

ACADEMIC ADVISING SYLLABUS

First Time In College (0–30 Hours)



MISSION STATEMENT

To inspire, empower, and educate our community for leadership and success.

VISION

The Alamo Colleges District will be the best in the nation in Student Success and Performance Excellence.

WHAT IS ACADEMIC ADVISING?

Academic and career advising is a series of ongoing and intentional conversations among students, faculty, and staff that establish a pathway to the realization of educational, career, and life goals.

WELCOME TO PALO ALTO COLLEGE!

We offer a variety of services (Academic and Career Advising, Financial Aid and Scholarships, VA Educational Benefits, Disability Support Services, Student Life, Graduation and Transfer to Universities) that will assist you with your academic success at Palo Alto College. We encourage you to visit our Advising centers throughout your stay at Palo Alto College for the most up-to-date career institutes, degree plans, transfer and graduation information.

YOUR ASSIGNED CERTIFIED ADVISOR WILL:

1. Provide you with assistance in developing an Individual Success Plan (ISP).
2. Provide you with an overview of Alamo Colleges District Student Services.
3. Provide you with specific career information and transfer plans for your career institute and program.
4. Provide you with assistance in scheduling and registering for courses.
5. Provide you with assistance in completing your graduation application.
6. Provide you with developing action plans if you are on academic or financial aid suspension.
7. Provide you with a professional, courteous and understanding academic advising experience.
8. Monitor your academic progress.
9. Be located at your Alamo Colleges District home campus.

STUDENT RESPONSIBILITIES:

To ensure a productive academic advising experience you should:

1. Schedule regular appointments with your Certified Advisor prior to registration.
2. Come prepared to ask questions and take notes of key points discussed.
3. Conduct yourself in a professional and courteous manner.
4. Conduct an Alamo GPS degree audit prior to your scheduled appointments after initial appointment.
5. Silence or turn off your cell phone during appointment.
6. Bring your Palo Alto College Student ID, any necessary documents and be on time to your scheduled appointment.
7. Routinely check your ACES account for email news and updates from your certified advisor.

STUDENT LEARNING OUTCOMES:

1. Recognize personal responsibility is integral to student success.
2. Students will be able to identify strengths and weaknesses.
3. Know and understand critical policies and dates (drop deadlines, academic standards, pay deadlines, financial aid obligations, financial aid deadlines, Federal, state and local policies (27 hour Rule, 3peat, SAP)).
4. Understand how to develop and follow an ISP/degree plan/transfer plan or certificate.
5. Identify and utilize college resources.
6. Identify and utilize community resources.
7. Value the advisor/student relationship.
8. Value the completion of the educational pathway.



WHAT YOU SHOULD KNOW/HAVE COMPLETED BY THE END OF EACH ACADEMIC YEAR:

	KNOW	COMPLETED
First year (0-30 Hours)	<ul style="list-style-type: none"> » How to navigate ACES and Palo Alto College website » Understanding campus resources » Academic calendar » Registration calendar » 15-hour and 30-hour registration PIN » How to navigate Alamo GPS and create Individual Success Plan (ISP) <ul style="list-style-type: none"> ↳ Core completion ↳ Degree plan ↳ Advising guides » Career/Advising internet resources » University/College transfer research 	<ul style="list-style-type: none"> <input type="checkbox"/> Course Schedule <input type="checkbox"/> Finalize degree plan <input type="checkbox"/> Individual Success Plan (ISP) <input type="checkbox"/> Research transfer institutions <input type="checkbox"/> Receive 15- and 30-hour PIN
Second year (31+ Hours)	<ul style="list-style-type: none"> » Update Individual Success Plan (ISP) » Identify transfer institution (30 hour intent) <ul style="list-style-type: none"> ↳ Application process ↳ Financial resources ↳ Tuition, fees, etc » 45-hour registration PIN » Career research, resume building, and internship opportunities » Graduation application process » Graduation ceremony and degree awarding process 	<ul style="list-style-type: none"> <input type="checkbox"/> Career Services <input type="checkbox"/> Finalize degree plan <input type="checkbox"/> Apply for graduation <input type="checkbox"/> Identify and apply to transfer institution <input type="checkbox"/> Attend graduation ceremony <input type="checkbox"/> Receive 45-hour PIN

RECOMMENDED READINGS AND RESOURCES:

- Alamo Colleges District E-Catalog mypaccatalog.alamo.edu
- Alamo Colleges District Student Handbook alamo.edu/pac/student-handbook
- Palo Alto College Advising Information alamo.edu/pac/advising
- Alamo GPS alamo.edu/district/gps
- Career Coach alamo.edu/careercoach
- Alamo Colleges District Virtual Career Center myalamocareer.org

ACADEMIC ADVISING SYLLABUS

EMAIL POLICY

All Alamo Colleges District communications will be sent via your ACES student e-mail (per Alamo Colleges District Policy). You will need to check your ACES e-mail for important information such as financial aid, admissions and records, campus announcements and other Alamo Colleges District communications. You must also communicate with your Certified Advisor utilizing your ACES e-mail and should include your Banner number. If you need information on how to set up your ACES e-mail account, please visit aces.alamo.edu.

