

**PALO ALTO COLLEGE  
COLLEGE PROCEDURES**

Procedure Number: S 12.3  
Procedure Title: Emergency Aid Loan Procedure  
Relevant Board Policy: [F.6.1 Student Success \(Policy\)](#)  
Originating Unit: SHARE Center  
Maintenance Unit: Vice President Student Success

- I. Purpose: The following procedure is to outline the process for the Emergency Aid Loan Program. The purpose of the Palo Alto College emergency aid loan program is to consider enrolled students for limited, short-term financial assistance.

The emergency loan program is an institutionally funded loan that requires repayment and may be used for educational-related expenses such as: off-campus housing, food, utilities, daycare, books, and transportation costs necessary to attend Palo Alto College. The funds cannot be used for tuition, fees, or to assist with enrollment in the College.

- II. Procedural Statement: The amount students may borrow under the emergency aid (loan and grant) program is limited.

Students may not borrow more than \$300. Only one emergency loan may be issued per student during their time at Palo Alto College, and students must have Palo Alto College as their home school. Students do not have to be receiving financial aid and/or scholarship assistance in order to apply for the emergency loan. If students accept this loan, they must repay the amount within 60 days. In order to continue providing emergency loans to the students of Palo Alto College, it is important that students repay the amount borrowed.

The process will be implemented as follows:

Students must meet all of the following criteria to be considered for an emergency loan:

1. Must be able to produce a Palo Alto College Student ID.
2. Students must have a home school of Palo Alto College and be enrolled in at least 6 credit hours at Palo Alto College in a degree or certificate program. If students have already been awarded a degree or certificate, then they are not eligible for the program unless approved by Dean/VPSS.
3. Must have a cumulative Grade Point Average of 2.0 or higher. If no GPA exists, then prior coursework will be reviewed on a case by case basis.

4. Must not have previously received an emergency loan or grant during the entire time student is enrolled at Palo Alto College.
5. Must not have previously passed a check for insufficient funds to any Alamo College.
6. Must not have a Palo Alto College/Alamo Colleges administrative hold on your record.
7. Must not owe an outstanding balance to any Alamo College.
8. Must be meeting the Financial Aid & Scholarship satisfactory academic progress policy requirements.
9. Must submit a 2-3 sentence statement explaining how this loan will help you to continue to come to school.
10. Must meet with Financial Literacy Sr. Advisor and complete Virtual Coaching and/or Financial Literacy Workshop. (Dates, Times, and Locations are available at the SHARE Center in SC 101).

### III. **Overview of Internal Process:**

#### A. SHARE Center Sr. Advisors will:

- i. Contact students who submit online inquiry form and assist students with completing an application.
- ii. Verify all requirements are met to ensure student is eligible. Verify that students have not received aid in prior terms per the Emergency Aid Spreadsheet.
  - a. If students were already awarded a loan in a previous semester at a sister school i.e. SAC, then they ARE eligible to receive a loan from PAC
- iii. Check ROARMAN and ensure that unmet need is more than \$300. Contact Financial Aid if needed for questions.
- iv. Review the program, requirements, statements, and repayment with the student.
- v. Submit a completed application to the SHARE Center Project Director/Director of Student Success/Dean for approval/denial.
- vi. Refer students to additional resources on and off campus as needed.
- vii. Develop a memo FROM Sr. Advisor and TO Associate Director of Financial Aid/Lead Sr. Advisor with final amount awarded. Include memo with completed application, bill documentation, and email to EAP Inbox/Email at [dst-eappac@alamo.edu](mailto:dst-eappac@alamo.edu).
- viii. Register students for Virtual Coaching and/or Financial Literacy Workshop.
- ix. Make a note on SPACMNT with Emergency Loan Application, Due Date MM/DD/YY (date of signed loan application plus 60 days) so that other areas such as Admissions and Records/Advising are aware that the student must repay the loan prior to registration for the upcoming semester, etc.
  - a. Within the student's note include the following format:
    - i. LASTNAMEFirstInitial \_ Banner ID \_ Emer Loan \_ TYPE (utilities, childcare, etc...)

