. Error File	Pgas16op
01	Pell Ack. or Corr. Error file	Pgyr16op
01	Pell Ack. or Corr. Error file	Pgrc16op
02	Accepted Records Print Option	Y

Optional: To assist in balancing run RERGRNT to print out the Year-to-Date report (parameter 11). D= Disbursements

II. Assign SAP Codes and send SAP Letters

Run SAP process (ROPSAPR) at the end of Spring term. The Process will assign the appropriate SAP standing based on the RORSTRF (SAP Translation Table) and the rules on RORRULE. **Run ROPSAPR for all students enrolled for the aid year in question.** Review the results of the ROPSAPR process by going to Options and Review Output. You may also review the SAP standings on ROIGRPI.

01	Aid Year Code	1516
02	Term Code for Calculation	201620
03	SAP Effective Term Code	201630
04	Student ID	
05	Use all with RORSTAT for AIDY	N
06	Use all enrolled for term	Y
07	Application Code	
08	Creator ID of Selection ID	
09	Selection Identifier	
10	User ID	
11	Create RORSTAT Record	Y

III. FISAP (Annually)

- 1) Create the FISAP report by running **RORFSxx**.
- 2) View and update any necessary FISAP information on **ROAFSAP**.
Note: Once you have updated any information on this form, do not rerun **RORFSxx** in create mode or you will lose all changes.
- 3) Run **RORFSxx** to print the report. You can print it according to name or FISAP income level.
- 4) From the printout, enter required information into the DOE FISAP software.
- 5) Allow other areas to enter in necessary FISAP information.
- 6) Transmit FISAP to DOE.

IV. Transfer Monitoring (at least weekly). *Start process beginning 30 prior to start of Spring Semester.*

- 1) Go to **GLBDATA** and run TM_LIST, FINAID FAISUSR to get a list of eligible students who have been admitted to start ACCD mid-year.
- 2) Run **RNRRTMAC** using population selection above to create automatic transfer monitoring files on **RNATMNT. :**

01	Aid Year Code	1516
02	Application ID	FINAID
03	Selection ID	TM_LIST
04	Creator ID	ITPOPSEL
05	User ID	?????
06	School code	See Listing
07	Enrollment Begin Date	Enter first day of term being monitored
08	Remove From Monitoring?	N
09	Print Report?	Y
10	Use Class Start Date	N
11	Request Type	B

- 3) Run **RNRRTMNE** to extract Monitoring files and create the TRNINFIN extract file. Parameters:

01	Aide Year Code	1516
02	School Code	See Listing
03	Hold Code	TM
04	Sort Order	N
05	Application ID	
06	Selection IN	
07	Creator ID	
08	User ID	
09	Resend TM Inform File Batch ID	
10	Request Type	B

4) FTP file TRNINFIN file (using binary mode) from Banner and send via EdConnect. To do this go to c:\iam\data\Banner_Files folder and select the get_from_banner.dat icon. This will move all unsent financial aid output files from the Banner Jobsub Directory to the local PC. It will also place an archived copy of the file in a sub directory of the Banner Jobsub Directory. Open EdConnect and attach the trininfin file using the correct message class and transmit. Next drag and drop the trininfin file in the SENT folder:

5) **RNRTMNI**: When you receive the TRNINFOP Error/Acknowledgement file and/or TRALRTOP Alert File load in EdConnect FTP file to Banner by dragging it to the N:DATA folder. Run the RNRTMNI process using the following parameters.

01	Acknowledgement or Alert File	tralrtop
01	Acknowledgement or Alert File	trninfop
02	Print Report	Y
03	NSLDS Output Application ID	
04	NSLDS Output Selection ID	
05	NSLDS Output Creator ID	
06	NSLDS Output User ID	
07	Load FAH Record as Current	Y

6) Batch activity can be viewed on **RPIBATC**. Alert Activity can be viewed on **RNASL##**.

V. HOUSEKEEPING TASKS: These tasks should be run occasionally just to help keep things in order:

Identify Over-Awards (at least Weekly)

Over Award and Over Cost

ROPROLL: Each year the New Year Start Up guide and the Early-Decision release will be posted to the Action Line @ the end of October. Any time after the Banner database is updated to include the early decision making release you may begin the process of rolling in the new academic year. **CAUTION**: Do not begin any manual building in the new year until after the ROPROLL process is performed. Immediately prior to running ROPROLL the ROAINST form for the new year must be set up. Setting the new ROAINST form up early may make it possible for someone to accidentally begin entering date prior to ROPROLL. **Don't set up ROAINST for new year until you are ready to set up new year.** This will be a good time to disable any RORDATA items that you don't want to submit EDE corrections on %YR_IN_COL% %OTH_VA% Find data element and remove EDE Correction Flag.

FINANCIAL AID CONSORTIUM AGREEMENTS: When the Financial Aid Office enters into an acceptable Consortium Agreement track on RRAAREQ. Run reports weekly to identify students who have adjusted hours after we certified their enrollment.

KEEPING PACKAGED OR VERIFIED RECORDS LOCKED: To make sure that all records that have either been Verified and/or Packaged stay locked perform the following process on a regular basis. (At Least Weekly)

- 1) Go to GLBDATA and run AWARD_UNLOCKED, FINAID, FAUSR
- 2) Go to RORPOST and choose Remove All Select Indicator. Then choose LOCK category.
- 3) Go to RORBPST and run for YY. This will lock all unlocked records that are either verified or packaged.
- 4) Go back to RORPOST and choose the Remove All Select Indicator.

KEEPING VERIFICATION FLAG SET PROPERLY: When a record that has been selected for Verification has all packaging requirements complete but the verification complete flag on ROAPELL has not been set perform the following to get a list for counselor review. The counselor should review the record to determine if the file is Verified or not and someone forgot to set the verified flag.

- 1) Go to GLBDATA and run VER_NOT_SET, FINAID, FAUSR
- 2) Review the record to see if verification is complete. If so set the verified dropdown on ROAPELL
- 3) If the file is not verified and more documentation is necessary make sure the required item in on RRAAREQ and that the associated status is correct.

LATE ISIR REQUIRING VERIFICATION: When a record has been tracked into a valid not selected for verification group such as VINO or VDNO and a late ISIR is received indicating that verification is now required perform the following to get a list. The Counselor should change the tracking group on RRAAREQ to the correct verification group (VINO or VDNO) so the necessary verification items will be requested from the student. You may also want to go to RNAOV16 and change the verification record to the current record. To get the list for review - Go to GLBDATA and run LATE_VER, FINAID, FAUSR

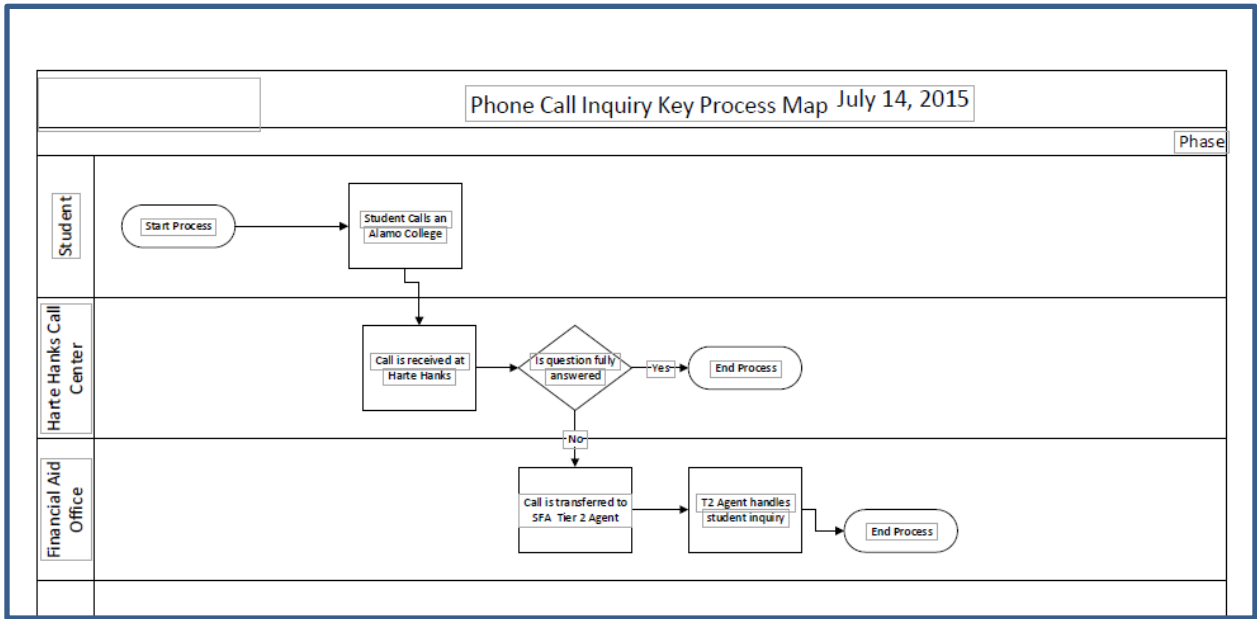
RRREXIT: Run the RRREXIT process to identify students needing an Exit Interview Email sent. See FA User Guide Chapter 18 for parameter options for RRRAREQ. This will post EXIT on RRAAREQ with an 'E' status. To send these students an email advising them to do the Exit Interview on Mapping your Future go to GLBDATA and run NEED_EXIT_EMAIL. This will give a list of students who now have an unsatisfied EXIT requirement as a result of the RRREXIT process.

-Run GLBLSEL (using the NEED_EXIT_EMAIL results) to generate the FA_EXIT letter variables.

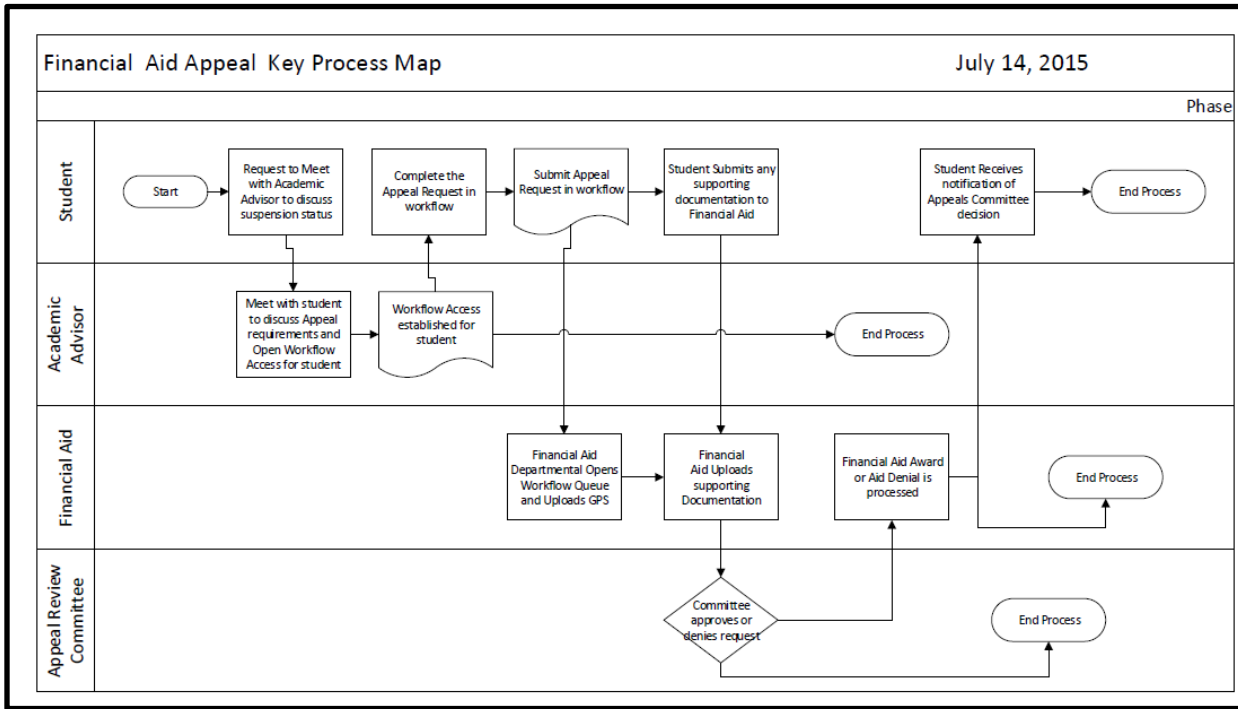
-Run GLRLETR to generate the FA_EXIT document that can be used to send the email using mail merge.

When you are notified that the interview is complete satisfy EXIT on RRAAREQ.