ASSESSMENT OF STUDENT SUCCESS

Students will have the opportunity to rate their advising experience through the Alamo Colleges District Advising Survey.

Certified Advisors will monitor student success utilizing the Alamo Colleges District procedures on case management. Student Success Reports will be submitted at the end of each semester (Fall—January, Spring—June).

GOOD STANDING

Good Standing is affected if overall GPA falls below 2.0 at any time (end of a Fall, Spring, or Summer semester term) and student begins process defined on this page. Minimum overall GPA of all courses taken.

ACADEMIC PROBATION AND DISMISSAL:

- Students who begin any semester term in Good Academic Standing but fail to maintain a cumulative institution GPA of 2.0 or higher are placed on Academic Probation. Notification of probationary status is communicated electronically through students' ACES email address. Students may be required to meet with a certified advisor prior to enrollment and may be limited to a maximum approved course load. Academic Probation status is waived when students earn both term and cumulative 2.0 institution GPA; otherwise, enrollment status will be Continued Academic Probation.
- Students who are on Academic Probation or Continued Academic Probation do not earn a semester term institution GPA of 2.0 and do not earn a cumulative institution GPA of 2.0 in the next semester term following the probation status, they will be placed on Academic Dismissal and must remain out for one full fall or spring semester. Students placed on Academic Dismissal will receive notification from the Alamo Colleges District via their ACES email.
- After remaining out for one (1) full fall or spring semester term for each of the First or Second Academic Dismissals, students must petition for registration. Upon readmission, students will be limited to a maximum approved course load of six to eight (6-8) semester hours including the required SDEV 0171, Strategies for Success. Academic Dismissal status is removed when students earn a cumulative 2.0 Institution GPA

FINANCIAL AID PROBATION AND SUSPENSION:

Federal Regulations require all students applying for financial assistance to maintain Satisfactory Academic Progress in order to receive aid. The progress standards that students are required to meet in order to maintain financial aid eligibility are:

- A minimum 2.0 GPA, "C" or better, per semester and overall GPA;
- Successful completion of 67% of all coursework attempted; and
- Completion of the academic program of study within ninety-nine (99) hours of attempted coursework (including all hours attempted at other colleges). Note: Thirty (30) hours of non-repeated developmental classes may be excluded from the ninety-nine (99) hours.

Students may appeal their suspension status or may appeal to receive a loan if they have been denied one due to their suspension status. The appeal should include a personal statement (with appropriate documentation) detailing the circumstances that resulted in their failure to meet the required standards. Those who have been suspended due to exceeding ninety-nine (99) attempted hours must submit a degree plan, signed by an advisor, clearly showing courses earned towards the program, courses still needed, and the anticipated graduation date. If the appeal is approved, eligibility is reinstated subject to program requirements. Progress is reviewed at the end of the semester to make sure that the student is meeting the standards and following the degree plan. Failure in either of these criteria will again result in financial aid suspension.