1. Example: SMITHK\_900123456\_Emer  
Loan\_Childcare

- x. Monitor completion of Virtual Coaching Session.
- xi. Follow up within two business days to ensure award has been posted if application was approved and contact the student via email and phone call. Walk student to Business Office to pick up emergency loan funds.
- xii. Update Online Query Form/Emergency Aid Spreadsheet by tab based on funding source as needed with Banner ID, Institution, Age, Gender, Parents Graduated, Ethnicity, Annual income, EFC, Marital Status, Dependents, Request Date, Award Decision Date, Fully Paid Date, Semester (Fall/Spring/Summer), Year, Total Requested, Total Awarded, Total Denied, Total Paid, Re-Enrollment, Category of Request
- xiii. Work with Admissions and Records to monitor weekly purge lists and ensure emergency loan students are confirmed in SZAREGS so that are not dropped from classes.
- xiv. Monitor payment of loan and contact student via phone and email 1 week prior to deadline, 2 days prior, and day of payment deadline. If student is unable to pay due to financial hardship or extenuating circumstance, then create a memo to Vice President of Student Success and Alamo Colleges District Business Office with student name, banner, loan amount, and request to forgive the loan and convert any outstanding balance to a scholarship. Once Vice President approves, then send to Assistant Bursar.
- xv. Assist student with completing repayment form and walk student to the Business office to complete repayment. Include FOAP and Account name on form. After payment is posted to account, update master spreadsheet with repayment and amount.

B. SHARE Center Director will:

- i. Review completed application and make an award determination within two business days of receiving a completed application and required documentation. Ideally, approval/denial will be provided in the same day.
- ii. Provide brief explanation of denial, if applicable.
- iii. If approved, email the Sr. Advisor to notify the student.
- iv. If approved, email the College Budget Officer the amount of loan to be disbursed.
- v. Monitor overall funds available and use of funds and send bi-weekly reports to Dean and VPSS.

C. The College Budget Officer will:

- i. Monitor overall expenditures of funds
- ii. Notify Financial Aid and Sr. Advisor if loan is fully repaid

D. Financial Aid Office will:

- i. Assist with helping verify if students are eligible for aid other than the Emergency Aid Program
- ii. Keep copy of application on file as needed

- iii. Request additional documentation on a case by case basis, as needed, for a possible increase of the student's budget (medical bills, car maintenance, childcare, etc...)
- iv. Post award to RPAARSC as a resource

E. Business Office will:

- i. Verify valid ID, (with signature and address), or Driver's License and a Palo Alto College Student ID.
- ii. Upon receipt of a copy of Emergency Loan Application, disburse the loan amount in cash to student.
- iii. Assist Sr. Advisors and students with repayment process. Provide advisors with deposit slips and procedures for repayment of loan.

F. Student Support Services/Faculty will:

- i. Make students aware of emergency loan opportunity.

G. Any exceptions to the process must be taken to the Dean/VPSS for consideration.

- i. Exceptions may include:
  1. Graduating Students who already received a loan
  2. A student who received the loan before and repaid but has a substantial reason for needing the loan a second time.
  3. Student GPA below 2.0
  4. Student previously awarded a degree and/or certificate
  5. Student enrolled in less than 6 hours at Palo Alto College, but enrolled at another Alamo College
  6. Students who are enrolled in the GED noncredit program

Attachments

Attachment 1: Emergency Aid Accounts (Filed within SHARE Center)

Attachment 2: Emergency Aid Overview

Attachment 3: Alamo Colleges Campus Based Emergency Aid Programs Process Flow

Attachment 4: Cost of Attendance Adjustment Form

Attachment 5: Memo Regarding Emergency Grant Taxability and Form 1098T from Legal Counsel

Issued:

November 13, 2018

Date

Approved:(signed: Dr. Robert Garza)

President