

How to Help Students with a Financial Aid Appeal

When a student is suspended from receiving financial aid, they may submit an appeal to be reinstated. They must submit their appeal through an advisor/navigator or faculty advisor, who will assist the student in gathering and completing the documents they need for a complete appeal.

Documents Needed for an Appeal

- A completed Financial Aid Reinstatement Appeal form, signed and dated, *initials* by each term listed (checkmarks or “x” marks will not be accepted)
- A *typed* letter that discusses the following:
 - What barriers prevented them from completing the quarter successfully
 - How they have resolved or overcome those barriers
 - What steps they are taking to support their future success
- Supporting documentation
 - Court documents
 - Letter from a health care provider
 - Letter from a public assistance agency
 - Letter from WWCC Disability Support Services
 - Letter of support from WWCC advisor/navigator or instructor
 - Letter of support from clergy member, family member, or friend

****IMPORTANT****: Supporting documentation should not and does not need to share confidential personal and medical information.

Submitting the Appeal

Once all documents have been submitted to the advisor/navigator by the student, the advisor/navigator can submit the completed appeal by emailing the documents to appealsfa@wwcc.edu. If the student has submitted physical copies, please scan and send the digital copies. *Completed appeals are due by the end of the 1st Friday of the quarter for which the student is appealing.*

IMPORTANT: An appeal for a student who has an incomplete checklist in their CTCLink portal will not be processed. All checklists must be fully completed before an appeal can be reviewed. Advisors can review student checklists under “To-Do Lists” on the Advisor Center page in CTCLink (pictured below).

Holly Colon Cranston
 Advisee Student Center
 [Redacted]

*Change Advisee [Redacted] [Change]

Student Message Center

Message Center

Academics

My Class Schedule
 Shopping Cart
 My Planner

Other Academic Information [Redacted]

Deadlines URL [Redacted]

This Week's Schedule

Class	Schedule	Submit Alert
[Redacted]	Arranged Online	[Redacted]
[Redacted]	Arranged Online	[Redacted]

Weekly Schedule >

Personal Information

Demographic Data
 Emergency Contact

Contact Information

Home Address [Redacted] Mailing Address [Redacted]

Holds

No Holds

To Do List

No To Do's

Milestones

English Placement
 Math Placement
 Details >

Enrollment Dates

Open Enrollment Dates

Advisor

Program Advisor
 Holly Colon Cranston

Appeal Decisions

Approved

If the student's appeal is approved, they will receive an email from appealsfa@wwcc.edu with an Acknowledgement Form that details the conditions of their approval. It is very important for the advisor/navigator assisting the student to review this Acknowledgement Form to see if they will need to complete an education plan for the student.

If an education plan is needed, the Acknowledgement Form will state how many credits must be included on the plan. If the Acknowledgement Form says a "completion" plan is needed, that means the education plan must include every class needed for the student to complete their degree. The Financial Aid Education Plan form is available on the Advisor Resource page and is a fillable PDF to allow digital copies to be created.

Education plans, once completed, need to be sent to the appealsfa@wwcc.edu email, with the student copied on the email. It is also suggested that advisors/navigators upload a copy of the education plan to the students "Advisor Notes" on their Advisor Center page in CTCLink (see Advisor Resource page for tutorial).

Once an appeal is approved and all required documents have been submitted, it may take **7-10 business days** for a student's aid to be reinstated.

Denied

If a student's appeal is denied, they will need to find alternative funding to pay for school or pay out of pocket. They will not be able to attempt another appeal until they have passed a certain number of credits while using alternative funding. Once this has been accomplished, they would be able to submit a new appeal.

If you have questions or need help through this process, please contact the Student Success Center at 509-527-4262 or warrioradvising@wwcc.edu.



Walla Walla Community College

2025-26 FINANCIAL AID SUSPENSION APPEAL

All appeals must be submitted by a Navigator.
You will need to provide them with this form to submit.

Full Name:		ctcLink ID:	
Email Address:			
I am appealing for reinstatement for: <input type="checkbox"/> Summer 2025 <input type="checkbox"/> Fall 2025 <input type="checkbox"/> Winter 2026 <input type="checkbox"/> Spring 2026			
Year and Quarter of Suspension:		Current Program:	
Reason for Appeal: <input type="checkbox"/> Illness <input type="checkbox"/> Death of Family Member <input type="checkbox"/> Other unusual or extraordinary circumstances			

****PLEASE NOTE:** Students appealing financial aid suspension **must have a completed financial aid file prior to submission.** Students owing a repayment to the school, State, or Federal government are not eligible to appeal until the debt is resolved. All students must demonstrate that the circumstances leading to their suspension were unusual or extraordinary in nature and were beyond the student's control. Students are responsible for all tuition and fees not covered by financial aid. Students will be notified of the appeal decision by email.

