

**CONNECTICUT STATE COMMUNITY COLLEGES**  
**REFUND AND COURSE WITHDRAWAL POLICY: REFUND APPEAL PROCESS**

***Implementation***

The policies and procedures for the refund appeals process will begin for courses within the summer 2021 semester.

***Overview***

Common policies and procedures will be implemented across the twelve Connecticut State Community Colleges to ensure that students are treated equitably across each of the colleges.

This process includes the following:

- A single Refund Appeals Form for use at each college,
- A single Refund Appeals Committee to review appeals,
- Common criteria for consideration in the review process,
- Common timeframe for students to submit appeals,
- Common practice for retaining documentation when the appeal is received.

***Consideration for Appeals***

Appeals must fall under one of the following categories to be considered by the Refund Appeals Committee:

- Documented medical emergency
- Documented personal emergency
- Documented military relocation or deployment
- Incorrect advisement for the program of study

***Appeals Process***

All appeals must include the Refund Appeal Form (available online as well as each college Registrar's Office and Bursar/Business/Finance Office). The form includes instructions for submitting an appeal, and any relevant information regarding notification to the student of the outcome.

Each appeal must contain supporting documentation to substantiate the appeal. This may include:

- A medical professional's note
- Hospital discharge documentation
- Obituary or death certificate
- Military deployment
- Other documentation on a case-by-case basis

***Timeframe to Appeal***

Appeals are expected to be submitted during the term for which the appeal is being made.

### ***Appeals Committee***

To provide consistency in decision-making, a Refund Appeals Committee from Connecticut State Community College (a subdivision of the Connecticut State Colleges & Universities System Office) will make all appeal decisions in a timely manner upon review of the appeal form and any applicable documentation.

The Committee should consist of the following membership:

1. Associate Vice President for Enrollment & Retention Services (or designee)
2. Associate Vice President for Financial Aid Services & Title IV Compliance (or designee)
3. Chief Financial Officer, CT State Community Colleges (or designee)

The Committee will respond to the student within 30 calendar days of the receipt of the request. A written response will notify the student of the outcome.

### ***Appeal Status***

If the student's appeal is approved, the Registrar will update the student's registration status code in Banner and inform the Director of Finance/Bursar that a refund is due.

If the student's appeal is denied, the student is responsible for any monies owed to the college and that amount will remain on the student's account until paid.

All documentation for the appeal (including Appeal Form, substantiating documentation, and communication to student regarding the decision) shall remain with the student record in accordance with the Connecticut State Library's policies on Record Retention.

### ***Final Appeals***

A final appeal of the decision of the Refund Appeals Committee may be made to the Vice President of Enrollment Management & Student Affairs (or designee). The decision of that official shall be final.