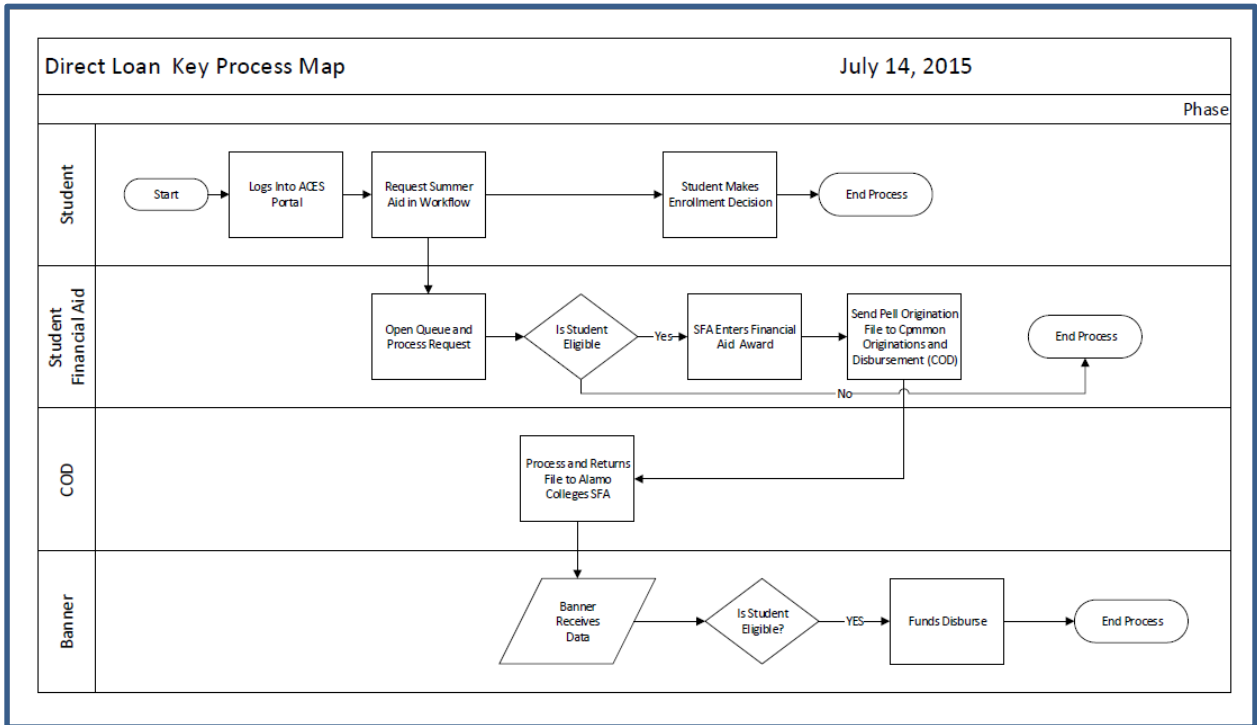
Appendix A-4b



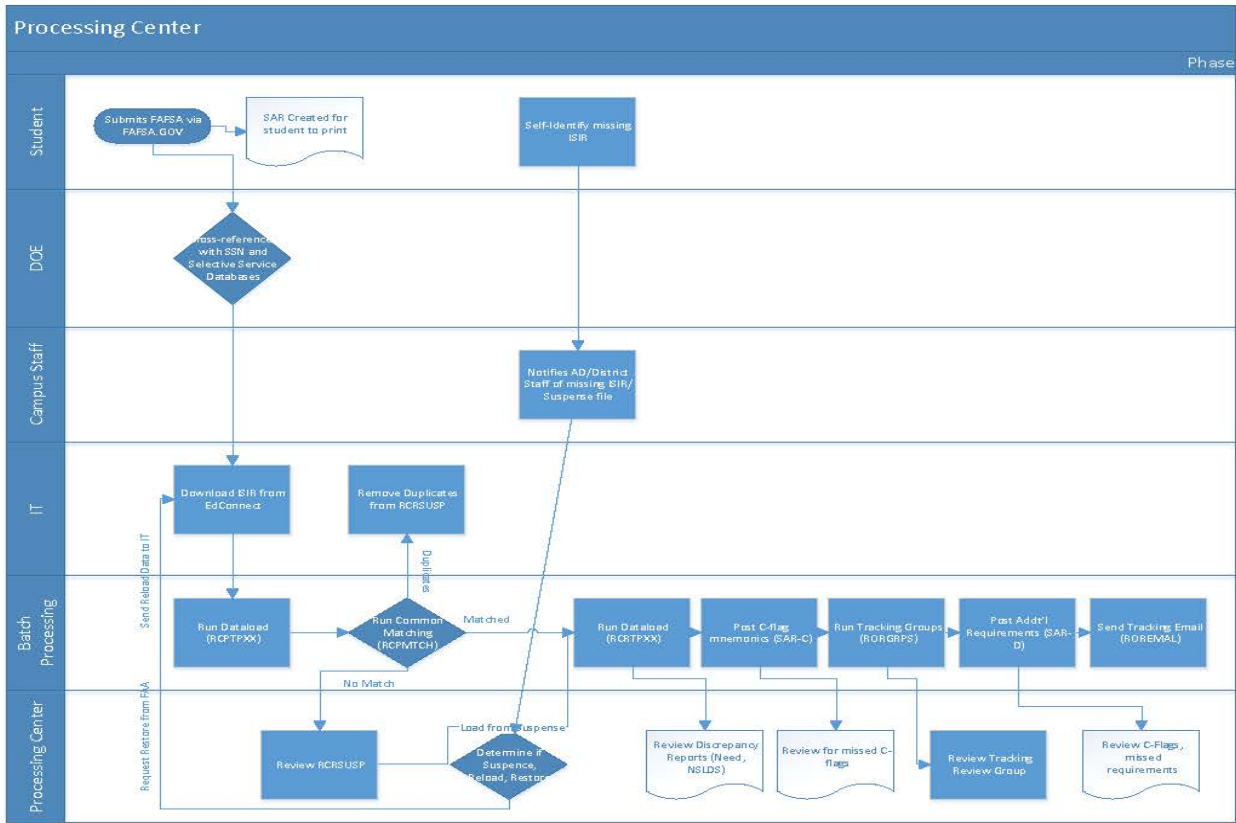
Appendix A-4c



Appendix A-4d

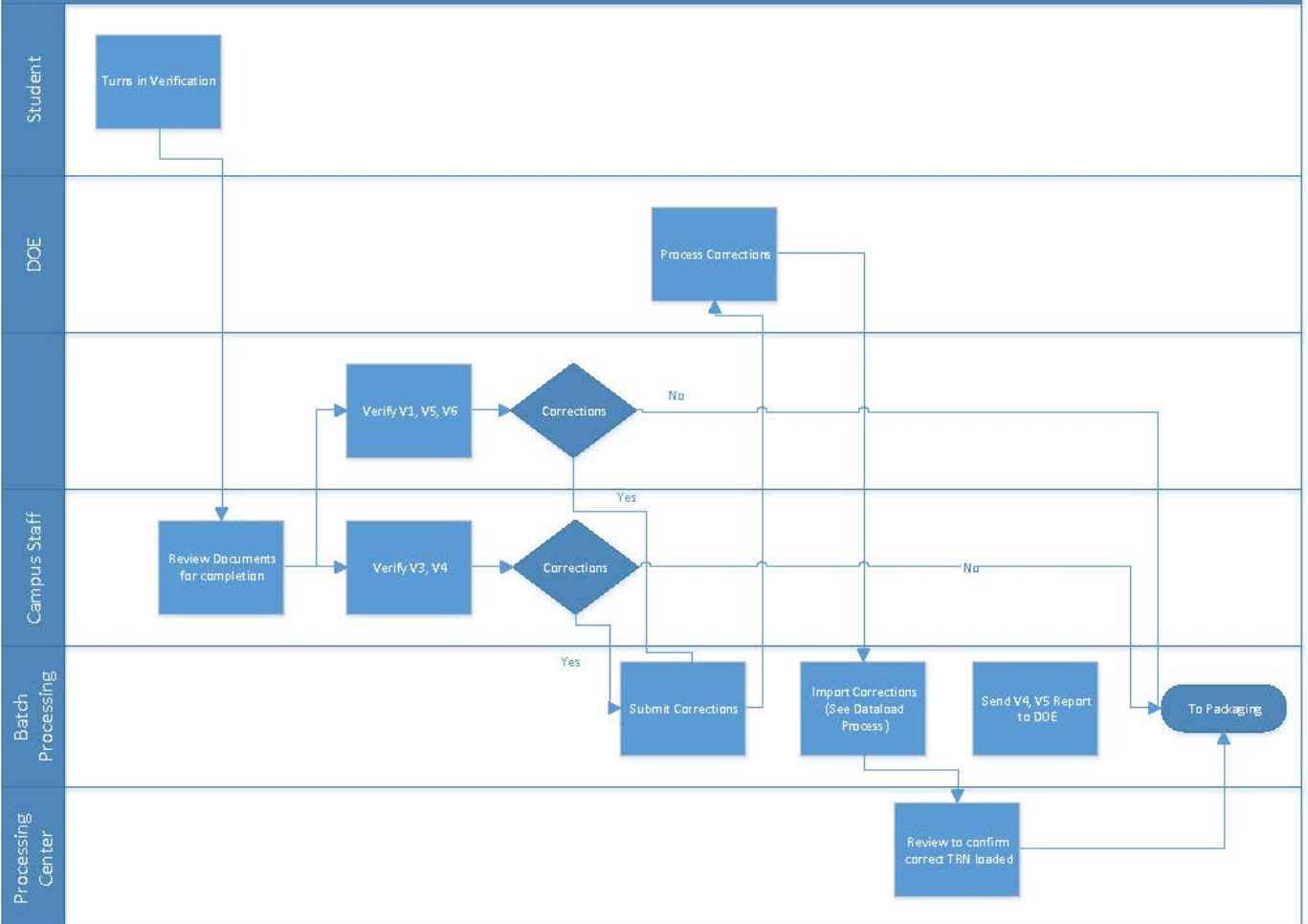


**Appendix A-4e
Processing Center Process Map**



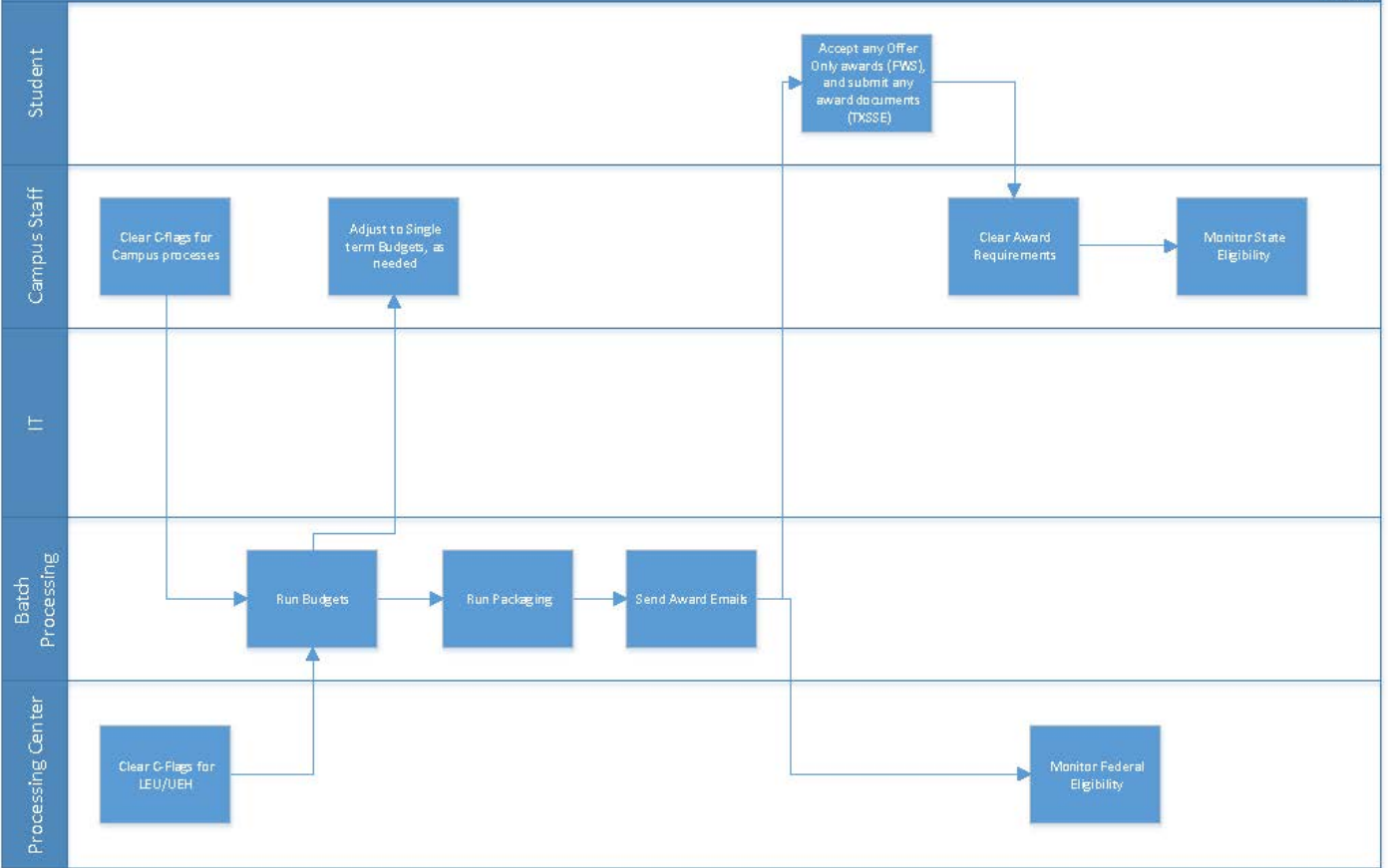
Processing Center

Phase



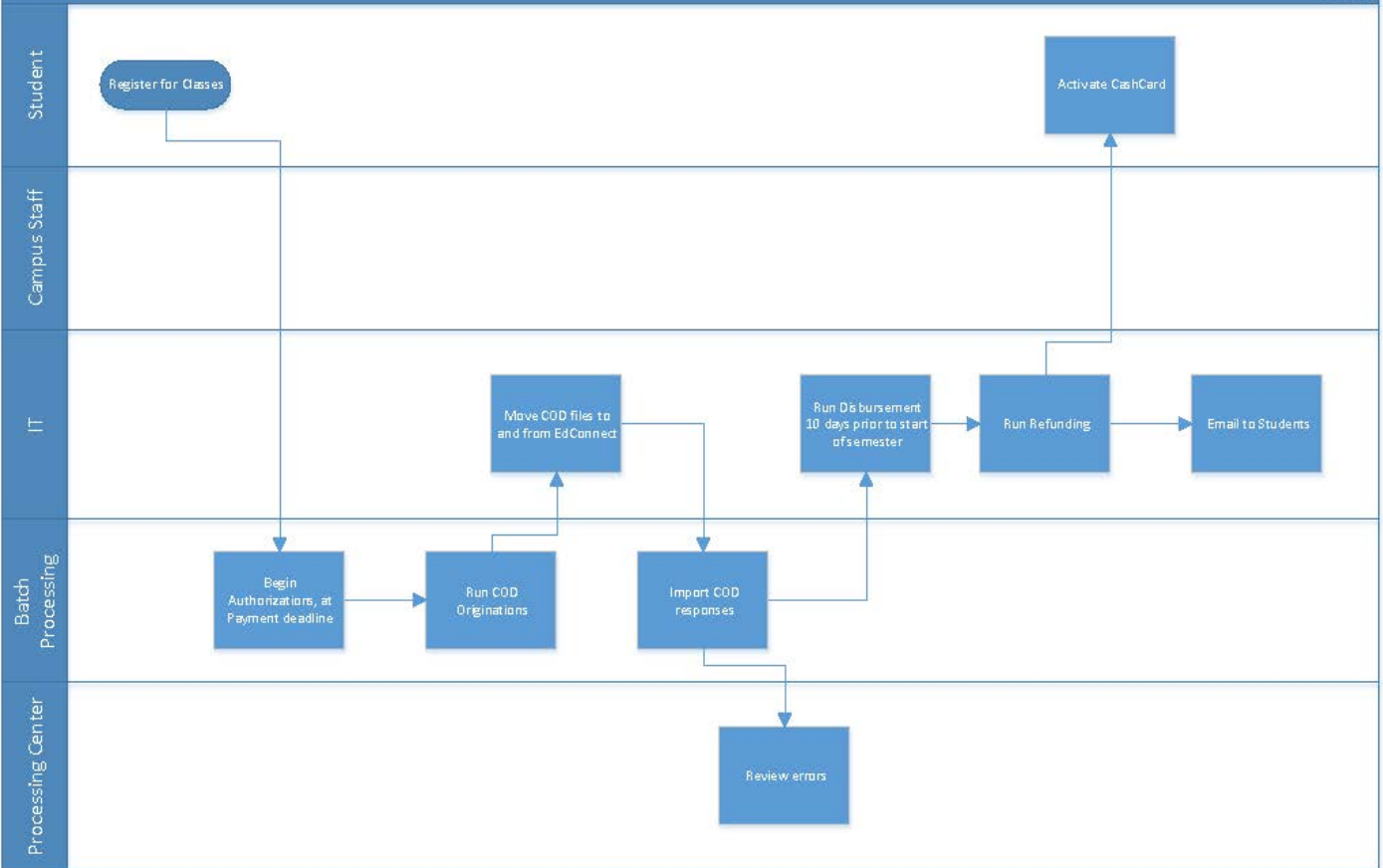
Processing Center

Phase



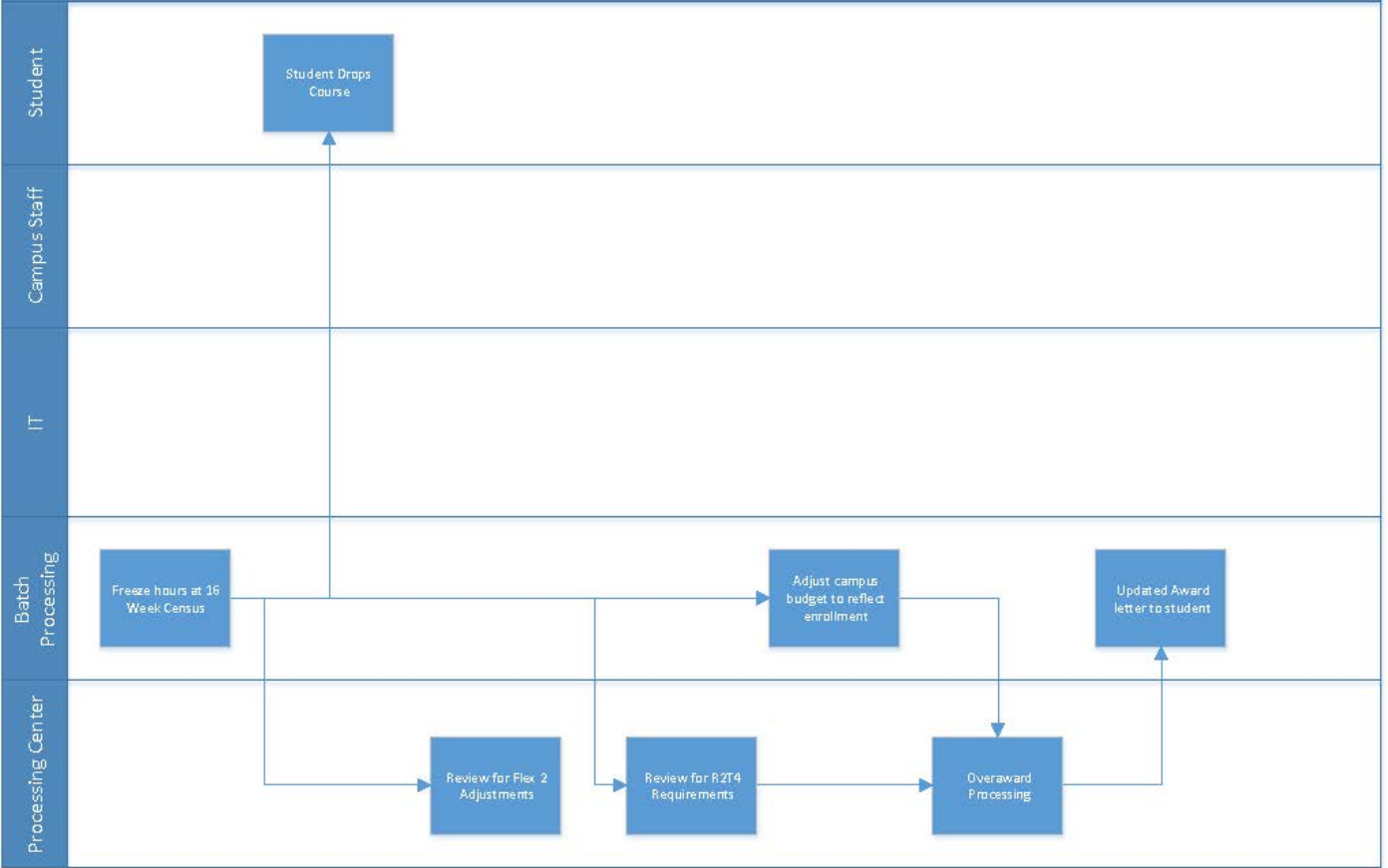
Processing Center

Phase



Processing Center

Phase



Student Financial Aid Office
Compliance Monitoring Certification
Front Line Services

Compliant	Compliance Area	Report(s) Used	(OR) - Corrective Action
	1. FWS – Students working during class hours	RJRLOAD – test 10% of students paid in each payroll period	
	2. FWS – Students working more than allocated hours	RJRLOAD - testing 10% of students from prior payroll period	
	3. FWS – Students enrolled in 6 hours minimum coursework	RJRLOAD - verifying 100% of students from prior payroll period	
	4.SAP	Workflow Fall 2015 process	
	5. State fund compliance	Not Available	
	Performance Levels	Workflow 201620 F.A. Appeals	
	Performance Levels	Workflow Summer App's	

I certify that I have reviewed all compliance requirements in each of the areas listed above and described any corrective action that is to be taken. I also have measured my team's performance levels

--	--

Signature: Tomas Campos

Date

--	--

District Director Review: Dr. Harold Whitis

Date

A-4g

Student Financial Aid Office
Compliance Monitoring Certification
Web Services, Loans, Scholarships

Compliant	Compliance Area	Report(s) Used	(OR) - Corrective Action
	1. 3 day processing Time	Distribution report – runs 2x weekly	
	2. Disbursement Notifications	GLBDATA part set: DISB_EMAIL _____ sent	
	3. Right to Cancel	GLBDATA part set: DISB_EMAIL _____ sent	
	4. Loan Eligibility Verification	Workflow output – Spreadsheet	
	5. Exit Interview	EOM Process	
	6. Performance Levels DL Queue Status		

I certify that I have reviewed all compliance requirements in each of the areas listed above and described any corrective action that is to be taken. I also have measured my team's performance levels.

--	--

Signature: Wm. Stephen Delgado

Date

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District Director Review: Dr. Harold Whitis

Date

Compliance Monitoring Certification
 Compliance, Process Improvement and Training
 Student Financial Aid Office – ACCD

Compliant	Compliance Area	Report(s) Used	(OR) - Corrective Action
	Flex II Class Cancellations	15-16 COMPLIANCE_FLEX2	
	Gainful Employment	Report generated by Rachel Montejano. Feedback submitted through GE Committee	
	Consistent reporting of eligible programs	PPA vs Alamo Catalog vs THECB	
	DL Reconciliation	DL Reconciliation Workflow AY15/AY16	
	Pell Grant Reconciliation	Pell Reconciliation Workflow AY15/AY16	

I certify that I have reviewed all compliance requirements in each of the areas listed above and described any corrective action that is to be taken. I also have measured my team's performance levels

--	--

