

	Policy Number: 348	
	Policy Category: Student Policies	
	Non-Academic Appeals	
	Policy Summary: <i>This policy provides guidance regarding the types of appeals that will be considered as well as providing a framework for equitable and orderly processes by which to request reconsideration of published payment terms and registration deadlines.</i>	
	Approval Date: 01/08/24	Effective Date: 01/08/24
	Policy Owner: <i>Vice President, Finance and Administration</i>	
	Scheduled for Review: Spring 2029	

Policy Statement

Students are responsible for reviewing and abiding by the college's policies and procedures. Students may appeal for a refund of tuition or fees or appeal an add/drop outside of the established and published deadlines under specific circumstances as described below.

In the appeal, a student must provide documentation of extenuating circumstances. This may include medical documentation, an obituary, or other documents.

Appeals under this policy regarding tuition and fees should be submitted to the Bursar.

Appeals under this policy for a late add/drop should be submitted to the Registrar.

This policy does not cover appeals addressed through specific other policies or procedures. Complaints about sexual harassment and discrimination based upon protected class are addressed via Title IX Sexual Harassment Policy 813. Complaints about student behavior are addressed through the Student Conduct Policy. Student academic appeals are addressed through Academic Appeals Policy 752. Student housing appeals are addressed by the Director of Student Housing. Financial Aid appeals are addressed through the Financial Aid office.

Formal Appeal

The student may make a formal, written appeal to the relevant administrator. Formal appeals are considered under the following circumstances: medical emergencies; severe health issues; family or personal catastrophe. Any formal appeal must be submitted by the student within 30 business days after the published deadline. The student must state the nature of the appeal and the remedy they are seeking.

Students who submit an appeal for medical reasons will be required to provide written documentation from the attending physician and/or licensed medical professional providing a

summary of the issue. Students who submit an appeal for a family or personal catastrophe (such as death or accident), will be required to provide written documentation such as an obituary, proof of a car accident or other relevant documentation.

The administrator will review the situation and provide a written response within 15 days of receiving the complaint. Students will be informed if extenuating circumstances require additional time.

Appeal of a Formal Appeal Decision

If the student believes the formal appeal decision is inconsistent with College policies, the student may appeal in writing to the Vice President Finance and Administration (VPFA) or designee. Any appeal must be submitted within 20 days of the transmission of the formal appeal decision. The student must state the nature of the justification for the appeal. The VPFA or designee reviews the appeal and provides a written response within 15 days of receiving the appeal. The decision is final.

Definitions

Reason for Policy

To provide guidance regarding non-academic appeals.

Responsibilities

For following policy:	All students
For enforcement of policy:	Deputy Chief Operating Officer, Registrar, Bursar
For oversight of policy:	Vice President, Finance and Administration
For procedures implementing the policy:	Deputy Chief Operating Officer
For notification:	Policy Librarian

Procedures

Cross Referenced Policies

Revision History

Extracted from catalog – January 2024