



TUITION REFUND AND APPEAL

Related Board of Trustees Policy: BP 3.1

OPR: Vice President for Development

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To be eligible for a tuition refund from Craven Community College (“The College”), students must do one of the following:

- Drop classes by the published “Last Day to Receive a 75% Refund” using the student portal or by meeting with an advisor.
- Withdraw from classes by the published deadline in the college catalog, either by meeting with an advisor or submitting a request electronically.
- Be dropped from classes due to non-attendance, as indicated by the instructor.

Tuition refund appeals are accepted by the Associate Dean of Student Services by e-forms and are reviewed by the appeals committee. 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 staff and faculty. Students may submit an appeal by e-form to the Associate Dean of Student Services.
- **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 Associate Vice President for Students. The Associate 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 dropped their class(es) before the start of the semester, received a “never-attended” grade from the instructor, or withdraws from the class(es) by the appropriate deadline. In the latter case, the student must be making satisfactory progress in their class(es) at the time of withdrawal. Students receiving financial aid should consult with the Financial Aid Office before withdrawing to understand any potential impact on future aid eligibility. All tuition appeals must be submitted with supporting

documentation using e-forms to the Associate Dean of Student Services within three years 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 College Personnel resulting in inappropriate course enrollment. Requests must be initiated through the College office where student was advised.
- Late notifications of denial to a specific degree program-with supporting documents.
- Institutional errors by the College 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 for reasons including, but not limited to:

- 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 College's Catalog, Student Handbook, or 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).
- Minimal class attendance.
- 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 childcare; vacation).
- Incarceration in a civilian or military facility.