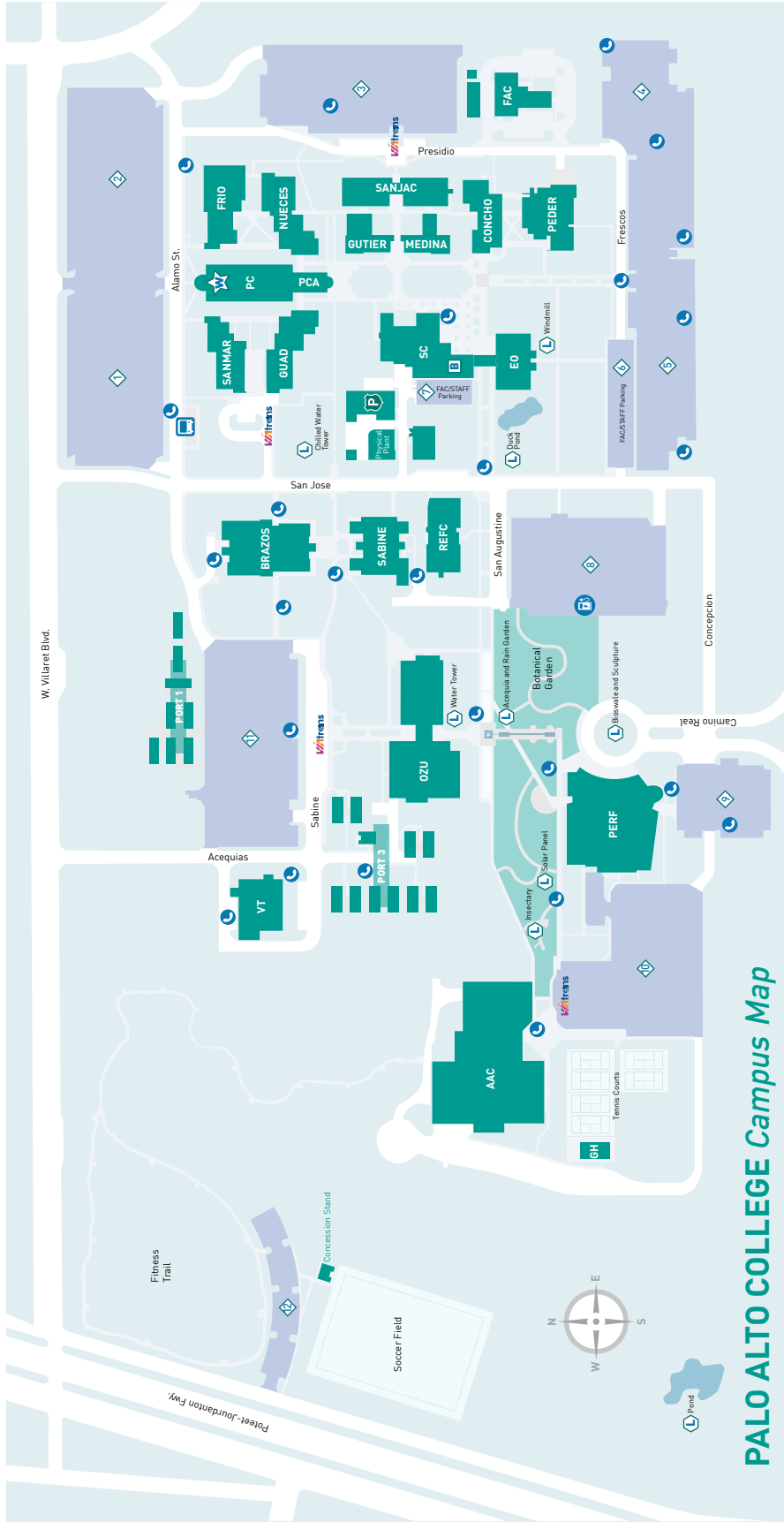
If the appeal is denied, no financial aid of any kind may be awarded. Students can continue to enroll but at their own expense. A re-appeal is acceptable after students have completed at least one (1) semester (preferably two (2)) and believe they can make a case for getting back on track academically. The Committee's decision is final and may not be appealed further.

STUDENT SUCCESS MANAGEMENT PROCEDURE

DATE	ACTIVITIES
One To Four Months Before 1st Day Of Class	<ul style="list-style-type: none"> You will attend New Student Orientation (NSO) which will provide you with College information, resources, campus tours, group advising and registration. During NSO, you will meet your Certified Advisor.
Friday Before Classes Start	<ul style="list-style-type: none"> You will also attend New Palomino Convocation (NPC)! Convocation will provide motivational information and the opportunity to connect with student clubs and organizations. During NPC, you will meet your Peer Advisors.
First Week	<ul style="list-style-type: none"> You will receive an email from your Certified Advisor with information about census date, campus events, and a College Success Check List. "Ask Me Tables" will be located across the College campus to provide you with classroom locations, course schedules and other useful/relevant information. SMART START must attend first week of class or be dropped.
Second Week	<ul style="list-style-type: none"> You will receive a phone call from your Certified Advisor to inquire about your first week. You will also receive an email from your Peer Advisor with information about tutoring services.
Third Week	<ul style="list-style-type: none"> Your Peer Advisor will email and call you to encourage you to complete the First Week Experience Survey for a prize.
Fourth Week	<ul style="list-style-type: none"> Peer Advisors will present to your SDEV/EDUC class and provide information about the Snack & Chat with Peers event.
Fifth Week	<ul style="list-style-type: none"> Peer Advisors will host Snack & Chat with Peers during which they will be located around campus to answer any questions you may have.
Sixth Week	<ul style="list-style-type: none"> Your Peer Advisor will call you to encourage you to speak with your Certified Advisor.
Seventh Week	<ul style="list-style-type: none"> Peer Advisors will be located at various campus locations throughout the months of October and March to share information about meeting with your advisor. Certified Advisors will be available to assist you with registration, advising, and campus resources throughout the semester.
Eighth Week	<ul style="list-style-type: none"> Your Certified Advisor will call you to remind you to schedule an advising session. Your Certified Advisor will also discuss midterm grades with you.
Ninth Week	<ul style="list-style-type: none"> You will receive a phone call and email from your Certified Advisor if you have received an Early Alert referral. Your Advisor will discuss campus resources, withdrawal procedures, and course registration for the next semester.
Tenth Week	<ul style="list-style-type: none"> Certified Advisors and Peer Advisors will visit all INRW and ENGL 1301 courses to share information about registration, registration windows, and payment deadlines. Your Certified Advisor will place a hold on your record if you have not met with him/her or your Peer Advisor.
Eleventh Week	<ul style="list-style-type: none"> Certified Advisors and Peer Advisors will visit all developmental MATH courses to share information about registration, registration windows, and payment deadlines. You will also receive an email from your Peer Advisor to promote registration for the next semester.
Twelfth Week	<ul style="list-style-type: none"> You will receive an email from your Certified Advisor regarding upcoming deadlines, advising dates, college activities, and registration dates. On-campus registration will be held for currently enrolled students to encourage them to register for courses.
Fourteenth Week	<ul style="list-style-type: none"> Your Peer Advisor will call you if you have not registered for the next semester and encourage you to register.
Fifteenth Week	<ul style="list-style-type: none"> You will receive an email from your Certified Advisor and Peer Advisor to wish you good luck on your finals and let you know that they are excited to see you next semester!

