

How to Complete the Suspension Appeal Application Process

Step One. Determine the reason for your Financial Aid Suspension

You may determine the reason for your suspension in one of the following ways:

1. Contact the Financial Aid Office at finaid@kilgore.edu or 903.983.8211.
2. Log into your **AccessKC** account, select the **Students** tab, and click on the **Financial Aid SAP** tab.

The screenshot shows the Kilgore College AccessKC interface. The navigation bar includes 'Home', 'Students', 'Employees', 'Retention', and 'My Pages'. The 'Students' tab is selected. The left sidebar lists various options, with 'Financial Aid SAP' highlighted. The main content area is titled 'Financial Aid SAP' and displays the following information:

- SAP Status:** [Suspension] - You have not met the SAP requirements.
- GPA:** 1.87. Students must maintain a 2.0 Financial Aid cumulative grade point average. (all college level courses combined with any remedial or COLS classes). This does not apply to scholarships. Scholarships carry specific GPA requirements.
- Pace Rate:** 56.37%. Pace rate is used to determine the rate at which you are progressing toward your program completion. To remain in good standing you must complete at least 67% of the cumulative hours attempted each semester.
- Hours:** 96. Students may find themselves on suspension due to exceeding the 150% timeframe regulation.
- Developmental Hours:** 0.00. LIMIT: after attempting 30 hours of developmental classes - will result in the loss of financial aid eligibility for enrollment in additional developmental classes.

There are **three** different kinds of Financial Aid Suspension:

- **Low GPA** – GPA has fallen below the required 2.0 minimum
- **Low Completion Rate** (# of earned hours / # of attempted hours) – Completion Rate has fallen below the required 67% minimum
- **Excessive Hours** – Student has attempted more than 150% of their degree plan

If you are on suspension due to low GPA and/or low Completion Rate, proceed to Steps Two, Three, and Four.

If you are on suspension due to Excessive Hours, complete Step Two, then skip to Step Five.

Step Two. Create Your SAP Advisor Account

Create your account in SAP Advisor using:

- Your KC Student email address
- The last four digits of your Social Security Number
- Your last name
- Your date of birth (MM/DD/YYYY)

The screenshot shows the 'SAP Advisor Satisfactory Academic Progress Appeals' interface. At the top left, it says 'SAP Advisor Satisfactory Academic Progress Appeals'. On the top right is the Kilgore College logo. Below this is a 'CREATE ACCOUNT' section with four input fields: 'Last Name', 'Student SSN Last 4 Digits', 'Email', and 'Student DOB (MM/DD/YYYY)'. At the bottom of the form are 'Submit' and 'Cancel' buttons.

Step Three. Identify Your Claim and Required Documentation

(For students on suspension due to low GPA and/or low Completion Rate)

The screenshot shows the 'SAP Advisor Satisfactory Academic Progress Appeals' interface. At the top left, it says 'SAP Advisor Satisfactory Academic Progress Appeals'. On the top right is the Kilgore College logo. Below this are four navigation tabs: 'Academic Standards', 'Violation Process and Consequences', 'Your Academic Status', and 'Appeal Process'. The 'Appeal Process' tab is highlighted in green. Below the tabs is a 'Submit an Appeal' form. The form has the title 'Submit an Appeal' and the instruction 'Select situation(s) that caused you to not meet satisfactory academic standards.' There are five dropdown menus with checkboxes: 'Medical or health issues', 'Employment or financial Issues', 'Severe family or personal issues', 'Catastrophic or natural disaster', and 'Other'. At the bottom of the form is a 'Section Complete' button.

Select the claim that best applies to your circumstances:

- Medical or health issues
- Employment or financial issues
- Severe family or personal issues
- Catastrophic or natural disaster

Once you have selected your claim, a pop-up window will appear:

Submit an Appeal

Select situation(s) that caused you to not meet satisfactory academic standards.

