

STUDENT REFUND PETITION PROCEDURE

This procedure is designed to offer students general information about how to petition for a refund of tuition and fees after the last day for a refund. It also assures a timely response to the petition and determining the final status of a student's account.

Before dropping or withdrawing from a class, it is recommended that the student see an advisor or student services representative to discuss support services that may make it possible for a student to remain in classes.

General: Refunds are calculated from the date and time the Student Records and Registration Office receives a completed *Registration and Schedule Change Form* or the class change is initiated online. Refunds will be processed by the Business Office, as soon as possible, beginning the third week of each term.

Regular Courses: Students withdrawing from a course more than two days in length, and who comply with regulations concerning withdrawals, may receive a refund of tuition and fees. Withdrawals made within the first 10% of instruction time will qualify for a full refund. Withdrawals made after the first week of class do not qualify for a refund.

Short Courses: Students withdrawing from classes two days or less in length, will receive a full refund if the action is initiated prior to a special preregistration deadline or if no such deadline, prior to the beginning of the class. No refunds will be issued after those times.

Course Cancellations: If a class is canceled by the College, there will be a 100% refund of the tuition and fees.

Special Provisions: Refunds of financial aid will be pro-rated in accordance with federal regulations and are returned to the financial aid programs, not to the student. Details are available at the Financial Aid Office.

Student Refund Petition Process

If a student withdraws due to circumstances beyond his or her control such as job relocation or a medical emergency, he or she may file a petition for additional refund. The date of receipt of the petition, length of class attendance, and cost of course materials and services may be considered in denying or reducing the amount requested.

Students who have reason to believe they should receive a refund for their classes after the end of the refund period may petition the Director of Accounting Services. Student Refund Petitions Forms are available in the Student Services Center or online at www.clatsopcc.edu and should be returned to the Accounts Receivable Specialist in the Student Services Center. Student Refund Petitions will be forwarded to the Director of Accounting Services who will review the petition and hold meetings as necessary to determine the validity of the petition. The Director of Accounting Services will inform the student in writing of his/her determination in the case.

Denial of a Refund Petition

Appeals of the decision of the Director of Accounting Services may be made by submitting a College *Formal Complaint Form* to the Office of the Dean of Student Services no later than ten days after receiving the decision. The Dean of Student Services will forward the complaint to the Student Issues Committee who will review the complaint to determine the validity of the complaint. Students will be notified in writing of the result of this process.

END OF PROCEDURE
