

TUITION REFUND AND APPEAL

Related Board of Trustees Policy: BP 3.1

OPR: Vice President for Students

Approval: September 2011

Revision: September 30, 2016

Tuition Refund and Appeal Procedure

To be eligible for a refund, you must do one of the following **on or before the published last day to drop for tuition refund** each semester/session:

- Drop the class(es) through the web
- Execute an official drop form which must be processed by the Enrollment Services/Records Office, or
- Provide written permission to a representative who acts for you.

Tuition refund appeals are accepted by the Dean of Enrollment Management during normal hours of operation, by mail or e-forms, and are reviewed by the appeals committee on a monthly basis. Appeals that do not represent a sound basis for reimbursement will be denied. Notification of approval/denial of appeals normally occurs by mail within two to three weeks. Craven Community College will promptly refund tuition and/or cancel a financial charge from a student's account provided the student meets the requirements outlined below.

- **Level I Determination:** Initial determination of tuition appeal is made by committee members which includes Enrollment Services staff and faculty. Students may submit an appeal in writing or e-forms to the Dean of Enrollment Management.
- **Level II Determination:** Level I must be denied in order to request a level II intermediate review. A level II intermediate appeal may be initiated by a student in writing and is reviewed by the Vice President for Students. The Vice President will respond to an intermediate appeal within 10 working days. The decision made at the intermediate level is final.

Submitting an Appeal

Refund appeals will not be considered unless the student has officially withdrawn from the class(es) and was making satisfactory progress in the class(es) at the time of withdrawal (students who are receiving financial aid should check with the Financial Aid Office prior to withdrawal to determine what, if any effect this action may have on future financial aid eligibility). If a student has a grade other than a "W", the student must first contact the instructor and/or the academic dean to determine whether or not the student is eligible to have the grade in question changed to a "W". If the change is granted, it must be submitted to the Enrollment Services/Records Office, and processed by that office. All tuition appeals must be in writing and submitted with supporting documentation to the Dean of Enrollment Management within six months from the beginning of the semester for which the charge was incurred.

Tuition appeals will generally be approved for the following reasons as long as the appropriate written supporting documentation is provided:

- Extended incapacitation/hospitalization of the student (which caused the student to miss 20 percent or more of scheduled instruction) documented by a physician's statement on the doctor's official letterhead (copies of the student's medical records will not be accepted). This must be an unscheduled medical emergency diagnosed after the last day to drop for tuition refund. The physician's letter (on his/her letterhead) must include the date the student was first seen for the medical condition, as well as the beginning and ending date the student was incapacitated/hospitalized and must state that the student was physically unable to attend classes during this period of time. A letter that does not specifically state, "the student was physically unable to attend classes" will not be grounds to approve an appeal. Pre-existing conditions are not justifiable.
- Extended incapacitation/hospitalization or Death of a student's immediate family member (which caused the student to miss 20 percent or more of the scheduled instruction) – verified with appropriate documentation. Immediate family is defined as: father, mother, spouse, child, sibling, stepfather, stepmother, stepchild, stepbrother or stepsister.
- Involuntary changes in military orders that result in the active duty member moving outside the Craven County area; either documented by the commanding officer or the student must provide valid and properly endorsed orders (includes dependent(s) enrolled at Craven Community College). Orders must be Permanent Change of Duty Orders. Short term orders (for more than 20% of the class sessions) associated with a National Emergency may qualify.
- Error in academic advising by CCC Personnel resulting in inappropriate course enrollment. Requests must be initiated through the CCC office where student was advised.
- Late notifications of denial to a specific degree program-with supporting documents.
- Institutional errors by CCC that cause the delay of administrative processes relative to registration or the delivery of financial aid funds.
- Administrative difficulties with internships, placements or practicums involving the single enrollment of a student – with supporting material from placement official.
- Technological difficulties that can be substantiated by reliable evidence.

Tuition appeals will not be approved in the following instances:

- Personal errors in judgement or irresponsibility involving transportation, availability of finances, academic ability, time management, etc.
- Misinterpretation or lack of knowledge of college policies and procedures as published in the CCC Catalog, CCC Student Handbook, or CCC Schedule of Classes.
- Dissatisfaction with course content; issues concerning academic instruction must be addressed with appropriate Academic Dean.
- Dissatisfaction with academic progress in course(s).
- Non-attendance or minimal attendance of class.
- Inadequate investigation of course requirements prior to registration and attendance.
- Non-qualification, late application, or loss of eligibility for financial aid or scholarship.
- Non-receipt of mail due to obsolete address on file with the Enrollment Services/Records Office.
- Notification of change in domicile status after the refund period.
- Changes of, or personal conflicts with, the instructor of record.
- Student error resulting in the delay of administrative processes relative to registration or the delivery of financial aid funds.
- Voluntary/involuntary acceptance of employment or other activity impacting ability to attend class. (i.e. work schedule/hours changed; lack of child care; vacation).
- Incarceration in a civilian or military facility.
- Other reasons not already specified.

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