Medical or health issues ⓘ

Based on your selection(s) please explain your situation in detail and how it caused you to not meet satisfactory academic progress(SAP) standards: (required)

Explain what has changed in your situation that will allow you to meet Satisfactory Academic Progress (SAP) at the end of the next evaluation: (required)

You must upload some form of documentation to support your appeal. Acceptable file formats include PDF and common image formats, so you can upload a photo of the document as well. ⓘ

Examples of acceptable documentation are available within each section by clicking the icon above the **“Upload”** button.

Medical or health issues ⓘ

Based on your selection(s) please explain your situation in detail and how it caused you to not meet satisfactory academic progress(SAP) standards: (required)

Explain what has changed in your situation that will allow you to meet Satisfactory Academic Progress (SAP) at the end of the next evaluation: (required)

You must upload some form of documentation to support your appeal. Acceptable file formats include PDF and common image formats, so you can upload a photo of the document as well. ⓘ

All documentation should include dates and be typed on physician or medical facility letterhead; include the severity and duration of the condition and a confirmation that the condition is now resolved or under control for student to return to complete coursework, etc. If documentation is not available, please upload a statement explaining why. **NOTE:** Failure to provide supporting documentation may result in a denial of your appeal.

Explain what has changed in your situation that will allow you to meet Satisfactory Academic Progress (SAP) at the end of the next evaluation: (required)

You must upload some form of documentation to support your appeal. Acceptable file formats include PDF and common image formats, so you can upload a photo of the document as well. ⓘ

Required Documentation by Claim Type

You may also refer to the list below on different kinds of claims and what documentation is required for your application:

1. Death of an immediate family member

- a. A copy of the official death certificate or obituary during the appropriate term(s) **AND**
- b. Proof of the student's relationship to the deceased **AND**
- c. How the student was affected by the loss during the appropriate term(s)
 - i. Student provided end-of-life care - must come from a physician or home healthcare attending nurse on official letterhead with their contact information, position/title, and signature, detailing the circumstances during the appropriate term(s)
 - ii. Student had to move/relocate due to the loss - new lease or proof of change to the residence during the appropriate term(s)
 - iii. Student underwent mental health counseling due to the loss - must come from a mental health counselor/therapist on official letterhead with their contact information, position/title, and signature, detailing the circumstances during the appropriate term(s)

2. Severe personal or family injury, illness, or hospitalization

- a. Medical documents with the name of the person and dates of injury, illness, or hospitalization
- b. Statements from physician - on official letterhead with their contact information, position/title, and signature, explaining the circumstances during the appropriate term(s)
- c. Accident/police reports providing injury, illness, and hospitalization during the appropriate term(s)

3. Employment or financial issues

- a. A letter from employer - on official letterhead with contact information, position/title, and signature, explaining the change in workload or hours during the appropriate term (s)
- b. Proof of any other issues that disrupted academic performance, such as job loss or move/relocation during the appropriate term(s)
- c. Proof of incarceration - police or criminal records during the appropriate term(s)

4. Catastrophic or natural disaster

- a. Documentation proving the student was affected by the disaster during the appropriate term(s) - insurance claims, police reports, etc.

Step Four. Complete Your Application

After selecting your claim, a drop-down section will appear:

Submit an Appeal

Select situation(s) that caused you to not meet satisfactory academic standards.

Medical or health issues ⓘ

Based on your selection(s) please explain your situation in detail and how it caused you to not meet satisfactory academic progress(SAP) standards: (required)

Explain what has changed in your situation that will allow you to meet Satisfactory Academic Progress (SAP) at the end of the next evaluation: (required)

You must upload some form of documentation to support your appeal. Acceptable file formats include PDF and common image formats, so you can upload a photo of the document as well. ⓘ