CAMPUS MAP

of Palo Alto College



PALO ALTO COLLEGE Campus Map

Loop 410

Legend

Aquatic & Athletic Center.....AAC (24)	Medina Hall.....MEDINA (7)	Sabine Hall.....SABINE (20)
Brazos Hall.....BRAZOS (19)	Nueces Hall.....NUECES (6)	San Jacinto Hall.....SANJAC (8)
Concho Hall & Gallery.....CONCHO (13)	Ozuna Learning & Learning Center.....OZU (22)	San Marcos Hall.....SANMAR (11)
Concession Stand.....[26]	Palomino Center.....PC (3)	Student Center.....SC (16)
Executive Offices.....EO (16)	Palomino Center Annex.....PCA (3)	Veterinary Technology.....VT (27)
Facilities.....FAC (11)	Pedernales Hall.....PEDER (14)	
Frio Hall.....FRIO (4)	Performing Arts Center.....PERF(23)	
Green House.....GH (25)	Portable Buildings - Group 1.....PORT1	
Guadalupe Hall.....GUAD (2)	Portable Buildings - Group 3.....PORT3	
Gutierrez Learning Labs.....GUTIER (6)	Ray Ellison Family Center.....REFC (21)	

- Buildings
- Parking Lot Number
- Landmarks
- Bookstore
- Welcome Center
- Palmone College Building
- Bus Stop
- Electric Car Charging Station
- Emergency Phone
- Roads and Walkways
- Botanical Garden Area
- VMT
- VMT

HIGH SCHOOL TO COLLEGE

Transition & Accommodations

“Accommodations are about altering methods...not about altering standards.”

~ Alamo Colleges District
Disability Services Council

Accommodating College Students With Disabilities

Common approved accommodations with proper documentation:

- Extended test time
- Emergency evacuation assistance
- Use of a voice or tape recorder
- Volunteer note-taker
- Reader or Scribe
- Sign Language Interpreter
- Access to adaptive equipment and technologies
- Student may be late to class due to walking difficulties

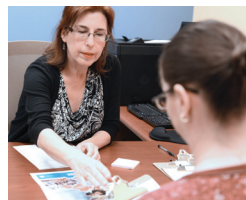
HIGH SCHOOL	COLLEGE
Overall Legal Principles	
Every student with a disability has a right to a high school education and a diploma under IDEA. Most of the responsibility for a student’s success falls upon the parents and teachers.	Under the ADA and Section 504 of Rehabilitation Act of 1973, a qualified student with a documented and approved disability has the right to reasonable accommodation for equal access to the services provided by the Alamo Colleges. Every student is responsible for meeting the academic or technical standards of the college.
Fundamental alteration of programs and curricula are required.	No fundamental alterations are required.
Education is a right and must be provided in an appropriate environment to all individuals.	Higher Education is not a right. Students must meet certain admissions criteria defined by the college, and under the ADA be “otherwise qualified.”
School district develops Individualized Education Plans (I.E.P.) to define educational services.	No Individual Education Plan (I.E.P.) exists.
Personal services for medical or physical disability are required.	No personal services are required.
Who Identifies and Documents Accommodations	
School districts are responsible for identifying the students as needing accommodations.	Colleges may not seek out students with disabilities. Students are responsible for identifying themselves as a student with a disability and provide documentation to justify accommodations; a guardian may participate in the process with written permission from the student.
The Role of Parents	
Parents are responsible to make sure the school is accommodating their child appropriately.	It is a student’s responsibility to initiate a request for accommodations and make the appropriate office aware of any discrepancies.
Parents may have access to any information the school has about the student’s disability and the services provided.	A student must give permission for anyone to obtain information about services being provided, including grades.
Parents receive regular contact and feedback from the school.	College contact with parents is limited by privacy laws.
For Student Consideration	
The school is responsible for identifying the students as needing accommodations and ensuring their success.	The school ensures access. The student creates success. Know how your disability effects your ability to succeed in the college and other social settings; make sure you are able to disclose the nature of your specific disability and the specific types of assistance you need to be successful
Documentation Needs	
The school updates documentation (ARD) based on IDEA guidelines.	The student is responsible for providing adequate documentation to support his or her claim of having a disability.
School district provides free testing and evaluation.	Students must provide documentation and pay for evaluation if there is none.