Signature: Alan D. Ahmad

Date

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District Director Review: Dr. Harold Whitis

Date

DIRECT LOAN RECONCILIATION For AY 1415 and prior

Introduction

The Alamo Colleges follows a policy of Direct Loan Reconciliation as outlined in Vol IV, Chapter 6 of the FSA Handbook. The policy reads, in part:

A school that participates in the Direct Loan Program is required to reconcile cash (the funds it has received (from the G5 system) to pay its students) with disbursements (the actual disbursement records) it has submitted to the Common Origination and Disbursement (COD) system. Schools are required to reconcile monthly.

All Direct Loan schools are also required to complete a year-end closeout which is a final reconciliation of their Direct Loan accounts. This should be done as soon as possible after the end of the school's latest award period (loan period) end date, but no later than the program year closeout date. The Direct Loan Program year closeout date occurs on the last processing day of July in the year following the award year. For example, the program year closeout date for 2012–2013 will be July 31, 2014.

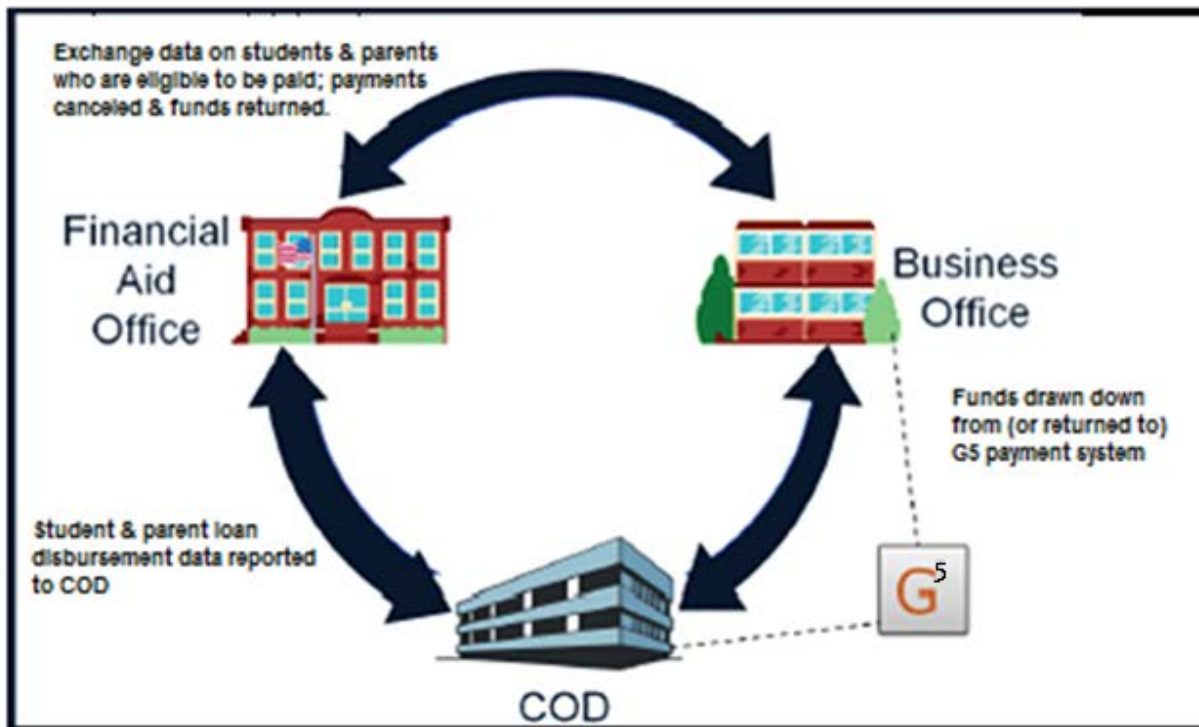
In this section, the Department of Education has the following guidelines:

The starting point for reconciliation is the Ending Cash Balance (ECB) on the School Account Statement (SAS) that COD sends to the school each month. The SAS is the Department's official record of a school's cash and disbursement transactions. The ECB is simply the difference between the net drawdowns/payments a school has received from the G5 payment system, and the actual disbursement information the school has reported to COD (and COD has accepted) for individual students and parents (known as Total Net Booked Disbursements).

The SAS (sent by COD) includes both disbursement data and cash transactions from COD. This data in ED systems must be reconciled with data in a school's financial aid office and business office. In order to have a common set of figures to reconcile against COD schools should complete an internal reconciliation before beginning the required external monthly reconciliation.

When the ECB for a month is greater or less than zero, the school must be able to account for any differences between the net totals for Booked Disbursements and Drawdowns/Payments. The SAS provides the school with the information that the Department has recorded for the school's actual disbursements to students and cash transactions (payments/drawdowns).

The Department of Education recommends that schools perform an internal reconciliation with their own Finance Office before performing an external reconciliation with COD. A chart illustrating this process is provided by the Dept of Education:



The Alamo Colleges follows this policy with our monthly reconciliation process. In addition, the Alamo Colleges utilize a Department of Education created computer program, DL Tools, to assist with our reconciliation.

