

# Alamo Colleges: Financial Aid Rights & Responsibilities

As a financial recipient at Alamo Colleges, you have the **RIGHT** to know:

- Types of financial assistance available.
- Any deadlines for submitting applications for each of the financial aid programs available.
- The costs of attending and the refund policy.
- The criteria used to select financial aid recipients.
- How your financial aid eligibility was determined, the resources used in determining your financial need and how much is unmet.
- The terms and conditions of the various financial aid programs, including the criteria for your continued eligibility in the programs.
- How financial aid is disbursed and the frequency of disbursements.
- The portion of the financial aid you receive that must be repaid and what portion is not repayable.
- If you receive a loan, the terms of the loan, interest rate, the total amount to be repaid, the procedure for repayment and when the repayment is to begin.
- How to maintain eligibility for financial aid; including how information on Alamo's Satisfactory Academic Progress policy.
- Consumer information mandated by federal regulations.
- The affects which dropping classes or withdrawing from Alamo may have on your financial aid status.
- Be treated courteously and with respect by all staff at the Office of Student Financial Aid.

As a financial recipient at Alamo Colleges, it is your **RESPONSIBILITY** to:

- Inform the Alamo Office of Student Financial Aid of any change to your enrollment status.
- Supply complete and accurate information to the Office of Student Financial Aid.
- Understand and comply with the terms and conditions of aid that you receive;
- Know and meet any deadlines to apply/re-apply for financial aid, submit documents and communicate with parties associated with the financial aid process.
- Notify the Office of Student Financial aid of any financial assistance you are receiving outside of Alamo Colleges.
- Maintain satisfactory academic progress to continue to be eligible for financial aid.
- Know if your financial aid covers all of your Alamo billing/costs and the consequences and necessary actions to take if it does not.
- Notify the loan servicer, if you have a student loan, of address changes and other information as specified in the loan terms.
- Complete entrance and exit interview counseling if you receive a loan, review the loan terms and process any documents regarding repayment prior to graduation.
- Assume responsibility for repayment of all loans accepted and notify your lender of any name, address or enrollment changes.
- Use financial aid funds only for educational expenses.
- Treat others with courtesy and respect.