HIGH SCHOOL	COLLEGE
Confidentiality of Student's Disability	
The student's disability is discussed among parents, teachers, administrators, and others on the I.E.P. team. It may be discussed with people diagnosing or working to accommodate the disability.	A student's disability is protected by FERPA, the student's right-to-privacy act. It may not be discussed with anyone without written permission from the student. A student has the right to not disclose his or her disability to any instructor or staff.
Self-Advocacy	
Primary advocate is the student's parent or guardian. Students at this time are learning about their disability, their accommodations and how to self-advocate.	Students are expected to advocate for themselves. Student is responsible for requesting accommodations and for presenting letters of accommodation to faculty.
Time and Attendance	
School is approximately six hours per day, five days a week.	Full time students typically spend twelve to eighteen hours per week in class, depending on their course load.
The school year is about nine months long.	An academic year consists of two - three semesters.
Feedback on Class Work	
Teachers give frequent feedback.	Students must seek feedback from faculty.
Teachers check completed homework.	Professors may or may not check homework, but will assume students can do the work on tests.
Teachers approach students if they believe they need assistance.	Professors are usually helpful, but do expect students to initiate contact if they need help.
Teachers remind students of assignments and due dates.	Professors expect students to use a syllabus and know due dates.
Teachers remind students of incomplete work and often provide students with information missed when they are absent.	Professors may not remind students of incomplete work and expect students to get missed notes from classmates.
Studying	
Students are told in class what they need to learn from material assigned.	Students are expected to read the assigned material; lectures and assignments proceed from the assumption that they have done so.
Students spend thirty hours per week in class, perhaps only zero to two hours outside of class studying.	Students spend approximately twelve to eighteen hours per week in class, but study outside of class at least two to three hours for every hour spent in class.
Students are expected to read short assignments. These are then discussed, and often re-taught in class.	A substantial amount of reading and writing will be assigned and may or may not be discussed in class. Students are expected to know the material assigned.
A paraprofessional assists those whose physical disability limits their ability to write notes and tests.	Students must seek out a classmate to take notes for them. Tests are usually given through disability services; the student is responsible for setting an appointment to test.
Tests	
Tests are frequent, covering small amounts of material.	Tests are often infrequent, cumulative, and cover a great deal of material. Organizing the material is up to the student.
Makeup tests are often available.	The syllabus should state whether makeup tests are available. If so, it is up to the student to request one.
Students are considered to have mastered the material when they can reproduce what they have been taught.	Students are seen as having mastered the material when they can apply it to new situations and solve new problems.
Grading standards are sometimes changed. Credit is sometimes given for effort.	Grading standards do not change. Credit for effort is rare.

The Alamo Colleges District is an equal opportunity organization committed to success and excellence through diversity in every aspect of our Colleges, including enrollment, education and employment. We seek applications from all qualified persons who share this goal. The Alamo Colleges District does not discriminate on the basis of race, color, religion, gender, national origin, age, disability, veteran status, genetic information or sexual orientation.

Inquiries or complaints regarding equal opportunity should be directed to EEO/Title IX Coordinator, Linda Boyer Owens, Associate Vice Chancellor of Human Resources and Organizational Development, [210] 485-0200. Address: Human Resources Department, 201 W. Sheridan, Building A, San Antonio, TX 78204. For student accommodation or alternate format requests, contact Disability Support Services at [210] 486-3020.

STUDENT RESOURCES



ACADEMIC LEARNING STUDIO

(210) 486-3790 • Ozuna Library and Learning Center, Room 150

The Academic Learning Studio supports student and community technology needs with 190 virtual desktops, full desktops, and iMacs. Staff members will help answer computer questions and provide guidance to access ACES, Canvas, Document Scanning, MyMathLab, Microsoft Office suite and other software used on campus. Wireless access and charging stations are available.