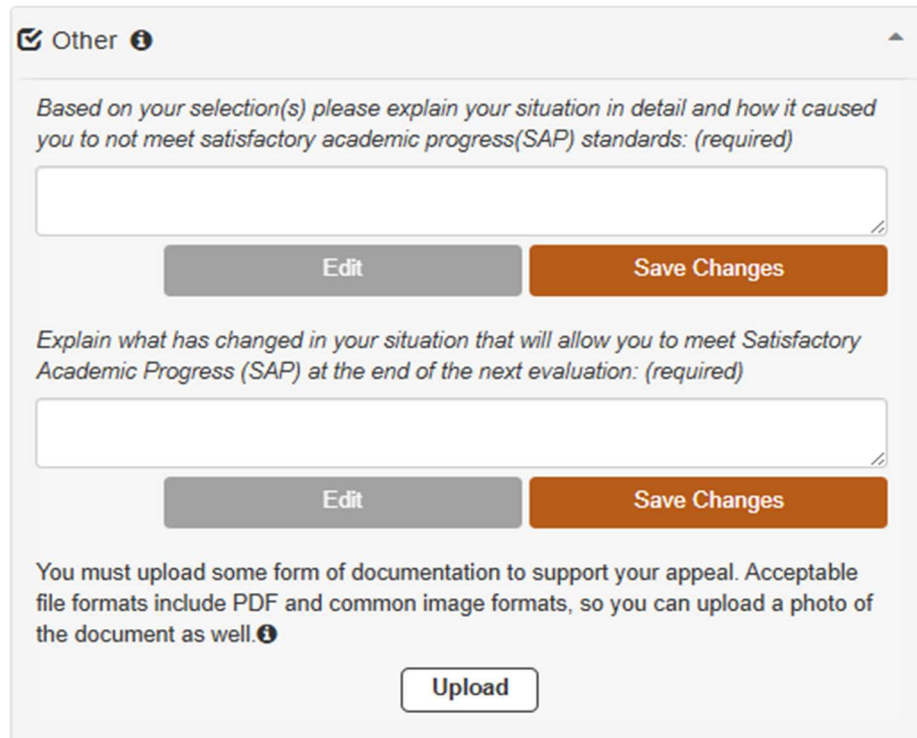
- **First Text Box:** Explain the circumstances that affected your academic performance during the warning and/or suspension semester(s).
 - Click "**Save Changes**" after completing this section.
- **Second Text Box:** Explain what has changed and how those changes will allow you to meet Satisfactory Academic Progress (SAP) requirements moving forward.
 - Click "**Save Changes**" after completing this section.

After completing both sections, upload all required documentation by clicking the "**Upload**" button. Continue selecting "**Upload**" until all documents have been submitted.

Once all documentation is uploaded, proceed to Step Six.

Step Five. Excessive Hours Suspension Instructions

If you are on suspension for **Excessive Hours**, select the "**Other**" option.



The screenshot shows a web form titled "Other" with an information icon. It contains two text input fields, each with an "Edit" button and a "Save Changes" button. The first field is labeled "Based on your selection(s) please explain your situation in detail and how it caused you to not meet satisfactory academic progress(SAP) standards: (required)". The second field is labeled "Explain what has changed in your situation that will allow you to meet Satisfactory Academic Progress (SAP) at the end of the next evaluation: (required)". Below these fields is an "Upload" button and a note: "You must upload some form of documentation to support your appeal. Acceptable file formats include PDF and common image formats, so you can upload a photo of the document as well."

- In the **Circumstances** section, enter: *"I am on suspension for Excessive Hours."*
- In the **What has changed?** Section, enter: *"I am set to complete my degree following the Semester 20XX-20XX."*
- The mitigating documentation for your application is a **signed Degree Audit with the number of hours remaining in your degree plan**. To obtain this, you must contact your Academic Advisor, and they can do this for you.

Proceed to Step Six.

Step Six. Required Items for All Students on Suspension

All students must complete/submit the following:

- **Financial Aid SAP Orientation** – located in AccessKC, under the Students tab; make sure to take a screenshot/picture of your **passing** score.

The screenshot shows the AccessKC interface. At the top left is the Kilgore College logo. A navigation bar contains 'Home', 'Students' (highlighted with a red box), 'Employees', 'Retention', and 'My Pages'. Below the navigation bar, a breadcrumb trail reads 'You are here: Students > Financial Aid SAP Orientation'. On the left is a sidebar menu with 'Students' at the top, followed by 'Student Dash', 'Application Status', 'New Student Orientation', 'Financial Aid SAP', 'Financial Aid SAP Orientation' (highlighted with a red box), 'Course Withdrawal Form', and a list of categories: 'Academics', 'Student Life', 'Financial', 'Applications/Forms', and 'Early Alert Messages'. The main content area is titled 'Financial Aid SAP Orientation' and displays the message: '1000XXXXX Student Name has completed SAP orientation with a score of 100%.' Below this, a red warning text states: 'Make sure you save these results to your electronic device to upload to SAP Advisor. Otherwise you will be required to retake SAP Counseling, as there is not a way to retrieve the results once the screen closes.'