Alamo Colleges DL Reconciliation Process (steps)

1. Receive pushed SAS files, DSDF and DSLF, from COD
2. Load the files into Banner, either manually or via UC4, with the RPRDUxx process
3. The RPRDUxx populates information on RPIDLAS and RPALORG and generates a report (also called the RPRDUxx). Notify IT to copy the RPRDUXX report to the month/campus folder on the shared drive.
4. A copy of this report is then made available to the Finance office
5. SFA and Finance reconcile their figures (mismatches are normally due to timing issues between drawdown and disbursement)
6. SFA runs a Population Selection in GLBDATA for each campus. Then a second report, the RPRCPxx, is run. This report compares COD DL information to Banner DL information. The report generates three files: DLEXCASH, DLEXLOAN, and DLEXDISB. Create a new folder on the shared drive with the month and year; create a new folder for each campus. Notify IT to copy the DLEX files to the shared drive month/campus folder. Save a copy of the files to the shared folder.

7. These files, along with the original DSDF and DSLF, are then processed through the Department of Educations' computer program (DL Tools) which generates 16 reports. These reports are saved on a shared drive with a folder for each month and for each campus. The entire DL Tools process is entered into a spreadsheet to confirm that the correct documents are in the folder
8. The Finance Office provides a report of their Reconciliation with Banner
9. An additional report is run from Banner into the Argos system to generate a monthly list that includes students, their loans, their status (unbooked or booked) and any adjustments that have occurred.
10. SFA uses the report from the Finance office, the RPRDUxx report, the RPRCPxx, and the ARGOS report to create a spreadsheet. The spreadsheet compares DL fund information from COD, the Finance Office, and the SFA for the month. The report contains student information, their DL awards, their status (booked or unbooked), and any adjustments that have occurred

Alamo Colleges Direct Loan Reconciliation (Procedure)

SAIG Mailbox

DSDF and DSLF files are loaded into the directory by COD

RPRDUxx

Run the RPRDUxx process, manually or by UC4, to import the files into Banner. The RPIDLAS and RPALORG screen in Banner are populated. The RPRDUxx report is generated. Contact the IT office to have the RPRDUxx report placed into the Monthly Reconciliation folder.

FINANCE OFFICE

A copy of the RPRDUxx report is made available to the Finance Office. Internal process of Reconciliation is conducted with the Finance Office.

GLBDATA

Run the Population Selection DL_RECON for SAC, SPC, PAC, and NVC

Dynamic Parameters –
Aid Year
School Code

RPRCPxx

Run this report for SAC, SPC, PAC, and NVC

Parameter Values

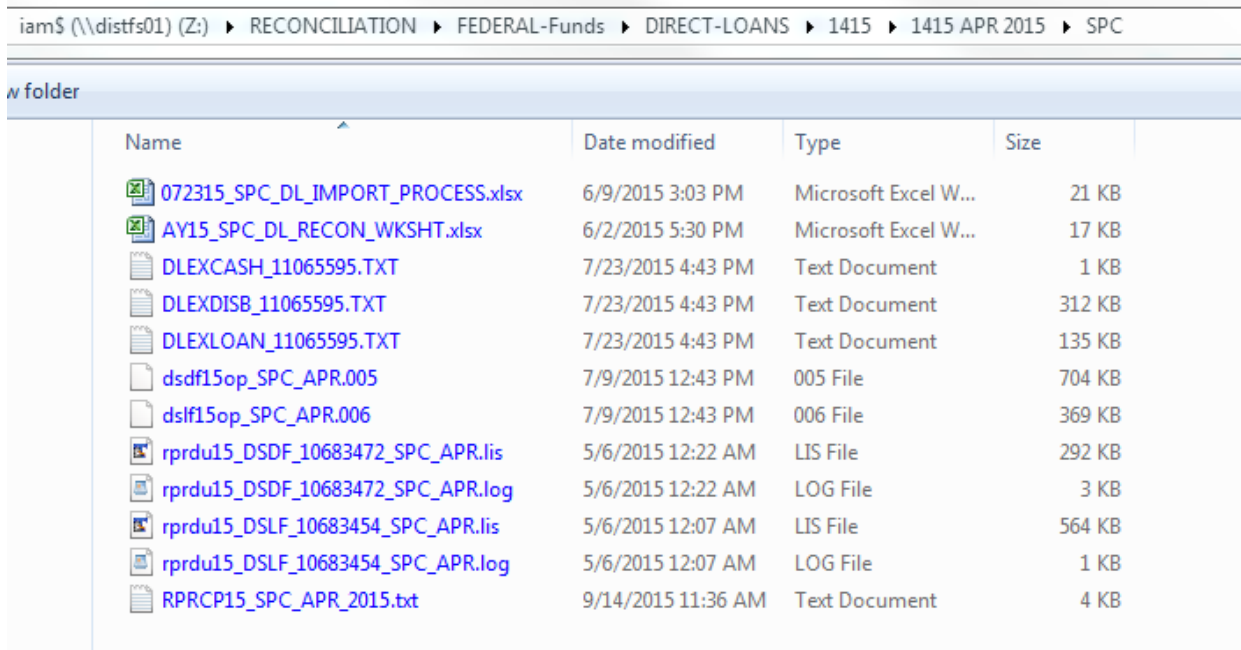
Number	Parameters	Values
1	Aid Year	[CURRENT AID YEAR]
2	Application ID	FINAID
3	Selection ID	DL_RECON_1 (2, 3, or 4)
4	Creator ID	[USERID]
5	User ID	[USERID]
6	Matching End Date	[SEE BELOW]
7	Direct Loan School Code	[SEE BELOW]

For Matching End Date (6) use the ending date of the month that is being reconciled
For Direct Loan School Code (7) use COD School OPEID

3 files are generated: DLEXCASH, DLEXLOAN, and DLEXDISB
Notify IT to copy the DLEX files to the month/campus folder on the shared drive

MONTH/CAMPUS DL RECONCILIATION FOLDER

This is an example of what your folder should look like before you begin the next part of the process:



The screenshot shows a Windows File Explorer window with the address bar displaying the path: iam\$ (\\distfs01) (Z:) > RECONCILIATION > FEDERAL-Funds > DIRECT-LOANS > 1415 > 1415 APR 2015 > SPC. The main area shows a folder named 'w folder' containing the following files:

Name	Date modified	Type	Size
072315_SPC_DL_IMPORT_PROCESS.xlsx	6/9/2015 3:03 PM	Microsoft Excel W...	21 KB
AY15_SPC_DL_RECON_WKSHT.xlsx	6/2/2015 5:30 PM	Microsoft Excel W...	17 KB
DLEXCASH_11065595.TXT	7/23/2015 4:43 PM	Text Document	1 KB
DLEXDISB_11065595.TXT	7/23/2015 4:43 PM	Text Document	312 KB
DLEXLOAN_11065595.TXT	7/23/2015 4:43 PM	Text Document	135 KB
dsdf15op_SPC_APR.005	7/9/2015 12:43 PM	005 File	704 KB
dsf15op_SPC_APR.006	7/9/2015 12:43 PM	006 File	369 KB
rprdu15_DSDF_10683472_SPC_APR.lis	5/6/2015 12:22 AM	LIS File	292 KB
rprdu15_DSDF_10683472_SPC_APR.log	5/6/2015 12:22 AM	LOG File	3 KB
rprdu15_DSLF_10683454_SPC_APR.lis	5/6/2015 12:07 AM	LIS File	564 KB
rprdu15_DSLF_10683454_SPC_APR.log	5/6/2015 12:07 AM	LOG File	1 KB
RPRCP15_SPC_APR_2015.txt	9/14/2015 11:36 AM	Text Document	4 KB

DL TOOLS

CHANGE FILE EXTENSIONS TO .DAT FOR DSDf/DsLF/DLEXcASH/DLEXLOAN
DLEXDISB files

FILE: DELETE – External Loan Detail
External Disbursement Detail
Cash Management Detail

FILE: IMPORT – School Account Statement (SAS)
Cash Detail External
Loan Detail External
Disbursement Detail External

FILE: PRINT - Internal Ending Cash Balance
SAS Cash Summary
SAS Disbursement Summary
SAS Cash Detail
SAS Loan and Disbursement Detail

TOOLS: COMPARE - Cash Detail Comparison
Loan Detail Comparison
Disbursement Detail Comparison

Use this blank form to record the DL Tools import process:

DATE PROCESSED_SCH_DL_IMPORT_PROCESS:

2014-2015 SAS PROCEDURE			
MONTH/YEAR:			
TODAY'S DATE:			
CAMPUS:			
	SEQ#	START	END
RPRDU15 DSDF			
RPRDU15 DSLF			
		START	END
GLBDATA DL_RECON		pm	pm
		START	END
RPRCP15		pm	pm
NOTIFY THE IT DEPARTMENT THAT THE PROCESS HAS FINISHED			
DOC GENERATED:	DLEXCASH_SEQ#.DAT		
DOC GENERATED:	DLEXDISB_SEQ#.DAT		
DOC GENERATED:	DLEXLOAN_SEQ#.DAT		
CHANGE EXTENSIONS OF FILES:			
dsdfxop ###	CHANGE TO	dsdfxop.dat	COMPLETED
DLEXCASH_SEQ#.DAT	CHANGE TO	DLEXCASH.DAT	
DLEXDISB_SEQ#.DAT	CHANGE TO	DLEXDISB.DAT	
DLEXLOAN_SEQ#.DAT	CHANGE TO	DLEXLOAN.DAT	
DL TOOLS			
FILE: DELETE	EXTERNAL LOAN DETAIL		COMPLETED
FILE: DELETE	EXTERNAL DISBURSEMENT DETAIL		
FILE: DELETE	CASH MANAGEMENT DETAIL		
FILE: IMPORT	(SCHOOL ACCT STMT) SAS	IMPORT FROM: DSDF	SAVE AS: DATE PROCESSED_DSDF_RPT
FILE: IMPORT	CASH DETAIL EXTERNAL ADD	IMPORT FROM: DLEXCASH.DAT	SAVE AS: DATE PROCESSED_DLEXCASH_RPT
FILE: IMPORT	LOAN DETAIL EXTERNAL ADD	IMPORT FROM: DLEXLOAN.DAT	SAVE AS: DATE PROCESSED_DLEXLOAN_RPT
FILE: IMPORT	DISBURSEMENT DETAIL EXTERNAL ADD	IMPORT FROM: DLEXDISB.DAT	SAVE AS: DATE PROCESSED_DLEXDISB_RPT
FILE: PRINT	INTERNAL ENDING CASH BALANCE REPORT	SAVE AS: DATE PROCESSED_END_CASH_BAL_RPT	SELECT SCH CODE TRANS DATE RANGE (BEG/END DOM)
FILE: PRINT	SAS CASH SUMMARY	SAVE AS: DATE PROCESSED_SAS_CASH_SUMM_RPT	SELECT SCH CODE
FILE: PRINT	SAS DISBURSEMENT SUMMARY	SAVE AS: DATE PROCESSED_SAS_DISB_SUMM_RPT	SELECT SCH CODE
FILE: PRINT	SAS CASH DETAIL	SAVE AS: DATE PROCESSED_SAS_CASH_DET_RPT	SELECT SCH CODE TRANS DATE RANGE (BEG/END DOM)
FILE: PRINT	SAS LOAN AND DISBURSEMENT DETAIL	SAVE AS: DATE PROCESSED_SAS_LOAN_AND_DISB_DF	SELECT SCH CODE TRANS DATE RANGE (BEG/END DOM)
TOOLS: COMPARE	CASH DETAIL COMPARISON	SAVE AS: DATE PROCESSED_CASH_DET_COMPARE_RP	SELECT SCH CODE TRANS DATE RANGE (BEG/END DOM)
TOOLS: COMPARE	LOAN DETAIL COMPARISON	SAVE AS: DATE PROCESSED_LOAN_DET_COMPARE_RPT	SELECT SCH CODE
TOOLS: COMPARE	DISBURSEMENT DETAIL COMPARISON	SAVE AS: DATE PROCESSED_DISB_DET_COMPARE	SELECT SCH CODE TRANS DATE RANGE (BEG/END DOM)


Save all generated reports to the month/campus folder on the shared drive

ARGOS

Run report FNA0073_Federal Direct Loan Origination –COD_DBK

DL RECONCILIATION WORKSHEET

Use this blank form to complete the DL Reconciliation Process:

 AYxx_SCH_MMM_DL_RECON_WKSHT.xlsx

A	B	C	D	E	F	G	H	I	J	
SCH - COD OPEID # - MONTH YEAR										
SAC - 09163		PAC 23413								
SPC - 03608		NVC 33273								
End Date of COD Cash Summary			End Date of SFA Cash Summary			End Date of FINCash Summary				
COD Cash Summary		COD	Banner Cash Summary		Banner SFA	Diff: COD-SFA	Banner Cash Summary		Banner FIN	Diff: SFA-FIN
Beginning Cash Balance:		\$0.00	Beginning Balance		\$0.00	\$0.00	Beginning Balance		\$0.00	\$0.00
Cash Receipts:		\$0.00	Total Cash Receipts		\$0.00	\$0.00	Total Cash Receipts		\$0.00	\$0.00
Excess Cash Returned		\$0.00	Total Return of Excess Cash		\$0.00	\$0.00	Total Return of Excess Cash		\$0.00	\$0.00
Net Cash Receipts:		\$0.00	Cash On Hand		\$0.00	\$0.00	Cash On Hand		\$0.00	\$0.00
Booked Disb Actual		\$0.00	Total Actual Disb.		\$0.00	\$0.00	Total Actual Disb.		\$0.00	\$0.00
Booked Disb Adjustments:		\$0.00	Total Adjusted Disb.		\$0.00	\$0.00	Total Adjusted Disb.		\$0.00	\$0.00
Total Net Booked Disb.		\$0.00	Net Loan Detail		\$0.00	\$0.00	Net Loan Detail		\$0.00	\$0.00
Ending Cash Balance:		\$0.00	Ending Cash Balance		\$0.00	\$0.00	Ending Cash Balance		\$0.00	\$0.00
Unbooked Disbursements:		\$0.00	Net Unbooked		\$0.00	\$0.00	Net Unbooked		\$0.00	\$0.00
Unbooked Adjustments:		\$0.00	Adjusted Ending Cash Bal.		\$0.00	\$0.00	Adjusted Ending Cash Bal.		\$0.00	\$0.00
Total Net Unbooked Disb.		\$0.00	Adjusted Ending Cash Bal.		\$0.00	\$0.00	Adjusted Ending Cash Bal.		\$0.00	\$0.00
Cash > Accepted and Posted Disb.		\$0.00	Adjusted Ending Cash Bal.		\$0.00	\$0.00	Adjusted Ending Cash Bal.		\$0.00	\$0.00
COMMENTS:										
Discrepancy with FIN due to timing of reporting at the end of the month.										
BOOKED DISB ADJUSTMENTS:		\$0.00								
YEAR-TO-DATE ADJUSTMENTS:										
CURRENT MONTH ADJUSTMENT:										
FNA0073 BOOKED ADJ AMOUNT:										
DIFFERENCE BETWEEN SFA & FINANCE:										
ALL COD AND BANNER OUTPUT/DATA SAVED TO RESPECTIVE MONTH/CAMPUS FOLDER: (Z:) > RECONCILIATION > FEDERAL-Funds > DIRECT-LOANS > AY > MONTH > CAMPUS										

End Date of COD Cash Summary – RPRDUxx
 End Date of SFA Cash Summary – RPRCPxx
 End Date of FINCash Summary – Finance Office

Note any booked/unbooked students who have had adjustments made during the month.

