



TUITION REFUND APPEAL

POLICY NUMBER

8-1019

Responsible Office: <i>Office of Accounting and Finance</i>	Effective Date: <i>4/9/20</i>
Responsible Official: <i>Vice Chancellor of Finance and Administration</i>	Last Reviewed Date: <i>New Policy</i>
Policy Classification: <i>Finance</i>	Origination Date: <i>New Policy</i>

I. POLICY STATEMENT

The tuition refund appeal can be filed by a student that is requesting reimbursement of tuition and refundable fees due to course drop(s) for circumstances beyond a student's control such as significant illness or injury, death of an immediate family member or guardian, military deployment, change in employment, and/or a documented college error.

II. POLICY RATIONALE AND SCOPE

Students may Drop courses without responsibility for grades or tuition through the end of the designated Drop period on the Academic Calendar. Students may withdraw from a course receiving a 'W' during the stated Withdraw period designated on the Academic Calendar.

If a student is confronted with an unexpected and serious circumstance that requires you to withdraw from your courses, you may request review by the Tuition Refund Appeal Committee for a reversal of a tuition and refundable fees. The appeal request can be made up to one year after the date of completion of the semester from which the student is seeking to refund tuition.

III. POLICY AUDIENCE

This policy is intended for students and former students who are seeking tuition appeals and requests for refunds.

IV. POLICY COMPLIANCE

All students, faculty, and staff shall abide by the policy statements and procedures outlined in this policy.

V. POLICY IMPLEMENTATION PROCEDURES

All tuition refund appeal forms must be submitted with a typed student explanation of the extenuating circumstances for the term in question and be accompanied by copies of verifiable documentation showing the inability to attend. Appeals that do not give an explanation of the inability to attend the term in question will be denied. Appeals written “on behalf of” the student will not be accepted. The tuition appeals committee will consider requests for adjustments to tuition charges when a student can document **extenuating circumstances such as:**

- **Student Illness:** A note from a physician or medical provider on their letterhead indicating the dates a student was unable to attend class. The note must be signed by the physician or medical provider. The medical condition does not need to be disclosed to the committee. Excuse slips, copies of invoices, appointment confirmations, statements of insurance payments, etc. are not acceptable documentation.
- **Illness of immediate family member (parent, child, spouse, sibling or grandparent):** A note from the family member’s physician or medical provider on their letterhead indicating the dates of illness. The note must be signed by the physician or medical provider. The medical condition does not need to be disclosed to the committee.
- **Death of immediate family member (parent, child, spouse, sibling or grandparent):** Submit a death certificate, obituary or death notice. Documents must clearly indicate the relationship of the deceased to the student.
- **Military deployment:** A copy of the official deployment/reactivation notice. Deployment and reactivation dates must be within the semester in which the appeal is being requested for.
- **Change in employment:** Beyond the student’s control that prevents the student from attending the classes for which he/she is registered. A letter from the employer on company letterhead indicating the reason and date of the change in work schedule must be submitted with the appeals documentation.
- **Verifiable Error of BRCC:** Provide a detailed account of the problem and relevant documents on College letterhead from the College office involved or advisor indicating that incorrect information was given by a College representative.

In all cases, the situation must have interrupted the student’s ability to:

- Adhere to the standard drop procedures
- Attend class(es) for a substantial length of time
- Complete the semester

Circumstances not sufficient to support a tuition refund appeal include but are not limited to:

- Not being aware of add/drop deadlines
- Forgetting registration status

- Appealing for non-refundable registration fees
- Insufficient financial aid/or financial hardship
- Lack of familiarity with student information systems
- Voluntary employment change
- Arrest/incarceration
- Non-attendance
- Class assignments not met
- Dropping courses to avoid low grades
- Issues between the student and the instructor
- Disciplinary action
- Dissatisfaction with instructor or course content
- Determination that the courses taken did not meet academic and/or personal goals

Please follow the steps below for filing a Tuition Refund Appeal:

1. Review all the Tuition Refund Appeal Guidelines
2. Complete the Tuition Refund Appeal Form
3. Obtain all supporting documentation as set forth in the Tuition Refund Appeal guidelines.
4. If grant, scholarship and/or loan funds were paid on the student's behalf for the semester in which he/she appeals, see the Financial Aid Office to go over the impact an approved appeal will have on Financial Aid eligibility.

**Note To Students Who Receive Financial Aid- Students should be aware that if a Tuition Refund Appeal is submitted their Financial Aid may be impacted and they may potentially owe money back to the college. It is strongly suggested to meet with a Financial Aid Representative before filing a Tuition Appeal.*

5. Submit the completed Tuition Refund Appeal Form electronically to refundappeals@mybrcc.edu
6. Compose and attach a type letter explaining the reason for the appeal
7. Attach any supporting documentation to the following email address: refundappeals@mybrcc.edu. Students should be specific, give details and state their case clearly.
8. Appeal Deadline: All appeals/refund requests must be submitted within one year of the start date of the semester in which the appeal/refund is being requested for. **Appeals from semesters that are older than one year will not be accepted.**

Notification to Student:

Once the Tuition Refund Appeal Committee has reached a decision, the student will be sent an email within two-weeks of the meeting date stating the decision and action to be taken next by the college or the student. Decisions will **NOT** be given over the phone.

- If the Tuition Appeal is “**Approved**”, the student's tuition account will be adjusted according.

- If the Tuition Appeal is “**Pending additional documentation**”, the committee is requesting additional documentation in order to make a final decision. The student will have 30 days to submit the additional documentation or the appeal will be denied.
- If the Tuition Appeal is “**Denied**”, the student can request for the Tuition Refund Appeal to be reconsidered by the committee if the student can supply additional documentation to support the circumstances.

VI. POLICY RELATED INFORMATION

BRCC’s official refund request form is beneath this policy.

VII. POLICY HISTORY AND REVIEW CYCLE

This is a new policy. The effective date of this policy is determined by the approval date of the College’s Chancellor. This policy subject to the College’s standard three-year policy review cycle, which commences after the effective date of the policy.

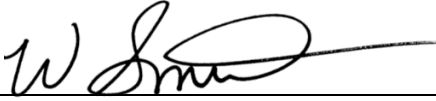
VIII. POLICY EXCEPTION

There are no exceptions to this policy.

IX. POLICY URL

http://www.mybrcc.edu/about_brcc/policy_index/index.php

X. POLICY APPROVAL – APPOINTING AUTHORITY



 Willie E. Smith, Ed.D, Interim Chancellor

04/09/2020

 Date