- **Unofficial KC Transcript** – located in AccessKC, under the Students tab; it is easier to read and upload if you download a PDF copy.

The screenshot shows the 'Students' page in AccessKC. At the top left is the Kilgore College logo. A navigation bar contains 'Home', 'Students' (highlighted with a red box), 'Employees', 'Retention', and 'My Pages'. Below the navigation bar, a breadcrumb trail reads 'You are here: Students > Student Dash'. On the left is a sidebar menu with 'Students' at the top, followed by 'Student Dash', 'Application Status', 'New Student Orientation', 'Financial Aid SAP', 'Financial Aid SAP Orientation', 'Course Withdrawal Form', and a list of categories: 'Academics', 'Student Life', 'Financial', 'Applications/Forms', and 'Early Alert Messages'. The main content area is titled 'Students' and features a 'Student Dash' header. Below the header is a 'Welcome to Access KC!' message. A grid of blue buttons provides quick access to various services: 'My Courses', 'Pay My Bill', 'Maps', 'Transcript' (highlighted with a red box), 'FAQ', 'Blackboard', 'Tutoring', 'AccessKC Aid', 'Degree Audit', 'IT Help Desk', 'Bill/Fee Statement', 'KC Bookstore', 'Add/Drop Courses', 'Writing Studio', 'TRIO', 'Academic Advising', 'Counseling', 'Course Withdrawal Form', and 'Instructional Student Support'.

You are here: [Students](#) > [Academics](#) > [Transcript](#)

- Academics
- My Courses
- Blackboard Login
- Add/Drop Courses
- Transcript
- My Grade Report
- Early Alert Messages

Transcript

Unofficial Transcript

Division: Undergraduate
[View Unofficial Transcript](#)

Official Transcript

You are here: [Students](#) > [Academics](#) > [Transcript](#) > [Unofficial Transcript](#) > [Unofficial Transcript](#) > [Unofficial Transcript](#)

- Academics
- My Courses
- Blackboard Login
- Add/Drop Courses
- Transcript
- My Grade Report
- Early Alert Messages

- Quick Links
- My Pages
- [Kilgore.edu](#)
- [Testing Services](#)
- [AccessKC Financial Aid](#)
- [Vendor Search](#)
- [Aramark Ticket](#)
- [RangerPRINT Storefront](#)
- [Innovation Grant Application](#)
- [KC Orientation](#)
- [Marketing Request Form](#)
- [KC Blackboard](#)
- [IT Incidents](#)
- [Employee Email](#)

Transcript

Unofficial Transcript

Unofficial Transcript for: [Redacted]

Division: Undergraduate

Type	Attempted Credits	Earned Credits	GPA Credits	Quality Points	GPA
Transfer	0.00	27.00	0.00	0.00	0.00
Local	0.00	0.00	0.00	0.00	0.00
Career	0.00	27.00	0.00	0.00	0.00

Transfer - Transfer Credit

Course	Title	Grade	Repeat	Attempted Credits	Earned Credits	GPA Credits	Quality Points	GPA
[Redacted]	[Redacted]		-	0.00	3.00	0.00	0.00	
[Redacted]	[Redacted]		-	0.00	3.00	0.00	0.00	
[Redacted]	[Redacted]		-	0.00	3.00	0.00	0.00	
[Redacted]	[Redacted]		-	0.00	3.00	0.00	0.00	
[Redacted]	[Redacted]	A	-	0.00	3.00	0.00	0.00	
[Redacted]	[Redacted]		-	0.00	3.00	0.00	0.00	
[Redacted]	[Redacted]		-	0.00	3.00	0.00	0.00	
[Redacted]	[Redacted]		-	0.00	3.00	0.00	0.00	
				Term Totals:	0.00	27.00	0.00	0.00
				Career Totals:	0.00	27.00	0.00	0.00