Misplaced FSA Two Factor Authentication Token Procedures:

- Contact immediate supervisor and OSFA Coordinator of Records
- Complete the steps given in #10 of the attachment
- Make a screen shot of the "Success Page"
- Send copy of page and request to issue new token to Coord of Records
- Complete form "Department of Education UserID and Password Access For NSLDS, COD & FAA Access" and submit to Coordinator of Records for employee file.

Two Factor Authentication Frequently Asked Questions (TFA FAQs)

9. What happens if a user departs and does not return his/her token?

As stated, the TFA tokens are Department of Education property and should be safeguarded since they are an important security measure. If an employee departs without returning his or her token, it can be disabled by the PDPA without having physical custody of the token itself. The token itself is of nominal value. Hence, under most circumstances, it is unlikely that any action would be taken against a former employee who did not turn in his or her token. If a school experiences recurring token losses, a \$20 charge may be assessed to the school.

10. How does a user report a lost, stolen, or broken token? How can the PDPA report a user's token as lost, stolen, or broken?

The user can report a token as lost, stolen, or broken, and unregister it, by clicking on the "Register/Maintain Token" link on the FSA Access and Identity Management System.

Login - FSA Access and Identity Management System

* Required

[Edit Account](#) [Change Password](#) [Register/Maintain Token](#)

User ID:	<input type="text"/>	Forgot User ID?	US <input type="button" value="Clear"/>																																																																																							
Password:	<input type="password"/>	Forgot Password?	<table border="1"> <tr> <td>1</td><td>2</td><td>3</td><td>4</td><td>5</td><td>6</td><td>7</td><td>8</td><td>9</td><td>0</td><td>-</td><td>a</td><td>b</td><td>c</td><td>d</td><td>e</td><td>f</td><td>g</td><td>h</td><td>i</td><td>j</td><td>k</td><td>l</td><td>m</td><td>n</td><td>o</td><td>p</td><td>q</td><td>r</td><td>s</td><td>t</td><td>u</td><td>v</td><td>w</td><td>x</td><td>y</td><td>z</td><td>[</td><td>]</td><td>\</td> </tr> <tr> <td colspan="11">Tab</td><td>q</td><td>w</td><td>e</td><td>r</td><td>t</td><td>y</td><td>u</td><td>i</td><td>o</td><td>p</td><td>[</td><td>]</td><td>\</td><td colspan="11">Caps</td><td>a</td><td>s</td><td>d</td><td>f</td><td>g</td><td>h</td><td>j</td><td>k</td><td>l</td><td>.</td><td>:</td><td>Enter</td> </tr> </table>	1	2	3	4	5	6	7	8	9	0	-	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	v	w	x	y	z	[]	\	Tab											q	w	e	r	t	y	u	i	o	p	[]	\	Caps											a	s	d	f	g	h	j	k	l	.	:	Enter
1	2	3	4	5	6	7	8	9	0	-	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	v	w	x	y	z	[]	\																																																			
Tab											q	w	e	r	t	y	u	i	o	p	[]	\	Caps											a	s	d	f	g	h	j	k	l	.	:	Enter																																												

- After logging in with the user's credentials, the Self Service Menu will open
- Select "Disable your current token" from the drop down arrow
- Select the appropriate response, e.g., "lost"
- Click "Submit" to complete the update. If the update was accepted, the Success Page will show.
- Click "Back to Login" to return to the FSA Access and Identity Management Login Screen. A new token can be registered.

The PDPA can also report the token as lost, stolen, or broken, and have it deactivated, by contacting the TFA Helpdesk at tfahelp@ppsc.com or (866) 441-6633 and providing the token serial number.

Alamo Colleges 15-16 Packaging Parameters

ALLOCATION PERCENTAGE:

The allocation of Federal allocated Campus Based funds (FSEOG and FCWS) is based on an analysis of several factors including enrollment, Pell volume, percentage of aid recipients, and average Pell award. The allocation is then weighted to provide extra funding to schools with the greatest average Pell. All other amounts are tied to the specific colleges fund balances for those accounts such as TPEG.

The percentages have been determined to be as follows:

COLLEGE	SAC	SPC	PAC	NVC
Percentage	43%	18%	15%	24%

FUND AWARD COMBINATIONS:

Students are allowed to receive the following combination of funds: TX GRANT and TEOG are an add-on since they are based not only on need but on the student’s high school performance.

0 EFC	PELL	SEOG	FCWS	DIRECT LOAN	TX GRNT/TEOG
EFC > 0	PELL	TPEG	FCWS	DIRECT LOAN	TX GRNT/TEOG
HB 1403 / CE		TPEG			

TIMING OF AWARDS:

Alamo Colleges will begin packaging students as soon as the BANNER new-year start-up process is completed with a target date of April 1, 2015. The BANNER automated packaging process will be used for all funds when possible and the set-up shall incorporate the **“Packaging Parameters”** articulated in this document. Students awarded in the Spring who are found to not be making Satisfactory Academic Progress when SAP is calculated in June will have those awards cancelled. They will then have to follow the SAP appeal procedures to establish eligibility.

I. Funds

- a. **PELL (Federal Pell Grant)** – is always awarded first to all eligible undergraduates. An applicant with an Expected Family Contribution (EFC) greater than 5,199 is not eligible to receive Pell grants funds. Maximum award is \$5,775 for full-time enrollment of 12 or more semester credit hours.

COLLEGE	SAC	SPC	PAC	NVC
FUND CODE	A00000	A00000	A00000	A00000
ACCOUNT	259107-8-9	259107-8-9	259107-8-9	259107-8-9

- b. **SEOG (Federal Supplemental Educational Opportunity Grant)** – is awarded to undergraduate students with a Pell EFC of 0 only. Maximum award is \$800 and minimum award is \$100. The award is pro-rated based on the student’s enrollment status, (75% or 50%). RFRMGMT minimum award is \$100.

Over-commitment – FSEOG funds are awarded to all students as if they were attending full-time. To account for students that do not enroll, drop out, or attend less than full-time, these funds are over-committee in BANNER by 40%.

When RCRAPP2_PELL_PGI =	0	THEN	\$ 800
When RCRAPP2_PELL_PGI >	0	THEN	\$ 0

COLLEGE	SAC	SPC	PAC	NVC
FUND CODE	A00011	A00012	A00013	A00014
ALLOCATION	\$ 443380	\$ 185600	\$ 154668	\$ 247470
ACCOUNT	251007-8-9	252007-8-9	253007-8-9	254007-8-9

c. **TPEG (Texas Public Educational Grant)**

Over-Commitment – TPEG funds are awarded to all students as if they were attending full-time. To account for students that do not enroll, drop out, or attend less than full-time, these funds are over-committed in BANNER by 40%.

1. **TPEG (Resident)** - is awarded to on-time undergraduate students according to a scale based on the Pell EFC. The RFRMGMT maximum award is \$2,000 and the minimum award is \$100. The award is pro-rated based on the student’s enrollment status, (75% or 50%). FY15 budgeted allocation is different for each college. Funds will be auto-packaged using rules set up in BANNER.

COLLEGE	SAC	SPC	PAC	NVC
FUND CODE	A00201	A00202	A00203	A00204
FUND BALANCE	\$ 1,286,056	\$ 752,000	\$ 1,015,000	\$ 1,300,000
ACCOUNT	271048	272028	273019	274011

When RCRAPP2_PELL_PGI BETWEEN	3001	3500	THEN	\$ 100
When RCRAPP2_PELL_PGI BETWEEN	3501	4000	THEN	\$1,000
When RCRAPP2_PELL_PGI BETWEEN	4001	4500	THEN	\$1,500
When RCRAPP2_PELL_PGI BETWEEN	4501	8000	THEN	\$2,000
When RCRAPP2_PELL_PGI BETWEEN	8001	10000	THEN	\$1,400
When RCRAPP2_PELL_PGI >	10001		THEN	\$ 0

2. **TPEGN (Non-Resident)** is awarded to non-resident undergraduate students according to the TPEGR scale based on the EFC. The maximum award is **\$2,000** and the minimum award is \$100. FY15 budgeted allocation is different for each college. Funds will be auto-packaged using rules set up in BANNER. These funds are NOT auto-packaged. These funds are also used for “Foreign” student awarding.

COLLEGE	SAC	SPC	PAC	NVC
FUND CODE	A00211	A00212	A00213	A00214
FUND BAL.	\$ 50,000	\$ 20,000	\$ 25,000	\$ 50,000
ACCOUNT	271046	272026	273017	274009

When RCRAPP2_PELL_PGI BETWEEN	0	5000	THEN	\$ 2,400
When RCRAPP2_PELL_PGI BETWEEN	5001	8000	THEN	\$ 2,000
When RCRAPP2_PELL_PGI BETWEEN	8001	10000	THEN	\$ 1,400
When RCRAPP2_PELL_PGI >	10000		THEN	\$ 0

3. **TPEG (HB 1403 Students)** - is awarded to students classified as HB 1403 by Admissions and Records. They are not eligible for federal assistance and complete the TASFA to determine their EFC. The RFRMGMT maximum award is \$2,700 and the minimum award is \$0. The award is pro-rated based on the student’s enrollment status, (75% or 50%). FY15 budgeted allocation is different for each college. Funds **WILL** be auto-packaged in BANNER. Funds for HB1403 students will be taken from each colleges TPEG Resident allocations.

COLLEGE	SAC	SPC	PAC	NVC
FUND CODE	A00541	A00542	A00543	A00544
FUND BALANCE	\$ 250,000	\$ 150,000	\$ 200,000	\$ 175,000
ACCOUNT	271048	272028	273019	274011

When RCRAPP2_PELL_PGI BETWEEN	0	5000	THEN	\$ 2,700
When RCRAPP2_PELL_PGI BETWEEN	5001	8000	THEN	\$ 2,000

When RCRAPP2_PELL_PGI BETWEEN	8001	10000	THEN	\$ 1,400
When RCRAPP2_PELL_PGI >	10000		THEN	\$ 0

4. **TPEG (CE – Continuing Education)** - is awarded to students enrolled in Continuing Education courses only. They are not seeking a degree and are not eligible for federal assistance. The RFRMGMT maximum award is \$2,000 and the minimum award is \$200. The award is pro-rated based on the student's enrollment status, (75% or 50%). FY15 budgeted allocation is different for each college. Funds will be **NOT** be auto-packaged in BANNER.

COLLEGE	SAC	SPC	PAC	NVC
FUND CODE	A00231 - Inactive	A00232 - Inactive	A00233 - Inactive	A00234 - Inactive
FUND BALANCE	\$ 389,289	\$ 108,453	\$ 120,978	\$ 164,554
ACCOUNT	271049	272029	273020	274012

Pell Eligible	EFC Range	Program Cost	Clock Hours	CE TPEG Pays
YES	0-5198	<\$1000	40 CLOCK HOURS +	100%
YES	0-5198	>\$1000	40 CLOCK HOURS +	60%
NO	5198-8000	ANY COST	40 CLOCK HOURS +	50%
NO	8001 +	ANY COST	40 CLOCK HOURS +	0%

- d. **FCWS (Federal Work Study Program)** is awarded prior to loans. It is auto-packaged to all returning FCWS students first. If additional funds are available it will be offered to new eligible applicants. All students are awarded based on 12 hours / week for 17 weeks each term @ \$7.25 / hour. The maximum award for a student is **\$6,000**. The minimum FCWS awarded by BANNER is \$0. (FY15 allocation and match is \$1,136,246.00)

COLLEGE	SAC	SPC	PAC	NVC
Percentage	43%	18%	15%	24%

COLLEGE	SAC	SPC	PAC	NVC
FUND CODE	C00001	C00002	C00003	C00004
FEDERAL ALLOCATION	\$ 1,136,246	\$ 1,136,246	\$ 1,136,246	\$ 1,136,246
COLLEGE ALLOCATION	\$ 488,586	\$ 204,524	\$ 170,437	\$ 272,699

JOB COUNT	41	20	16	23
ACCOUNT	251207	252207	253207	254207

- e. **DIRECT LOAN (Federal Direct Subsidized Loan)** is auto-packaged to applicants who have previously borrowed through one of the federal loan programs. Maximum award is \$3,500 for first year students and \$4,500 for sophomore students. The minimum award is \$100.