ADVISING CENTERS

Visit alamo.edu/pac/advising for hours of operation.

Your assigned advisor will assist you with developing a degree plan, registering for courses, completing a graduation application, completing a financial aid appeal, exploring careers, and researching transfer opportunities.

BOLD Advising Center

(210) 486-3366 • Palomino Center Annex, Room 200

The BOLD Advising Center assists students who are studying programs in business, aviation, landscape, logistics, psychology, advertising/public relations, liberal arts and other career and technical education degrees and certificates.

SEED Advising Center

(210) 486-3131 • Palomino Center Annex, Room 200

The SEED Advising Center assists students who are studying programs in education, criminal justice, communication arts, kinesiology, social work, and sociology.

STEM Advising Center

(210) 486-3660 • Palomino Center 114

The STEM Advising Center assists students who are studying programs in the science, technology, engineering and math.

ASSESSMENT & TESTING CENTER

(210) 486-3444 • Ozuna Library and Learning Center, Room 143

The Assessment & Testing Center offers a variety of testing programs to assist students with academic placement and college credit acquisition. All students must bring a government-issued photo ID. Students must have a Banner ID number before testing. All tests are by appointment only.

AQUATIC AND ATHLETIC CENTER

(210) 486-3800 • Gymnasium, Room 110

The mission of the Aquatic and Athletic Center is to provide quality inclusive recreational activities that promote health and wellness to all Alamo Colleges District students, staff, faculty, and community. Contact the front office about intramural/extramural sports, fitness passes, swimming lessons, summer camps, and more.

CHILD CARE

(210) 486-3500 • Ray Ellison Family Center

At the on-campus child development center, highly trained teachers provide quality child care for children (ages 18 months to 5 years) of Palo Alto College students and employees.

Breakfast, lunch, and afternoon snacks are provided. Ask about flexible schedules and tuition assistance based on eligibility and financial need.

COUNSELING SERVICES

(210) 486-3750 • Student Center, Room 100

Personal counselors are available to provide free short-term counseling and crisis intervention to students. All services are confidential.

DISABILITY SUPPORT SERVICES (DSS)

(210) 486-3020 • Palomino Center, Room 116

Disability Support Services (DSS) coordinates accommodation services for students with temporary or permanent disabilities who are taking classes at Palo Alto College. Students must provide documentation and register with DSS every semester.

FINANCIAL AID SERVICES

(210) 486-3600 • Palomino Center, Room 102

Financial aid is available for students who need assistance in paying for their education. If eligible, students may receive assistance in the form of grants, student loans, college work-study, and/or scholarships. To be considered for Federal or State Aid, students must apply for financial aid by completing a Free Application for Federal Student Aid (FAFSA).

HIGH SCHOOL PROGRAMS

(210) 486-3170 | Ozuna Library and Learning Center, Rm. 116

The Department of High School Programs encompasses Dual Credit, Early College High School, and the TRIO Upward Bound and Talent Search Grants. This department provides early access to college course work and academic advising. Former High School Program students may contact this office for assistance or questions.

OZUNA LIBRARY

(210) 486-3555 • Ozuna Library and Learning Center

The Ozuna Library serves the entire college community with an extensive collection of library resources. Students have access to computers, wireless internet, quiet spaces for studying, and social spaces for working in groups.

SCHOLARSHIP SUPPORT SERVICES

(210) 486-3117 • Executive Offices, Room 163

Scholarship Support Services provides information about internal and external scholarship opportunities and offers workshops to advance your scholarship knowledge and improve your writing skills.

S.H.A.R.E. CENTER

(210) 486-3121 • Student Center, Room 101

The S.H.A.R.E. Center (Student, Health, Advocacy, Resource and Engagement) is a multi-service facility offering access to health services, social services, a clothes closet, a public food pantry, and other activities aimed at ensuring students are safe and secure during their academic journeys at Palo Alto College.

STUDENT LIFE

(210) 486-3125 • Student Center, Room 124

Students may get involved in campus life activities—clubs/organizations, student government, cultural and educational activities, entertainment, community service, and wellness programs.

TRANSCRIPTS & ENROLLMENT SERVICES

(210) 486-3700 • Palomino Center, Room 117

Student transcripts must be requested through ACES. The first request is free; additional fees may apply for subsequent copies. Students should allow 5-7 working days for the transcripts to be processed. Transcripts are no longer printed on site.

TUTORING SERVICES

Call 486-3350 for hours of operation for tutoring services.

**CIS/COSC Learning Center
(210) 486-331**

The CIS/COSC Learning Center provides free tutoring to Palo Alto College students wanting assistance with their computer coursework.