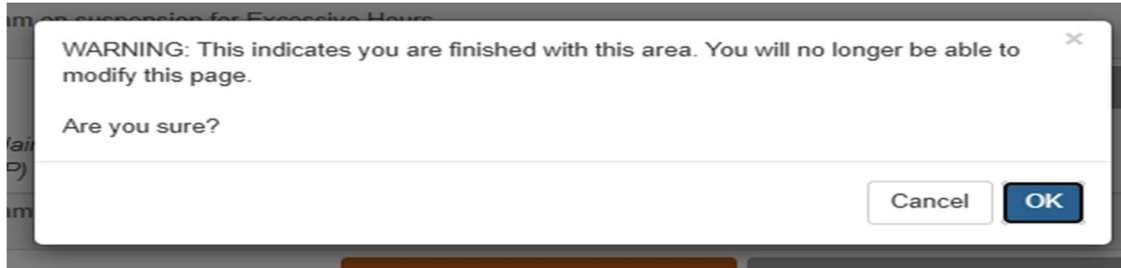
[Custom Transcript](#)

Upload both documents using the "Upload" button.

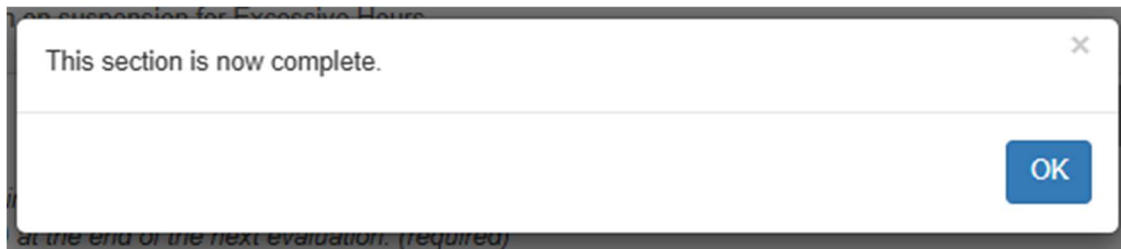
Step Seven. Mark Section Complete

After uploading all required documentation, scroll to the bottom of the page and click **"Section Complete"**.

Confirm that all documentation has been uploaded, then click **"OK"**.



Another confirmation box will appear:



Step Eight. Submit Your Appeal

After submission, you will be directed to an e-signature page. It is strongly recommended that you complete the e-signature rather than printing and uploading a manual signature.

Academic Standards	Violation Process and Consequences	Your Academic Status	Appeal Process
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I would like to e-sign my required document(s) for Satisfactory Academic Progress (SAP) Advisor

I do not want to e-sign, but instead print all required document(s) and upload my original signature

I certify that all information provided is accurate and complete. I understand that any document related to the federal student aid programs electronically signed using a username (UN) and password (PW), certify that I am the person identified by that UN and PW and have not disclosed that UN and PW to anyone else. If I purposely give false or misleading information, I may be fined up to \$20,000, sent to prison or both.

[Submit Appeal](#)

Once complete, click **"Submit Appeal"**.

Application Examples

Low GPA and/or low Completion Rate example:

Submit an Appeal

Select situation(s) that caused you to not meet satisfactory academic standards.

Medical or health issues ⓘ ▲

Based on your selection(s) please explain your situation in detail and how it caused you to not meet satisfactory academic progress(SAP) standards: (required)

During the Spring 20XX–20XX semester, I was involved in a serious motor vehicle accident in which I was ejected from the vehicle. As a result, I sustained a traumatic brain injury, spinal cord damage, and significant internal organ injuries.

Due to the severity of the accident and the extensive recovery process—including relearning how to walk, speak, and care for myself—I was unable to maintain satisfactory academic progress during that semester.

[Edit](#) [Save Changes](#)

Explain what has changed in your situation that will allow you to meet Satisfactory Academic Progress (SAP) at the end of the next evaluation: (required)

It has now been four years since the accident, and I have regained the majority of my functional abilities. I am fully prepared and committed to returning to complete my degree.

