

## Appeal Process 2011-2012

1. If a Federal and/or State Appeal is needed an Appeal Form must be completed before aid consideration can be done. The Appeal form and guidelines can be downloaded from the SUNY Orange web page ([http://www.sunyorange.edu/financialaid/forms/this\\_year.shtml](http://www.sunyorange.edu/financialaid/forms/this_year.shtml)) or picked up in the Financial Aid Office.
  - **IMPORTANT INFORMATION:**
    - Only TWO Federal Appeal waivers can be granted during a students stay at SUNY Orange
    - Only ONE State Appeal waiver can be granted during a students stay at SUNY Orange
2. A completed Appeal should then be submitted with the following:
  - Signed Appeal Form
  - Completed “Plan of Study” (on back of Appeal Form) - signed by student and academic advisor
  - Written letter of Appeal from the student - this should include, but not limited to, what the problem was, when it occurred, how it affected your studies, and how it has been resolved.
  - Supporting documentation
3. When the form is submitted, it is recorded in Banner self-service as “S” (submitted) and then scanned.
  - An Appeal for Summer, Fall and Spring will be recorded in ***both*** the previous academic year as “T4AS” (for the 201160 term) and the current academic year as T4A. (i.e. 10-11 year as T4AS for summer with the term populated as 201160, and the 11-12 year tracking for T4A marked S for the 11-12 year)
  - An Appeal for only Fall and/or Spring will be recorded in the current academic year as T4A. (i.e. the 11-12 year tracking for T4A marked “S” for the 11-12 year)
4. A counselor reviews the appeal to approve, deny or place as pending/hold for further information.
  - If further information is needed - the status on Banner is changed to “2” or “7” and letter is sent out to the student explaining exactly what the counselor needs.
  - If the appeal is ***approved*** – the status on Banner is changed to one of the following “1”, “5” or “6” and a decision letter is sent to the student informing them of the decision.
  - If the appeal is ***denied*** – the status on Banner is changed to “D” and a decision letter is sent to the student informing them of the decision.
5. If the Appeal is denied the counselor and/or student can request an appointment to explain the decision made on the appeal.
6. If the Appeal is granted the student must come into the office and sign a Title 4 Agreement verifying they understand the conditions of the waiver. This waiver ***must*** be signed before any aid for the academic year can be moved to the Accounts Receivable Department.