A COMPLETE APPEAL MUST INCLUDE:

- Financial Aid Suspension Appeal (this form)** – *completed, signed, and dated*
- Letter of Explanation, TYPED – Hand-written appeals will not be accepted**
This letter will describe, in detail, the circumstances that led to your suspension. The letter must address the following:
 - o What happened
 - o When it happened
 - o Why it happened
 - o What you will do to ensure it won't happen again
- Supporting Documentation**
Documentation should support your personal statement and may include, but is not limited to:
 - o Court documents
 - o Letter from a health care provider
 - o Letter from a public assistance agency
 - o Letter from the college's coordinator of Disability Support Services
 - o Letter from a member of the clergy
- Review, initial, and sign the Terms for Submitting a Financial Aid Reinstatement Appeal (back page of this form)**

*****APPEALS WITHOUT DOCUMENTATION WILL NOT BE ACCEPTED***
STUDENTS CANNOT APPEAL TWICE FOR THE SAME REASON**

By signing this form, I certify that the information contained herein is accurate and truthful. If asked, I will provide additional documentation to verify the accuracy of my appeal. Furthermore, I certify that I have read and understand Walla Walla Community College's Satisfactory Academic Progress Policy.

Student Signature

Date

****COMPLETED APPEALS ARE DUE BY THE END OF THE 1st FRIDAY OF THE QUARTER FOR WHICH YOU ARE APPEALING****



Terms for Submitting a Financial Aid Suspension Appeal

Please carefully *read and initial* the following terms:

- _____ I understand that the submission of an appeal is **not** a guarantee of reinstatement.
- _____ I understand that I am ultimately responsible for any tuition and fees not covered by financial aid, including any registration fees.
- _____ If my appeal is denied, I understand that it will be my responsibility to pay my tuition and I will be dropped from all classes or prevented from registering for future terms if I fail to.
- _____ I understand that it is my responsibility to purchase my books and supplies and attend all of my classes while the Committee reviews my appeal.
- _____ I understand that the Committee has the right to request additional documentation in order to make a determination.
- _____ I understand that the Committee decision is final and cannot be overturned.
- _____ I understand that if my appeal is approved, the Committee has the right to impose mandatory conditions on my reinstatement, including but not limited to a less than full time course load. Failure to adhere to these conditions will make me ineligible to appeal in the future.
- _____ I understand that if my appeal is approved, I must submit a signed copy of my *Acknowledgment of the Terms and Conditions of Financial Aid Reinstatement* and any other required documents within 5 business days.
- _____ I understand that if my appeal is approved, my financial aid will be reinstated based on the availability of funds, and that no funds will be disbursed to me until I submit a signed copy of my *Acknowledgment*.
- _____ I understand that I may only have two (2) appeals approved during my time at Walla Walla Community College.

I, the undersigned, certify that I have read and agree to the terms listed above.

Printed Name

Date

Student Signature

All appeals must be submitted via a Navigator. You will need to contact the Student Success Center to make an appointment. To speed up the process, you may bring this completed form, your letter of explanation, and supporting documentation to your appointment ready to submit.

Financial Aid Office

500 Tausick Way | Walla Walla, WA 99362
Phone: (509) 527-4301
financial.aid@wwcc.edu

Walla Walla Community College does not discriminate on the basis of race, color, national origin, sex, gender, disability, or age in its programs and activities. The following person has been designated to handle inquiries regarding non-discrimination policies: Vice President of Human Resources/Title IX Coordinator/Section 504 Compliance Officer; 500 Tausick Way, Walla Walla, WA 99362; (509) 527-4382; titleix@wwcc.edu



FINANCIAL AID EDUCATIONAL PLAN

Name: _____ Date: _____

WarriorLink ID: _____ Program of Study: _____

Assigned Advisor: _____ Navigator Completing Plan: _____

Year/Quarter of Suspension: _____ Fall Winter Spring Summer

Year/Quarter of Appeal: _____ Fall Winter Spring Summer

ACADEMIC YEAR

FALL		WINTER		SPRING		SUMMER	
Class	Credits	Class	Credits	Class	Credits	Class	Credits
Alternate Class		Alternate Class		Alternate Class		Alternate Class	
Total Credits		Total Credits		Total Credits		Total Credits	

Comments:

ACADEMIC YEAR

FALL		WINTER		SPRING		SUMMER	
Class	Credits	Class	Credits	Class	Credits	Class	Credits
Alternate Class		Alternate Class		Alternate Class		Alternate Class	
Total Credits		Total Credits		Total Credits		Total Credits	

Comments:

GUIDELINES FOR MAKING A PLAN

- List specific courses by department and course number when known (ie: BIOL&260 vs. "Microbiology"), otherwise general requirement categories (Natural Science, Humanities, etc.) are acceptable.
- All courses must meet degree requirements for the student's listed program/degree. Check ctLink to make sure the student's program is correct. To make changes, fill out the Program Change Request form.
- List at least one alternate course each quarter to allow flexibility for course enrollment issues.
- Reduce a student's credit load when applicable. Financial aid will be awarded based on the credit load laid out in this plan. Students changing their enrollment status (full-time to part-time) need to inform the Office of Financial Aid before the 5th day of the quarter to allow for an award adjustment.
- This education plan must match the student's schedule each quarter to allow financial aid to disburse.*** If any changes are made, this plan must be updated and submitted to Financial Aid prior to the start of the quarter to prevent delays in funding.

PLEASE USE THIS TEMPLATE FOR ALL FINANCIAL AID REQUIRED EDUCATION PLANS