[Edit](#) [Save Changes](#)

You must upload some form of documentation to support your appeal. Acceptable file formats include PDF and common image formats, so you can upload a photo of the document as well. ⓘ

[Upload](#)

MyChart Documents.p...	✕	View
Car Accident Police...	✕	View
Financial Aid SAP O...	✕	View
Unofficial KC Trans...	✕	View

Excessive Hours example:

Other ⓘ

Based on your selection(s) please explain your situation in detail and how it caused you to not meet satisfactory academic progress(SAP) standards: (required)

I am on suspension for Excessive Hours.

Edit Save Changes

Explain what has changed in your situation that will allow you to meet Satisfactory Academic Progress (SAP) at the end of the next evaluation: (required)

I am set to complete my degree following the Spring 20XX-20XX semester.

Edit Save Changes

You must upload some form of documentation to support your appeal. Acceptable file formats include PDF and common image formats, so you can upload a photo of the document as well. ⓘ

Upload

Signed Degree Audit...	✕	View
Financial Aid SAP O...	✕	View
Unofficial KC Trans...	✕	View

Important Reminders

- Provide a **detailed and thorough** explanation of your circumstances.
- Submit as much supporting documentation as possible.
- Photos of individuals, objects, injuries, etc., are **not** accepted as mitigating documentation.
- Documents such as pay stubs, schedules, timecards, etc., are **not** accepted as mitigating documentation.
- All documentation must be dated within or reference the semester(s) under review.

Once a Complete Application Has Been Submitted

Once a complete application is submitted, federal regulations require that it be reviewed by a Suspension Appeal Committee. This committee is responsible for making the final determination on whether an appeal is approved or denied. Please note that the Financial Aid Office cannot influence or alter the Committee's decision. Additionally, the identities of the Committee members remain confidential and cannot be disclosed to students under any circumstances.

After a final decision has been made, the Financial Aid Office will notify the student via email with the outcome and any applicable next steps.

If the appeal is approved:

- The student will be required to schedule an in-person appointment to sign a Suspension Appeal contract at either the Longview or Kilgore Financial Aid Office.
- The student must be registered for classes and have a current-year FAFSA on file before the contract can be signed.
- These appointments are scheduled in advance; the Financial Aid Office does not accept walk-ins for contract signings.

If the appeal is denied:

- The student will not be eligible to receive financial aid for the semester in which the application was submitted.
- The student may submit a new appeal application when the application portal opens for the next semester.

Contract Signing Appointments, Terms of the Contract, and Consequences of Failing to Meet the Terms of the Contract

During the contract signing appointment, the Suspension Appeals Specialist will review the terms and conditions of the contract to ensure the student fully understands their responsibilities while on contract and will address any questions that may arise.

The following are important terms that students must keep in mind while on a Suspension Appeal contract:

- **Grades of Fail (F), Withdrawal (W), or Incomplete (I)** will be considered a breach of contract.
- **Suspension Appeal contracts are valid for one academic year.** Students must sign a renewal contract each academic year following the initial contract, depending on the length and terms of the agreement.
- **Students are given a firm deadline** to either regain good academic standing or complete their selected degree plan. Failure to meet the contract requirements by the stated deadline will be considered a breach of contract.
- **Students who breach their contract** by failing to meet the established terms will not be eligible for another appeal and will be required to pay for their courses out-of-pocket until they return to good academic standing.
- **Students may not change their degree plan while on contract.** Doing so will be considered a breach of contract.
- **Students who successfully complete the terms of their contract** may be eligible to submit a second appeal in the future if they are accepted into a competitive academic program.
- **Students on suspension due to Excessive Hours** are only eligible to receive financial aid for the remaining credit hours required to complete their degree plan. Financial aid will not cover repeated courses for which the student has already received a passing grade. After graduating, these students will be placed back on suspension at Kilgore College and will no longer be eligible to receive financial aid at the institution.

To reiterate, students who breach their contracts **will not** be eligible for another appeal **under any circumstances.**