COLLEGE	SAC	SPC	PAC	NVC
FUND CODE	DL0001	DL0002	DL0003	DL0004
ALLOCATION	\$ 0	\$ 0	\$ 0	\$ 0
ACCOUNT	351501-04	352501-04	353501-04	354501-04

- d. **DIRECT LOAN (Federal Direct Unsubsidized Loan)** is auto-packaged to applicants who have previously borrowed through one of the federal loan programs. Maximum award is \$3,500 for first year students and \$4,500 for sophomore students. The minimum award is \$100. Independent students who borrowed Sub and Unsub the prior year are packaged Sub and Unsub up to the maximum annual limit.

COLLEGE	SAC	SPC	PAC	NVC
FUND CODE	DL0011	DL0012	DL0013	DL0014
ALLOCATION	\$ 0	\$ 0	\$ 0	\$ 0
ACCOUNT	351502-05	352502-05	353502-05	354502-05

- e. **DIRECT PLUS (Federal Direct Parent Loan for Undergraduate Students)** is NOT auto-packaged to students. This loan is applied for by the parent and is the responsibility of the parent. Minimum award is \$100.

COLLEGE	SAC	SPC	PAC	NVC
FUND CODE	DL0021	DL0022	DL0023	DL0024
ALLOCATION	\$ 0	\$ 0	\$ 0	\$ 0
ACCOUNT	351503-06	352503-06	353503-06	354503-06

II. Packaging Formulas - The formulas listed below were developed for use with the BANNER automated packaging system on the RORRULE form. These rules are based on the “Packaging Parameters” articulated above.

a. FSEOG RORRULE:

```
SELECT DISTINCT(RCRAPP1_PIDM)
FROM RPRAWRD, RCRAPP1, RCRAPP2, SGBSTDN A
```

```

WHERE RCRAPP1_CURR_REC_IND = 'Y'
AND RCRAPP2_PELL_PGI = 0
AND RCRAPP2_PIDM = RCRAPP1_PIDM
AND RCRAPP2_INFC_CODE = RCRAPP1_INFC_CODE
AND RCRAPP2_SEQ_NO = RCRAPP1_SEQ_NO
AND RCRAPP2_AIDY_CODE = RCRAPP1_AIDY_CODE
AND A.SGBSTDN_CAMP_CODE = 'SAC'
AND A.SGBSTDN_TERM_CODE_EFF = ( SELECT MAX(B.SGBSTDN_TERM_CODE_EFF)
                                FROM SGBSTDN B
                                WHERE B.SGBSTDN_PIDM      = A.SGBSTDN_PIDM
                                AND B.SGBSTDN_STST_CODE    = 'AS'
                                AND B.SGBSTDN_TERM_CODE_EFF < '800000'
                                AND B.SGBSTDN_TERM_CODE_EFF <> '001000'
                                AND B.SGBSTDN_TERM_CODE_EFF <> '201200')
AND A.SGBSTDN_PIDM = RCRAPP1_PIDM
AND A.SGBSTDN_PIDM = RCRAPP2_PIDM
AND RCRAPP1_PIDM=RPRAWRD_PIDM
AND RCRAPP1_AIDY_CODE=RPRAWRD_AIDY_CODE
AND RCRAPP1_AIDY_CODE = :AIDY
AND RCRAPP1_PIDM =:PIDM

```

b. TPEG RORRULE:

```

SELECT DISTINCT RCRAPP1_PIDM
FROM RCRAPP1,RCRAPP2,SPRADDR,SGBSTDN A, RORSTAT
WHERE RCRAPP1_CURR_REC_IND = 'Y'
AND RCRAPP2_PIDM = RCRAPP1_PIDM
AND RCRAPP1_PIDM=RORSTAT_PIDM
AND RCRAPP2_INFC_CODE = RCRAPP1_INFC_CODE
AND RCRAPP2_SEQ_NO = RCRAPP1_SEQ_NO
AND RCRAPP2_AIDY_CODE = RCRAPP1_AIDY_CODE
AND RCRAPP1_AIDY_CODE=RORSTAT_AIDY_CODE
AND A.SGBSTDN_RESD_CODE IN ('0','A','B','D','E','I','J','R','W','X','Y','Z')
AND A.SGBSTDN_CAMP_CODE = 'SAC'
AND A.SGBSTDN_LEVL_CODE = 'UG'
AND A.SGBSTDN_TERM_CODE_EFF = (SELECT MAX(B.SGBSTDN_TERM_CODE_EFF)
                                FROM SGBSTDN B
                                WHERE B.SGBSTDN_PIDM = A.SGBSTDN_PIDM
                                AND B.SGBSTDN_TERM_CODE_EFF < '800000')
AND RORSTAT_PIDM NOT IN (SELECT A.RPRAWRD_PIDM FROM RPRAWRD A
                          WHERE A.RPRAWRD_PIDM=RORSTAT_PIDM
                          AND A.RPRAWRD_AIDY_CODE=RORSTAT_AIDY_CODE
                          AND (A.RPRAWRD_FUND_CODE LIKE 'A0024%' OR
A.RPRAWRD_FUND_CODE LIKE 'A0025%')

```

OR A.RPRAWRD_FUND_CODE LIKE 'A0026%' OR
 RPRAWRD_FUND_CODE LIKE 'A0027%'
 OR A.RPRAWRD_FUND_CODE LIKE 'A0020%')
 AND A.RPRAWRD_ACCEPT_AMT>0)

AND A.SGBSTDN_PIDM = RCRAPP1_PIDM
 AND A.SGBSTDN_PIDM = RCRAPP2_PIDM
 AND SPRADDR_PIDM = RCRAPP1_PIDM
 AND RCRAPP1_AIDY_CODE = :AIDY
 AND RCRAPP1_PIDM =:PIDM

FCWS RORRULE:

SELECT DISTINCT(RORSTAT_PIDM)
 FROM RORSTAT,SGBSTDN A
 WHERE A.SGBSTDN_CAMP_CODE = 'SAC'
 AND A.SGBSTDN_LEVL_CODE = 'UG'
 AND A.SGBSTDN_TERM_CODE_EFF = (SELECT MAX(SGBSTDN_TERM_CODE_EFF)
 FROM SGBSTDN B
 WHERE B.SGBSTDN_PIDM = A.SGBSTDN_PIDM
 AND B.SGBSTDN_TERM_CODE_EFF < '800000')
 AND A.SGBSTDN_PIDM = RORSTAT_PIDM
 AND RORSTAT_PIDM =:PIDM
 AND RORSTAT_AIDY_CODE=:AIDY

c. DIRECT LOAN RORRULE:

SELECT DISTINCT(RORSTAT_PIDM)
 FROM RORSTAT,SGBSTDN A
 WHERE RORSTAT_AIDY_CODE = :AIDY
 AND A.SGBSTDN_CAMP_CODE = 'SAC'
 AND A.SGBSTDN_LEVL_CODE = 'UG'
 AND A.SGBSTDN_TERM_CODE_EFF = (SELECT MAX(B.SGBSTDN_TERM_CODE_EFF)
 FROM SGBSTDN B
 WHERE B.SGBSTDN_PIDM = A.SGBSTDN_PIDM
 AND B.SGBSTDN_TERM_CODE_EFF < '800000')
 AND A.SGBSTDN_PIDM = RORSTAT_PIDM
 AND RORSTAT_PIDM =:PIDM

III. DISCLAIMER:

Exceptions to the above awarding guidelines may be considered on an individual basis by the District Director, Director, or Associate Director with appropriate approval and documentation.

Prepared By: _____ Date: _____

Approved: _____ Date: _____
 Dr. Harold Whitis, District Director

PACKAGING REFERENCE CHART FOR MULTIPLE FUNDS AY 15-16

EFC LOW	EFC MAX	PELL	FSEOG	TPEG	TX Grant Renewal	TEOG	Work-Study (15hrs/wk)	Total w/o State Funds	Total w/TEOG	Total w/ TXGrant	Total w/ WKSTDY (No State)	COA DID	COA IID	COA IOS	Unmet W/TXG	Unmet DID WO/TXG	Unmet IID W/TXG
0	500	\$ 5,775	\$ 800	\$ -	\$ 1,325	\$ 2,736	\$ 4,320	\$ 6,575	\$ 9,311	\$ 9,300	\$ 10,895	\$ 12,114	\$ 17,859	\$ 26,511	\$ 2,814	\$ 5,539	\$ 8,559
501	1000	\$ 5,225	\$ -	\$ -	\$ 1,325	\$ 2,736	\$ 4,320	\$ 5,225	\$ 7,961	\$ 7,950	\$ 9,545	\$ 12,114	\$ 17,859	\$ 26,511	\$ 4,164	\$ 6,889	\$ 9,909
1001	1500	\$ 4,725	\$ -	\$ -	\$ 1,325	\$ 2,736	\$ 4,320	\$ 4,725	\$ 7,461	\$ 7,450	\$ 9,045	\$ 12,114	\$ 17,859	\$ 26,511	\$ 4,664	\$ 7,389	\$ 10,409
1501	2000	\$ 4,225	\$ -	\$ -	\$ 1,325	\$ 2,736	\$ 4,320	\$ 4,225	\$ 6,961	\$ 6,950	\$ 8,545	\$ 12,114	\$ 17,859	\$ 26,511	\$ 5,164	\$ 7,889	\$ 10,909
2001	2500	\$ 3,725	\$ -	\$ -	\$ 1,325	\$ 2,736	\$ 4,320	\$ 3,725	\$ 6,461	\$ 6,450	\$ 8,045	\$ 12,114	\$ 17,859	\$ 26,511	\$ 5,664	\$ 8,389	\$ 11,409
2501	3000	\$ 3,225	\$ -	\$ -	\$ 1,325	\$ 2,736	\$ 4,320	\$ 3,225	\$ 5,961	\$ 5,950	\$ 7,545	\$ 12,114	\$ 17,859	\$ 26,511	\$ 6,164	\$ 8,889	\$ 11,909
3001	3500	\$ 2,725	\$ -	\$ 500	\$ 1,325	\$ 2,736	\$ 4,320	\$ 3,225	\$ 5,461	\$ 5,450	\$ 7,545	\$ 12,114	\$ 17,859	\$ 26,511	\$ 6,664	\$ 8,889	\$ 12,409
3501	4000	\$ 2,225	\$ -	\$ 1,000	\$ 1,325	\$ 2,736	\$ 4,320	\$ 3,225	\$ 4,961	\$ 4,950	\$ 7,545	\$ 12,114	\$ 17,859	\$ 26,511	\$ 7,164	\$ 8,889	\$ 12,909
4001	4500	\$ 1,725	\$ -	\$ 1,500	\$ 1,325	\$ 2,736	\$ 4,320	\$ 3,225	\$ 4,461	\$ 4,450	\$ 7,545	\$ 12,114	\$ 17,859	\$ 26,511	\$ 7,664	\$ 8,889	\$ 13,409
4501	4600	\$ 1,225	\$ -	\$ 2,000	\$ 1,325	\$ 2,736	\$ 4,320	\$ 3,225	\$ 3,961	\$ 3,950	\$ 7,545	\$ 12,114	\$ 17,859	\$ 26,511	\$ 8,164	\$ 8,889	\$ 13,909
4601	4700	\$ 1,125	\$ -	\$ 2,000	\$ 1,325	\$ 2,736	\$ 4,320	\$ 3,125	\$ 3,861	\$ 3,850	\$ 7,445	\$ 12,114	\$ 17,859	\$ 26,511	\$ 8,264	\$ 8,989	\$ 14,009
4701	4800	\$ 1,025	\$ -	\$ 2,000	\$ 1,325	\$ 2,736	\$ 4,320	\$ 3,025	\$ 3,761	\$ 3,750	\$ 7,345	\$ 12,114	\$ 17,859	\$ 26,511	\$ 8,364	\$ 9,089	\$ 14,109
4801	4900	\$ 925	\$ -	\$ 2,000	\$ -	\$ -	\$ 4,320	\$ 2,925	\$ 2,925	\$ 2,925	\$ 7,245	\$ 12,114	\$ 17,859	\$ 26,511	\$ 9,189	\$ 9,189	\$ 11,284
4901	5000	\$ 825	\$ -	\$ 2,000	\$ -	\$ -	\$ 4,320	\$ 2,825	\$ 2,825	\$ 2,825	\$ 7,145	\$ 12,114	\$ 17,859	\$ 26,511	\$ 9,289	\$ 9,289	\$ 12,634
5001	5100	\$ 725	\$ -	\$ 2,000	\$ -	\$ -	\$ 4,320	\$ 2,725	\$ 2,725	\$ 2,725	\$ 7,045	\$ 12,114	\$ 17,859	\$ 26,511	\$ 9,389	\$ 9,389	\$ 13,134
5101	5157	\$ 626	\$ -	\$ 2,000	\$ -	\$ -	\$ 4,320	\$ 2,626	\$ 2,626	\$ 2,626	\$ 6,946	\$ 12,114	\$ 17,859	\$ 26,511	\$ 9,488	\$ 9,488	\$ 13,634
5158	8000	\$ -	\$ -	\$ 2,000	\$ -	\$ -	\$ 4,320	\$ 2,000	\$ 2,000	\$ 2,000	\$ 6,320	\$ 12,114	\$ 17,859	\$ 26,511	\$ 10,114	\$ 10,114	\$ 13,634
8001	10000	\$ -	\$ -	\$ 1,400	\$ -	\$ -	\$ 4,320	\$ 1,400	\$ 1,400	\$ 1,400	\$ 5,720	\$ 12,114	\$ 17,859	\$ 26,511	\$ 10,714	\$ 10,714	\$ 14,134

UEH 359 & 360 Procedures and Appeal Information

Beginning with 15-16, UEH flag has expanded to consider:

- (1) An applicant's prior receipt of, in addition to Federal Pell Grant, a **Federal Direct Loan**.
- (2) **The prior four**, instead of three, award years. For 15-16, the UEH flag evaluation period includes the 2011-2012, 2012-2013, 2013-2014, and 2014-2015 award years.
- (3) Alamo Colleges accepts UEH appeals year round

Categories:

SAR Comment 359 = Possible enrollment problem, UEH flag 2

SAR Comment 360 = Questionable enrollment pattern, UEH flag 3

Identifying category 359 or 360, which can be done one of two ways:

1. RNIMS16 School/Housing Info/Comments
2. RNASL16 NSLDS Summary, Enrollment Pattern Flag

These decisions are treated like professional judgment. All decisions are final and not appealable to the DOE.

