

**PALO ALTO COLLEGE
COLLEGE PROCEDURES**

Procedure Number: S 12.4
Procedure Title: Emergency Aid Grant 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 Grant Programs. The purpose of the Palo Alto College emergency aid grant program is to consider enrolled students for limited, short-term financial assistance.
- II. Procedural Statement: The amount students may borrow under the emergency aid (loan and grant) programs is limited. Students do not have to be receiving financial aid and/or scholarship assistance to apply for the emergency grant. Refer to Attachment 2: Emergency Aid Programs Overview for the program type, amounts, and requirements.
- III. The process will be implemented as follows:

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

1. 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. If students are not enrolled in Summer and seeking the grant in the summer, they may be awarded if registered for 6 hours in Fall and were registered in Spring.
2. Must have a cumulative PAC Grade Point Average of 2.0 or higher. If no GPA exists, then prior coursework will be reviewed on a case by case basis.
3. Must not have previously received an emergency loan or grant during the entire time student is enrolled at Palo Alto College. Grants are provided as one-time awards.
4. Submit a 2-3 sentence statement explaining how this grant will help the student continue attending school.
5. Must provide documentation of the expense.
6. Alamo Colleges Foundation Program Only: Students were either an orphan, ward of court, in foster care, or at risk of homelessness.
7. Consent to FERPA Release Statement on application. Student Waiver: By submitting this emergency grant request, I acknowledge and give consent for data to be shared with the Department of Education and Trellis Company, or their representatives, as part of Project Success. I understand that my information will not be sold for any purpose and will not be distributed to other parties. Examples of data shared include,

but are not limited to: student name and ID, enrollment status, annual income, estimated family contribution, emergency request amount, emergency request type, date of birth, demographics, dependents, parental educational attainment, re-enrollment status etc.

8. Must meet with Financial Literacy Sr. Advisor for an advising session and/or participate in a financial coaching session/workshop. Dates, Times, and Locations are available at the SHARE Center in SC 101. Coaching session will be completed after the disbursement of the grant unless student is available and able to complete the coaching earlier.

IV. **Overview of Internal Process:**

A. SHARE Center Sr. Advisors will:

- i. Contact students who submitted the online inquiry form to assist students with selecting the best program for them.
- 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.
- iii. Review the program, requirements, and register students for Virtual Coaching Session/Workshop/Advising.
- iv. Submit a completed inquiry form to the SHARE Center Project Director/Director of Student Success/Dean for approval/denial.
- v. Refer students to additional resources on and off campus as needed.
- vi. Once approved and all required documentation submitted, make payment to third party vendor using approved PCARD within two business days and contact the student via email and phone call to notify him/her of payment. **Payments may not be disbursed to students directly.**
 - a. If the third party does not accept the PCARD as form of payment, completed vendor application accompanied with a W-9 form must be collected. Paperwork will be sent to the director to set up the third party as an institution vendor through the district.
 - i. Email should be sent to Ross Mitchell bmitchell9@alamo.edu with a CC to District Controller, dst-AccountsPayable@alamo.edu and Dean of Student Success or appropriate designee(s) with Subject: Emergency Aid Vendor Set Up; In the email, attach the vendor application, W-9, bill, and student's application
 - ii. Direct pay request form should state MANUAL CHECK REQUEST FOR EA on front of page.
 - b. Once the third party is set up as a vendor, the Financial Literacy Sr. Advisor will submit an emergency payment request with direct pay cover page, emergency payment request form, supporting documentation (vendor application, W-9 form, student application, and bill that will be paid) to appropriate initiator for account.
 - i. Banner Assigned Invoice No: Last Name, First Initial, Last 5 of Banner
 1. Example: Rodriguez, L 12345

- c. Banner approver signs direct pay, initiator inputs direct pay into system, and Banner approver submits approval via ACES/Banner. All documentation is sent to District Controller at dst-AccountsPayable@alamo.edu; CC Rosa Bertran rbertran@alamo.edu and Aracely Flores aflores@alamo.edu; Dean of Student Success or appropriate designee(s); Subject: IMMEDIATE! EA MANUAL CHECK REQUIRED
 - d. Use code 71455 when processing direct pays or reconciling the PCARD for grants
 - vii. Make a note on SPACMNT with Emergency Grant Application
 - a. Within the student's note include the following format:
 - i. LASTNAMEFirstInitial _ Banner ID _ Emer Grant _ TYPE (utilities, childcare, etc...)
 - 1. Example: SMITHK_900123456_Emer Grant_Childcare
 - viii. 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.
 - ix. Monitor completion of Virtual Coaching Session/Workshop/Advising.
 - x. Update Online Query Form/Emergency Aid Spreadsheet (Select Appropriate 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.
 - xi. Contact student within 1 week of payment to provide additional resources as needed, contact student within 30-60 days of payment to ensure completion of Virtual Coaching and provide additional resources as needed.
 - xii. Include receipt documentation and full emergency grant inquiry form in PCARD Expense report.
 - a. Within PCARD expense report include the following format under expense description
 - i. LASTNAMEFirstInitial _ Banner ID _ Emer Grant _ TYPE (utilities, childcare, etc...)
 - 1. Example: SMITHK_900123456_Emer Grant_Childcare

B. SHARE Center Director will:

- i. Review completed inquiry form 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 OR escalate to Dean for amounts over \$1,000 or for case by case considerations of requirements.
- iii. If approved, email the Sr. Advisor to notify the student.

- iv. If necessary email Ross Mitchell bmitchell9@alamo.edu and District Controller at dst-AccountsPayable@alamo.edu (Always CC Rosa Bertran rbertran@alamo.edu and Aracely Flores aflores@alamo.edu) at District to set up the third party as a vendor using documentation Sr. Advisor provided
 - b. Once third party is set up as vendor inform Sr. Advisor so emergency payment request form can be submitted
- xiii. Include receipt documentation and full emergency grant inquiry form in PCARD Expense report.
 - a. Within PCARD expense report include the following format under ‘expense description’
 - i. LASTNAMEFirstInitial _ Banner ID _ Emer Grant _ TYPE (utilities, childcare, etc...)
 - 1. Example: SMITHK_900123456 _ Emer Grant _ Childcare
- xiv. Monitor overall fund availability and use of funds and send bi-weekly reports to Dean and VPSS.

C. Financial Aid Office will:

- i. Refer to Attachment 3: Alamo Colleges Campus Based Emergency Aid Programs Process Flow
- ii. Assist with helping verify if students are eligible for aid other than the Emergency Aid Program
- iii. Keep copy of application on file as needed
- iv. 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...)
- v. Post resource to student’s RPAARSC

D. Student Support Services/Faculty will:

- i. Make students aware of emergency grant opportunity and refer as needed.

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

- i. Exceptions may include:
 - 1. Graduating students
 - 2. Amounts over maximum for program
 - 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
 - a. Students may be eligible for summer funding if they are enrolled in summer classes or they were enrolled in the spring semester and are in enrolled in the upcoming fall semester

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: Direct Pay for EA Form

Attachment 6: Memo Regarding Emergency Grant Taxability and Form 1098T from Legal Counsel

Issued:

November 12, 2018
Date

Approved:(signed: Dr. Robert Garza)
President