**Math Learning Center
(210) 486-3273 • Gutierrez Learning Lab, Room 106**

Tutoring services available in all levels of Mathematics. Math Skills Specialists and peer tutors are available on a walk-in basis. Computer-aided instructional software and advanced mathematics software are also accessible.

**INRW Learning Center
(210) 486-3262 • Nueces Hall, Room 114**

Provides free tutoring to all students enrolled in INRW courses, as well as ESL and English 1301+ students. An INRW academic program specialist and tutors provide individual and small-group tutoring, including weekly question-and-answer workshops on various topics. Exam reviews are also offered.

**Science Learning Center
(210) 486-3281 • Frio Hall, Room 111 or
(210) 486-3232 • Brazos Hall, Room 126**

Provides free tutoring to all students enrolled in Science courses. Tutoring services are available on a “walk-in” basis. Weekly question-and-answer workshops are offered, as well as exam reviews. A number of models and practice lab exams are available to assist students with their coursework.

**Writing Assistance Center
(210) 486-3257 • Gutierrez Learning Lab, Room 102/104**

Provides free tutoring to all students enrolled at Palo Alto College. Tutoring services are available on a “walk-in” basis. Assistance is offered at any stage of the writing process from brainstorming to final draft. Weekly question-and-answer workshops are offered, as well as exam reviews.

VETERANS AFFAIRS

(210) 486-3111 • Palomino Center, Room 111

This office assists students attending PAC under one of the public laws for veterans and their dependents. Students must complete required applications/documents and submit to the VA Office to receive payment for attendance.

WELCOME CENTER

(210) 486-3100 • Palomino Center, Room 103

This department is the first point of contact to acquire assistance with the enrollment steps and completing the FAFSA application. The Welcome Center assists prospective students.

ACES

Alamo Colleges Education Services

HOW TO LOGIN TO ACES

1. Go to alamoaces.alamo.edu.
2. Enter Alamo Colleges District ID (user name) and password.
3. Click Login.

If you don't know your user name or password, you may click the "How do I get a user name and password?" For assistance, call the IT Helpdesk at (210) 486-3777.

MY PAGE

The My Page tab provides faster access to various Self Service functions such as registering for classes, financial aid requirements, academic profile, degree plans, grades, and your assigned academic advisor.



HOW TO REGISTER FOR CLASSES

1. After logging into ACES, select Student tab.
 2. Select Web Services.
 3. Select Student tab.
 4. Select Registration.
 5. Select Add or Drop Classes.
 6. Select the term you want to attend and press Submit.
 7. Select Class Search, then Search by College.
 8. Select a subject, location, course number, time and/or day, then select Class Search.
 9. Select the course you want by checking the box next to the course.
 10. Scroll to the bottom and select Register.
 11. Repeat steps 7-11 to add additional classes.
- To drop classes*, follow steps 1-7. Select the drop down menu beside the course and select Web Dropped Prior to Term. Select Submit Changes and the course will be removed.
- * Different procedures apply once classes begin. Always check account balance when adding/dropping classes.

VIEW AND PAY YOUR ACCOUNT

1. After logging into ACES, select Student tab.
2. Select Web Services.
3. Select Student.
4. Select Student Account.
5. Select Make a Payment.
6. Select Virtual Business Office (Online Payments). To pay in full, select the Pay option. To set up a payment plan, continue with the instructions below.
7. In the Payment Plan tab, select Enroll Now and Select Term.
8. Follow instructions until Payment Method has been completed.



HOW TO VIEW YOUR FINANCIAL AID STATUS

1. After logging into ACES, select Student tab.
2. Select Web Services.
3. Select Financial Aid.

From here you will be able to find the following:

- ✓ General Financial Aid Information
- ✓ Financial Aid Status
- ✓ Eligibility: Student Requirements, Requirement Messages, Holds, Academic Progress
- ✓ Award: Account Summary by Term, Award for Aid Year, Award Payment Schedule, Award History, Withdrawal Information

Disclaimer: Students may be subject to verification before award is given. Award may not cover total amount of tuition and may require a payment plan.



GOAL + PLAN = SUCCESS

The Alamo Colleges District is pleased to announce the release of Alamo GPS, a web-based tool to help students and advisors monitor a student's progress toward degree completion. Alamo GPS combines the Alamo Colleges District's degree requirements and the coursework completed into an easy-to-read worksheet that helps see how courses completed count toward degree requirements and what courses and requirements still need to be completed. This system is designed to aid and facilitate academic advising but is not intended to replace face-to-face advising sessions.

