

### **III 00 03 APPEAL PROCESS FOR REFUND OF REGISTRATION FEES OR FEE ADJUSTMENTS**

#### **Policy**

This policy establishes an appeal process for the refund of registration fees after the established refund period ends. Credit students finding it necessary to drop or withdraw from a course past any refund period may appeal to the Vice President for Student Services for an exception to the refund policy. A student may appeal for a refund due to an administrative or advising error on the part of the college, personal serious illness, death in the family, military obligations or extreme circumstances that are unusual and verifiable. A full refund (100%) is provided on behalf of a student whose death occurs during the term. Any indebtedness should be offset against the refund. The deceased student's estate would not be required to pay any balance as the result of the required R2T4 calculation.

#### **Procedure**

A student may appeal for a higher refund during the fee adjustment period if one of the refund percentage dates has ended or if all refund dates have ended. A student requesting a refund should submit their appeal in writing to the Vice President for Student Services and include documentation supporting the reason stated in the appeal.

The Vice President for Student Services or designee will review the appeal. In those cases where the Vice President for Student Services approves the request, it will be recommended to the Vice President for Business and Finance for either approval or denial. If the Vice President for Student Services denies the initial request for refund the student has the right to appeal to the Vice President for Business and Finance for consideration of the request. The Vice President for Business and Finance makes the final decision to approve or deny the refund request.

#### **Exceptions**

The President of the College may grant exceptions to this policy.

VSCC Source: Former III:00:04, February 24, 1999, President; December 16, 2008, President's Cabinet; August 14, 2017, President's Cabinet; January 28, 2019, President's Cabinet