UEH 359

Review the student's Alamo Colleges enrollment and financial aid records.

Did the student receive a Pell Grant or a Direct Loan at *Alamo Colleges* during *ANY ONE* of the 2011-2012, 2012-2013, 2013-2014, and 2014-2015 award years?

YES:

It is not necessary to review NSLDS or transcripts. The only action required is:

1. RRAAREQ – Clear UEH 359 requirement
NOTE: The UEH requirement on RRAAREQ will have a **5** if transcripts have already been systematically reviewed
2. RNARS16 - Clear C flag
3. RHACOMM – Note action taken
No further action required.

NO:

1. Using information from the National Student Loan Data System (NSLDS) , identify all institutions where the student *received a Pell Grant or Direct Loan* for the 2011-2012, 2012-2013, 2013-2014, and 2014-2015 award years.

NOTE: If the student *did not* receive Pell Grant or Direct Loan at any of the institutions listed, we *do not* include them in our review.

2. SOAPCOL - Review student college transcripts
 - a. Was at least **one hour earned at each** institution where the student received either Pell or DL?

YES:

1. RNARS16 - Clear C flag
2. RRAAREQ – Clear UEH 359 requirement
3. RHACOMM – Note action taken

No further action required.

NO:

The student is **not** eligible for financial aid but can submit a UEH Appeal Form for review.

1. ROASTAT – UEHSAP (change current term ‘New Sap Status’ to UEHSAP)
2. RRAAREQ – Update UEH359 to A
3. RRAAREQ – Update UEHAPL to R
4. RHACOMM – Note *original* SAP status and action taken

The following action is to be taken after the student submits the form:

Approved

1. RNARS16 - Clear C flag
2. ROASTAT – Change current term ‘New Sap Status’ back to original status, in other words, match the ‘New Sap Status’ to ‘Calculated Sap Status’ – UEH status will go away completely
3. RRAAREQ – Clear UEH 359 requirement
4. RRAAREQ – Clear UEHAPL
5. RHACOMM – Note action taken and why
6. ROAMESG – UEH Appeal has been approved
7. Scan appeal form and supporting documents into BDM

Denied

1. RRAAREQ – Update UEHAPL to A

Denial Text: The UEH appeal you submitted for reinstatement of financial aid was denied. In order to regain eligibility, you must complete one semester on your own, meet the requirements of the Satisfactory Academic Progress Policy, and then report your progress to your financial aid office.

NOTE: When the student completes the requirements as outlined in the Denial Text, and self-reports progress, complete **Approved** steps 1-6 on page 2.

UEH 360

1. Using information from the National Student Loan Data System (NSLDS) , identify all institutions where the student received a *Pell Grant or Direct Loan* for any of the 2011-2012, 2012-2013, 2013-2014, and 2014-2015 award years.

NOTE: If the student did not receive Pell or DL at any of the institutions listed, we do not include them in our review.

2. SOAPCOL - Review student college transcripts

Was at least ***one hour earned at each (keep in mind an F is an earned grade)*** institution where the student received either Pell or DL?

YES:

1. RNARS16 - Clear C flag
2. RRAAREQ – Clear UEH 360 requirement
3. RHACOMM – Note action taken

No further action required.

NO:

The student is ***not*** eligible for financial aid, but can submit a UEH Appeal Form for review.

1. ROASTAT – UEHSAP (change current term ‘New Sap Status’ to UEHSAP)
2. RRAAREQ – Update UEH359 to A
3. RRAAREQ – Update UEHAPL to R

The following action is to be taken after the student submits the form:

Approved

1. RNARS16 - Clear C flag
2. ROASTAT – Change current term ‘New Sap Status’ back to original status, in other words, match the ‘New Sap Status’ to ‘Calculated Sap Status’ - UEH status will go away completely
3. RRAAREQ – Clear UEH 359 requirement
4. RRAAREQ – Clear UEHAPL
5. RHACOMM – Note action taken
6. ROAMESG – UEH Appeal has been approved
7. Scan appeal form and supporting documents into BDM

Denied

1. RRAAREQ – Update UEHAPL to A

Denial Text:

The UEH appeal you submitted for reinstatement of financial aid was denied. The UEH appeal you submitted for reinstatement of financial aid was denied. In order to regain eligibility, you must complete one semester on your own, meet the requirements of the Satisfactory Academic progress Policy, and then report your progress to your financial aid office.

If the student completes the requirements and self-reports, complete **Approved** steps 1-6 on page 3.

Last Name: _____
 Banner ID: _____
 For office use only: BDMS Code UEHAPL
 Staff initials: _____ Date: _____

**Unusual Enrollment
 History (UEH) Appeal Form**



 Name

 Banner ID

The U.S. Department of Education (DOE) has established new regulations to prevent fraud and abuse in the Federal Student Aid Programs by identifying students with unusual enrollment histories. Your transcripts indicate you failed to earn at least one hour of credit while receiving aid during your enrollment in the last four academic years. Therefore, you are not eligible to receive Federal Student Aid, which includes the Federal Pell Grant, Federal Supplemental Education Opportunity Grant, Federal Work-Study, and Federal Direct Student Loans.

You have the option to appeal this decision by submitting this form along with the following:

1. Your letter of appeal, which must include:
 - a. A detailed explanation for your failure to earn academic credit during the academic terms you attended in the last four academic years.
 - b. A detailed explanation of how the circumstances that contributed to your failure to earn academic credits have since changed or been resolved. Include the steps you will take to insure your successful academic progress in the future.
2. Relevant documentation to support your appeal (for example: medical claims/statements, police reports, copy of death certification/obituary, signed statement from a non-related third party such as a clergy member, counselor, or other professional).

Initial each line and sign and date at the bottom:

_____ I understand that submission of this form does not mean my federal student aid eligibility will be reinstated. I further understand this decision is final and not appealable to the U.S. Department of Education

_____ I understand that failure to submit documentation to adequately support this appeal will result in denial.

I hereby certify that all information provided on this form is true, complete and correct to the best of my knowledge.

 Signature

 Date

FOR OFFICE USE ONLY:

COMMENTS:	APPROVED	DENIED
_____	_____	_____
_____	_____	_____
FAA SIGNATURE: _____	DATE: _____	

Last Name: _____
 Banner ID: _____
 For office use only: BDMS Code TXSSE
 Staff initials: _____ Date: _____

**Office of Student Financial Aid
 TEXAS and TEOG Grant Application
 Statement of Eligibility**



Student Name: _____ Banner ID: _____

High School _____ High School Grad Date: _____

Did you attend college after you graduated from high school? **YES** or **NO**

If **YES**, list the college(s) attended: _____

Select the appropriate box below:

I am a prior TEXAS Grant or TEOG Grant recipient.

I am a first time applicant.

Note: Effective fall 2014, students attending public community colleges are no longer eligible for initial year TEXAS Grant awards. However, subsequent renewal year awards can be made at community colleges to eligible students who received an initial year award prior to fall 2014. All new students may only apply for the TEOG funding (refer to below criteria).

Texas Educational Opportunity Grant (TEOG) Initial Awards Eligibility Requirements	Texas Educational Opportunity Grant (TEOG) Renewal Award Eligibility Requirements
<ul style="list-style-type: none"> • Texas resident • Financial need • Registered for Selective Service or are exempt • EFC \$5088 or less • Enrolled at least half-time (6) credit hours through the census date of the payment period • Be in the first 30 hours of an associate's degree or certificate program • Have not been granted an Associate's or Baccalaureate Degree • Have not been convicted of a felony or crime involving controlled substances 	<ul style="list-style-type: none"> • End of first year, complete 67% of hours attempted, overall GPA of 2.0 • End of second year, maintain an overall GPA of 2.5 and successfully complete 75% of the hours in the previous year <p>The maximum time frame for receiving funds is the first of:</p> <ul style="list-style-type: none"> • 4 years from the start of the semester in which the first award was received; • 75 SCH attempted; or • Completion of an Associate's Degree

Statement of Student Eligibility:

Have you ever been convicted of a felony or an offense under Chapter 481, Health and Safety Code (Texas Controlled Substance Act), or under the law of another jurisdiction involving a controlled substance as defined by Chapter 481, Health and Safety Code?

Please Check one: **YES** or **NO**

If your answer is **NO**, sign and date the bottom of the form. If your answer is **YES**, please contact the Office of Student Financial Aid to complete a State Aid Eligibility Worksheet.

I hereby certify that the information I have provided is true and correct and that if I am ever convicted of a felony or an offense involving a controlled substance while enrolled in a degree seeking program, I will immediately notify the Alamo Colleges Office of Student Financial Aid. I understand if I fail to provide accurate information, I may be required to reimburse the institution and penalties may be imposed.

 Student Signature

 Date

All colleges of the Alamo Colleges do not discriminate on the basis of race, religion, color, national origin, sex, age, or disability with respect to access, employment programs, or services.

Last Name: _____

State Aid Eligibility Worksheet



Banner ID: _____

For office use only: BDMS Code TXSSE2

Staff initials: _____ Date: _____

Student:

Name (Last, First)

Banner ID

In accordance with TEC 56.301 and TEC 56.402, a person is not eligible to receive a grant under this subchapter if the person has been convicted of a felony or an offense under Chapter 481, Health and Safety Code (Texas Controlled Substances Act), or under the law of any other jurisdiction involving a controlled substance as defined by Chapter 481, Health and Safety Code, unless the person has met the other applicable eligibility requirements under this subchapter and has:

(A) received a certificate of discharge by the Texas Department of Criminal Justice or a correctional facility or completed a period of probation ordered by a court, and at least two years have elapsed from the date of the receipt or completion; or

(B) been pardoned, had the record of the offense expunged from the person's record, or otherwise been released from the resulting ineligibility to receive a grant.

By reading the following statements and signing below, you are certifying one or more of the statements below describe your situation; and that the information is true and correct:

1. I was convicted of a felony or an offense under Chapter 481, Health and Safety Code; and (check all that apply)
 _____ I have received a certificate of discharge by the Texas Department of Criminal Justice or a correctional facility or completed a period of probation ordered by a court, and at least two years have elapsed from the date of the receipt or completion; or
2. _____ have been pardoned, had the record of the offense expunged from my record, or otherwise been released from the resulting ineligibility to receive a grant.

Student Signature

Date

One Semester Budget Adjustment Procedures

Category 1: Aid never awarded or paid; or awarded but *not* paid:

RPAAWRD

NOTE: Only complete this step if student was awarded. If student was not awarded, proceed to **RBAPBUD** step.

NOTE: Per Michelle- Adjust the budget to the appropriate term (fall only or spring only) regardless of whether or not the student was enrolled for the term no financial aid was received.

Award Schedule Tab

1. Zero out award(s) for the applicable semester
2. Save
3. Select "Yes" to unequal award acknowledgement pop up
4. Save

Award Maintenance RPAAWRD 8.19.0.1 (PPRD8)

Aid Year: 1415 ID:

Award Lock	Fund	Status	Period	Offered	Accepted
N	A00000	A	201510	1,890.00	1,890.00
N	A00000	A	201520	.00	0.00

Repackaging Verification RPAAWRD 8.19.0.1 (PPRD8)

NOTICE

Sum of award period amounts does not equal total.
Do you want to repackage the award with the new total?
Press Yes or No.
(No will cause all attempted period changes to be rolled back.)

Yes No

RBAPBUD

1. Change **Aid Period** to one applicable semester (FALL OR SPRING)
2. Save (Your USER ID will appear on **RBAPBUD** in the USER ID fields on both the **Budget Maintenance** and **Pell Maintenance** tabs after period budgeting step is processed on ROAIMMP -later step)

The screenshot shows the 'Applicant Period Budget RBAPBUD 8.19 (PROD)' window. At the top, there are fields for 'Aid Year' (set to 1415) and 'ID'. Below this are three tabs: 'Applicant Budget', 'Budget Maintenance', and 'Pell Budget Maintenance'. The 'Applicant Budget' tab is active. In the 'Aid Period' section, a dropdown menu is open, showing 'F/A/SPR' selected. A callout box with an arrow points to this dropdown, containing the text: 'From the dropdown menu, select either Fall or Spring'. Other fields include 'Percent of Full Year' (100.000), 'Information Access Indicator' (checked), and 'IM Budget Duration'. On the right side, there are three buttons: 'Aid Period Details', 'View Budgets by Periods', and 'Delete Budget'.

RNAOV15

1. Insert 5 (Fall only) or 4 (Spring only) in the FM-Student field
2. Save
3. Options, Calculate Need

The screenshot shows the '2014-2015 Applicant Override RNAOV15 8.20 (PROD)' window. It includes a 'Confidential' label and an 'ID' field. The 'Need Analysis Application' section contains fields for 'Current FM Record Source' (EDE), 'Sequence Number' (1), 'Lock Current Record' (Y), and 'Verification Message' (1 Required). On the right, there are fields for 'New FM Record Source', 'Sequence Number', and 'Lock IM Record' (N). The 'Applicant Override' section features a 'Budget Duration' field with a dropdown menu. The dropdown is open, showing '5 (fall)' and '4 (spring)'. An arrow points from this dropdown to the 'FM-Student' field, which currently contains the value '5'. Other fields for 'FM-Parent', 'IM-Parent', and 'IM-Student' are also visible.