BENEFITS OF ALAMO GPS

Alamo GPS is available to students who were admitted to the Alamo Colleges District since Fall 2009, and students pursuing a degree through the Fall 2010 or later catalog. Students will continue to meet with their Certified Advisor concerning degree progression. Alamo GPS may be accessed through ACES; no additional username or password is needed. For students, a current audit will load automatically once Alamo GPS is accessed. Advisors must enter the student's Banner ID number.

APPLICATION FEATURES

AUDIT—online document that lists all degree requirements and courses taken/needed by core and major blocks.

ADVISOR NOTES—enables advisors to easily document meetings and advice given

WHAT IF—allows you to “try on” all programs of the Alamo Colleges District. Shows you how progress towards degree completion changes if you change programs

LOOK AHEAD—dynamically shows how degree progress is affected by future planned courses

PLANNER—maps out semester by semester enrollment plan through graduation

GPA CALCULATOR—allows you to assess the impact on GPA for a variety of scenarios and helps you set long-term general goals

USEFUL INFORMATION

About Palo Alto College

THE FIRST DAY COUNTS

All students at the Alamo Colleges District are now required to attend the first day of class per registered course. Students who do not attend class on the first day will be dropped from the course.

You will have an assigned advisor from the time you begin until the time you complete your degree/certificate or transfer.

Mon: 8 a.m.–7 p.m.
Tues—Fri: 8 a.m.–5 p.m.
First Saturday of every month:
9 a.m.–1 p.m.

Extended hours are offered in January and August. Please call the Welcome Center for current times.

DID YOU KNOW

- Free tutoring is available face-to-face and online. Visit alamo.edu/pac/tutoring for more information.
- All First Time In College (FTIC) students are required during the first 15 hours of their coursework to enroll in an EDUC class.
- Child care is available at the Ray Ellison Family Center.
- Visit one of our three advising centers for more information or contact your assigned academic advisor. Appointments and walk-in services are provided. Extended hours are offered in August and January.
- The Aquatic Center is open to the community and offers a variety of fitness and recreational programs for all ages throughout the year.
- PACfest is an official Fiesta San Antonio event on campus that takes place in April each year.
- The Ozuna Library offers on-the-go research assistance and other library services through Library a la Carte, which is generally located in the courtyard.
- Students can submit concerns, complaints, or feedback through the President's Suggestion Box at alamo.edu/pac. Students can also contact the Student Advocate/Conduct Officer for additional information about the Palo Alto College Complaint and Feedback Process including both academic and non-academic grievances.

USEFUL NUMBERS

Academic Learning Studio

Ozuna 150 | 210.486.3790
alamo.edu/pac/computer-labs

Admissions and Records

PC 117 | 210.486.3700
alamo.edu/pac/records-and-transcripts

Adult Learning Academy

Ozuna 136 | 210.486.3410
alamo.edu/pac/community-programs

Advising Centers

BOLD | PC Annex 200 |
210.486.3366
alamo.edu/pac/BOLD-Advisors

SEED | PC Annex 200 |

210.486.3131
alamo.edu/pac/SEED-Advisors

STEM | PC 114 | 210.486.3660

alamo.edu/pac/STEAM-Advisors

Alamo Colleges Emergency

210.485.0911

Alamo Colleges Non-Emergency

210.485.0099

Alamo Colleges Weatherline

210.486.0189

Aquatic and Athletic Center

PE 110 | 210.486.3800
alamo.edu/pac/aquatic-center

Assessment and Testing Center

OZU 143 | 210.486.3444
alamo.edu/pac/testing-center

Bookstore

SC 121 | 210.486.9572
www.paloaltocollegeshop.com

Bursar (Business Office)

PC 115 | 210.486.3200
alamo.edu/district/business-office

Counseling Services

SC 100 | 210.486.3750
alamo.edu/pac/counseling-services

Disability Support Services

SC 100 | 210.486.3020
alamo.edu/pac/DSS

High School Programs

OZU 116 | 210.486.3170
alamo.edu/pac/dualcredit
alamo.edu/pac/echs

Library Services

Ozuna 2nd Floor | 210.486.3557
alamo.edu/pac/library

Ray Ellison Family Center

RECF | 210.486.3500
alamo.edu/pac/refc

S.H.A.R.E. Center

SC 101 | 210.486.3121
alamo.edu/pac/community-resources

Student Life

SC 124 | 210.486.3125
alamo.edu/pac/student-life

Student Financial Aid

PC 102 | 210.486.3600
alamo.edu/district/financial-aid

Student Conduct Officer

SC 101 | 210.486.3755
alamo.edu/pac/cares

Veterans Affairs

PC 111 | 210.486.3111
alamo.edu/pac/veteransaffairs

Welcome Center

PC 103 | 210.486.3100
alamo.edu/pac/first-time-students