

TUITION REFUND APPEAL POLICY INFORMATION

Policy Statement:

- Germanna Community College will promptly refund tuition provided the student meets the requirements of the college's policy on Tuition Refund Appeals and submits supporting documentation. Appeals that do not represent a sound basis for reimbursement will be denied.

Submitting an Appeal:

- Appeals are accepted at any campus Welcome Center, or may be sent by mail or email.
- Requests must be made during the semester in question or the immediate subsequent semester. No request will be considered after that time.
- Students must officially withdraw from a course before their appeal will be processed and have no grade other than a "W".
- A letter notifying you of the decision will be sent to your current mailing address on file.

Appeal Process:

- Appeals are reviewed on a continuous basis. Depending upon the complexity of the appeal and receipt of all supporting documentation, the processing time may vary from two to four weeks.
- The Registrar will approve appeals that meet the established criteria and provide guidance on how an appeal might be considered under policy.
- Dissatisfaction with the Registrar's decision may be appealed to the Director of Finance.

Tuition refund appeals will generally be approved for the following reasons as long as the appropriate supporting documentation on official letterhead is provided:

Extended incapacitation/hospitalization of the student, which caused the student to miss 20% or more of scheduled instruction – documented by a physician's statement on official letterhead. Must be an unscheduled medical emergency diagnosed after the last day to drop for tuition refund. Letter must include date student was first seen for the condition, as well as the beginning and ending date the student was incapacitated/hospitalization. Pre-existing conditions are not justifiable.

Extended incapacitation/hospitalization of a student's immediate family member, which caused the student to miss 20% or more of schedule instruction – documented by a physician's statement on official letterhead. Immediate family members are defined as spouse, parents, children, siblings, stepparents, stepchildren, stepsiblings.

Death of a student's immediate family member – documented with a certified copy of a death certificate.

Involuntary job transfers outside of Germanna's service area – documented by employer on official letterhead.

Inappropriate course enrollment as a result of an error in academic advising substantiated by an advisor or other appropriate college personnel on official letterhead.

Late notification of denial to specific degree program – with supporting documents.

Institutional errors by GCC 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.

Tuition refund appeals will not be approved for the following reasons:

Personal errors in judgment 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 GCC Catalog, GCC Student Handbook, or GCC Schedule of classes.

Changes of, or personal conflicts with, the instructor of record.

Dissatisfaction with course content. Issues concerning academic instruction must be addressed with the appropriate Academic Dean.

Dissatisfaction with academic progress in course.

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 scholarships.

Non-receipt of mail due to obsolete address on file with the Enrollment Services Office.

Notification of change in domicile status after the refund period.

Voluntary/involuntary acceptance of employment or other activity impacting ability to attend class.

Incarceration in a civilian or military facility.

Loss of employment.