This screenshot shows the application's menu bar with the following items: File, Edit, Options, Block, Item, Record, Query, Tools, Help. The 'Options' menu is open, and a red arrow points to the 'Calculate Need' option. Below the menu bar, there are several sub-menus: 'NA Application Data and Overrides', 'Additional Overrides', 'Additional Overrides II', and 'Additional Overrides III'. An 'ID:' field is also visible.

ROAIMMP

1. Period Budget Grouping: A=Actual
2. Period: 201510 or 201520
3. Save
4. Immediate Pell Calculation ✓
5. Save

Applicant Immediate Process ROAIMMP 8.19 (PPRD8)

Aid Year: ID:

	Action Indicator	Period
Tracking Group Assignment:	<input type="text" value="(None)"/>	<input type="text"/>
Budgeting Group Assignment:	<input type="text" value="(None)"/>	<input type="text"/>
Packaging Group Assignment:	<input type="text" value="(None)"/>	<input type="text"/>
	<input type="checkbox"/> SAP	Calculated From:
Packaging Fund Assignment:	<input type="text" value="(None)"/>	Effective:
Need Analysis Calculation:	<input type="text" value="(None)"/>	
	<input checked="" type="checkbox"/> Immediate Pell Calculation	
	<input type="checkbox"/> Disbursement Date Update	
	<input type="checkbox"/> Authorize or Disburse Available Aid	I
	<input type="checkbox"/> Immediate ACG, SMART, TEACH Calculation	I
Period Budget Grouping: <input type="text" value="1st"/>	<input type="text" value="A=Actual"/>	Period: <input type="text" value="201510"/>

RHACOMM

1. Record, insert
2. Document action taken

Category 2: Aid paid, but has been returned:

NOTE: These records can be identified on ROARMAN: 0.00 in Memoed or Authorized and Paid column as well as “WD Exists for Aid Year”. Records must remain fall/spring – cannot be adjusted to one term only.

RPAAWRD

Award Schedule Tab

- 1. Zero out award(s) for the applicable semester
- 2. Click Save
- 3. Select “Yes” to unequal award acknowledgement pop up field
- 4. Period Lock Y

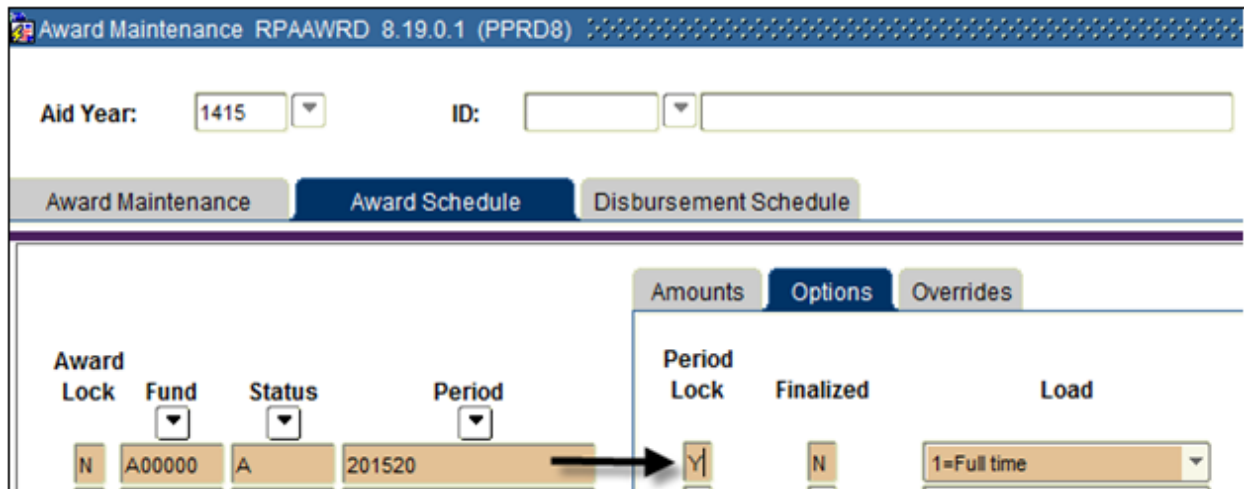
Award Lock	Fund	Status	Period	Offered	Accepted
N	A00000	A	201510	1,890.00	1,890.00
N	A00000	A	201520	→ .00	→ 0.00

NOTICE

Sum of award period amounts does not equal total.
Do you want to repackage the award with the new total?
Press Yes or No.
(No will cause all attempted period changes to be rolled back.)

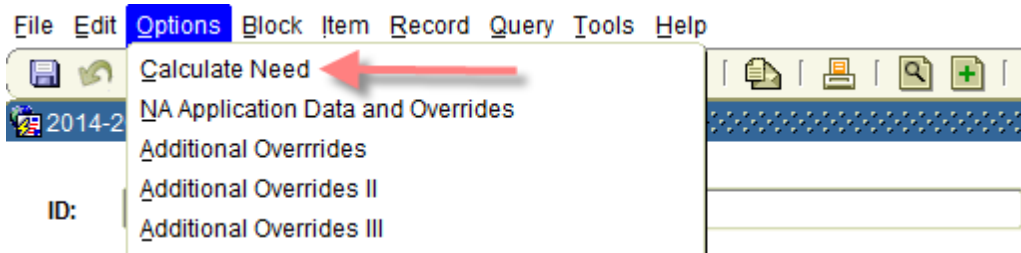
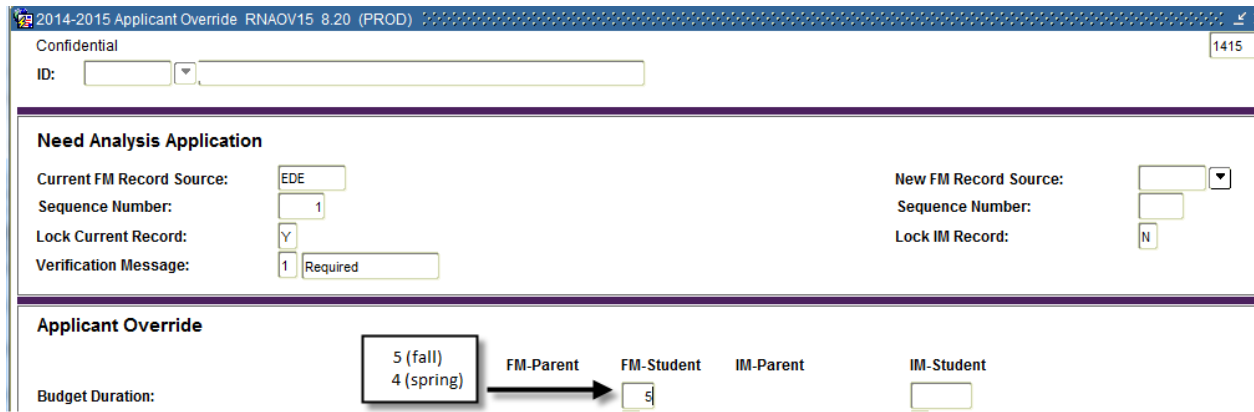
Yes

No



RNAOV15

1. Insert 5 (Fall only) or 4(Spring only) in the FM-Student field
2. Save
3. Options, Calculate Need



RHACOMM

1. Record, insert
2. Document action taken

REOR Procedures

REASTID

Oracle Fusion Middleware Forms Services: Open > REASTID

File Edit Options Block Item Record Query Tools Help

COD Identifier REASTID 8.14 (PPRD8)

ID: 900118038 Jose L Cruz

Type: Student Aid Year: PLUS Number:

SSN	Date of Birth	Last Name	First Name	Middle Initial
<input type="text"/>	<input type="text"/>	CRUZ	JOSE	<input type="text"/>
Document ID	Activity Date	User ID	Sequence	Status Code
2014-08-12T10:47:34.3424646855	13-AUG-2014	WDELGADO	1	A=Accepted

SSN	Date of Birth	Last Name	First Name	Middle Initial
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Document ID	Activity Date	User ID	Sequence	Status Code
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

This form is used to submit identity information to COD.

- Information on this form is pulled from ROAPELL
- There is typically no need to touch this form
- The information from REASTID is then sent to REAORXX

REAOR15

Oracle Fusion Middleware Forms Services: Open > REAOR15

File Edit Options Block Item Record Query Tools Help

2014-2015 Grant Origination/Acknowledgement Form REAOR15 8.20 (PPRD8) 1415

ID: 900118038 Jose L Cruz

Pell TEACH

Origination	Acknowledgement
Origination ID: CR201500916300	
Internal Sequence Number: 1	1
SAR ID: 261100000 CR 01	01
Current SSN: 261100000	261100000
Birth Date: 31-DEC-1961	31-DEC-1961
Attendance Cost: 17,545.00	17,545.00
Verification Status: (None)	
Date Enrolled: 25-AUG-2014	25-AUG-2014
Incarcerated Student: (None)	
Amount Due Student: 1,751.00	1,751.00
Campus Pell ID: 009163	
<input checked="" type="checkbox"/> Origination Lock Indicator	
Scheduled Pell Grant: 4,080.00	
YTD Amount Paid: 1,751.00	
Percentage Eligibility Used: 42.9160	
Lifetime Eligibility Used: 599.986	
Negative Pending Amount:	
Shared SAR ID:	
Concurrent Enrollment:	
Verification Without Documentation Status:	
Action Code: A	
Date Sent: 14-AUG-2014	
Document ID: 2014-08-14T16:24:31.4724646855	
Edit Messages:	

REAORXX represents the COD Origination record
REAORXX must be in line with COD

- The following items must match with COD
 - SSN
 - Trans#
 - Cost of Attendance
 - Enrollment Date
 - Amount Due
 - Campus

All of the above items must match, otherwise we are out of compliance and it will be an audit finding.
REAORXX needs to be update for all PELL summer awarding

Updating REAORXX

Oracle Fusion Middleware Forms Services: Open > REAOR15

File Edit Options Block Item Record Query Tools Help

2014-2015 Grant Origination/Acknowledgement Form REAOR15 8.20 (PPRD8) 1415

ID: 900118038 Jose L Cruz

Pell TEACH

Origination	Acknowledgement
Origination ID: 201408024CR201500916300	
Internal Sequence Number: 1	1
SAR ID: 201408024 CR 01	01
Current SSN: 201408024	201408024
Birth Date: 31-DEC-1961	31-DEC-1961
Attendance Cost: 17,545.00	17,545.00
Verification Status: (None)	
Date Enrolled: 25-AUG-2014	25-AUG-2014
Incarcerated Student: (None)	
Amount Due Student: 1,751.00	1,751.00
Campus Pell ID: 009163	
<input checked="" type="checkbox"/> Origination Lock Indicator	
Scheduled Pell Grant: 4,080.00	
YTD Amount Paid: 1,751.00	
Percentage Eligibility Used: 42.9160	
Lifetime Eligibility Used: 599.986	
Negative Pending Amount:	
Shared SAR ID:	
Concurrent Enrollment:	
Verification Without Documentation Status:	
Potential Overpayment:	
Action Code: A	
Date Sent: 14-AUG-2014	
Document ID: 2014-08-14T16:24:31.4724646855	
Edit Messages:	

MIDDLEWARE

Origination ID
Record: 1/1 <OSC>

To update REAORXX:

1. Uncheck the "Origination Lock Indicator" box
 - a. If multiple origination records are present be sure to unlock all of them
2. Go to "Record" and select "Duplicate"
3. Make sure that all items match the initial Origination record
 - a. SSN
 - b. Trans#
 - c. Cost of Attendance
 - d. Enrollment Date- Must match earliest enrollment term
 - e. Amount Due – Pell Calculation must be completed in ROAIMMP prior to REAOR in order for it to update
 - f. Campus
4. No change in the above information click you can exit out without saving
5. If information has changed
 - a. Then Click 'Save' and Exit

Things to look out for: After duplicating record in REAORXX

If there is a change in Transaction number and/or Campus: All Pell Paid for Fall/Spring terms okay to move forward

READIXX

Oracle Fusion Middleware Forms Services: Open > READI15

File Edit Options Block Item Record Query Tools Help

2014-2015 Grant Disbursement/Acknowledgement READI15 8.20 (PPRD8) 1415

ID: 900118038 Jose L Cruz Grant Type: Pell

Disbursement

Origination/Award ID: LCR201500916300

Disbursement / Sequence Number: 1 / 1

Sign Indicator: P

Reported Disbursement Amount: 1751.00

Reported Disbursement Date: 16-AUG-2014

Payment Period Start Date:

Pell AP Disbursement Date Change

Fund Code: A00000

Period: 201510

Disbursement Date: 16-AUG-2014

Scheduled Disbursement Amount:

Scheduled Disbursement Date: 15-AUG-2014

Disbursement Amount: 1751.00

Net Disbursement Amount: 1751.00

Date Sent: 16-AUG-2014

Enrollment School Code: 00916300

Enrollment Status: (None)

Program CIP Code:

Lock

Exclude from Net Amount

YTD Disbursement Amount: 1751.00

Percentage Eligibility Used: 42.9160

Lifetime Eligibility Used: 599.986

Concurrent Enrollment:

Potential Overpayment:

CPS Verification Indicator:

Highest CPS Transaction: 02

Verification Without Documentation:

Shared SAR ID:

Previous Sequence Number:

Action Code: A

Document ID: 2014-08-16T09:52:52.8824646855

Acknowledgement

Disbursement / Sequence Number: 1 / 1

Sign Indicator: P

Reported Disbursement Amount: 1751.00

Reported Disbursement Date: 16-AUG-2014

MIDDLEWARE

Origination ID
Record: 1/2 ... -OSC>

READIXX show all disbursement information for the student
READIXX will update when disbursement is processed
This form is used to make corrections to COD rejected files