

HOPKINSVILLE COMMUNITY COLLEGE REFUND APPEAL

REFUND INFORMATION

In order to receive a tuition refund a student must officially withdraw within the refund period specified within this policy. Refunds for sessions different from those listed below are prorated according to the session in proportion to the traditional 16-Week session. A session is defined as an enrollment period within an academic term. An academic term (fall, spring, or summer) may have a number of sessions running concurrently — 16, 8, 4-Week.

Timeframe for Tuition Refunds*			
Session	100%	50%	No Refund
16-Week	Within 7th day	8th – 29th day	After 29th day
8-Week	Within 4th day	5th – 15th day	After 15th day
6-Week	Within 3rd day	4th – 11th day	After 11th day
5-Week	Within 2nd day	3rd – 9th day	After 10th day
4-Week	Within 1st day	2nd – 7th day	After 7th day

*Session is defined as the beginning of the term, not the first day of a scheduled class.

*Calendar days of the session, including all Saturdays and Sundays, but excluding KCTCS recognized holidays.

- Non-attendance does not relieve you of your obligation or entitle you to a refund.
- No refund of tuition will be made to a student whose course load is reduced as a result of passing a special examination for credit.
- Refunds for payments made with a credit card are credited back to the same card.

TUITION REFUND APPEAL

INSTRUCTIONS: Before completing this form, you should meet with an advisor to discuss options, including taking incompletes in your courses. Appeals for tuition refunds will not be approved for reasons of failure to withdraw or for non-attendance. If you decide to proceed with the appeal process, you must:

- **Withdraw from the course before submitting this form;**
- Complete Sections A through C below;
- Attach the required supporting documentation and personal statement; and
- Submit this information to the Office of the Dean of Student Affairs (Administration Building).

Appeals are reviewed on a continuing basis by a committee comprised of representatives from Student Affairs, Business Affairs, & Academic Affairs. Depending on the complexity of the appeal and receipt of all supporting documentation, the processing time may vary from two to four weeks. **The decision of the committee is FINAL.**

DEADLINE: Your appeal must be received no later than 10 calendar days after the start of the following semester.			
SECTION A: Student Information			
student name: Last	First	MI	student ID
term/year <input type="radio"/> Fall 20____ <input type="radio"/> Spring 20____ <input type="radio"/> Summer 20____		list course(s) dropped:	
SECTION B: Reason for Appeal. Please check box for reason you are appealing and attach a personal statement regarding your reason for appeal, as well as the required documentation listed in the box below. Required documentation should be dated and on official letterhead.			
<input type="radio"/> Medical	Letter from attending physician describing medical condition (medical issues are those resulting in long-term hospitalization or mandated bed rest).		
<input type="radio"/> Death in immediate family	Copy of death certificate required.		
<input type="radio"/> Military activation	Copy of military activation orders.		
<input type="radio"/> Academic	For significant, unusual academic situations a letter from a Division Chairperson or Chief Academic Officer on College letterhead with details regarding circumstances.		
SECTION C: Student Certification			
<input type="radio"/> I am not receiving financial aid for the term/year listed in Section A. (Financial aid includes loans, grants, scholarships, and tuition benefits. <input type="radio"/> I am receiving financial aid for the term/year listed in Section A. I understand that in most cases retroactively canceling courses will result in being billed for book charges incurred and/or financial aid that has been disbursed based on my original enrollment. Delinquent accounts are subject to the Kentucky Department of Revenue which will charge additional fees.			
NOTE: If your circumstances require you to withdraw/drop from all courses, you are encouraged to contact the Financial Aid Office and your academic advisor so your decision will be based on a clear understanding of the consequences of withdrawing from courses.			
Appeals will not be considered without proper documentation.			
By signing this form, you are certifying that the information you provided is true. Misrepresentation of facts or documentation may be sufficient cause, in and of itself, for automatic denial of this appeal and may be in violation of the Student Conduct Code. If you have read and understood the statement above, sign and date the box below.			
Student signature			Date

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

- Extended periods of physical illness of the student (including hospitalization)--documented by a physician's statement or other medical support on official letterhead.
- Extended periods of physical or mental illness of the student's immediate family member (including hospitalization) who is **dependent** upon the student for support--documented by physician's statement or other medical support on official letterhead.
- Death of a student's immediate family member. "Immediate family" is defined as parents, spouse, children, brother or sister, (either blood or by marriage) **living in the household of the student**-- with a certified copy of death certificate.
- Involuntary military deployment--documented by commanding officer on official letterhead.
- Error in academic advising resulting in inappropriate course enrollment--substantiated by advisor or other appropriate College personnel on official letterhead or from official advisor KCTCS e-mail account.
- Transfer credit assignment errors resulting in course duplication--substantiated by College personnel on official letterhead.
- Late notification of denial to a specific degree program--with supporting documents on official letterhead.
- Institutional errors/delay in processes – documented **on official letterhead**.

Tuition appeals will not be approved in the following instances:

- Personal errors in judgment or irresponsibility involving transportation, availability of finances, academic ability, time management.
- Misinterpretation of College policies and procedures as published in the KCTCS catalog and website.
- Lack of knowledge of College policies and procedures as published in the College catalog and other applicable College publications.
- Dissatisfaction with course content or delivery of instruction.
- Dissatisfaction with academic progress in course.
- Appeals of non-refundable fees.
- 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.
- Requests to defer tuition payment to next semester charges.
- Non-receipt of mail due to obsolete address on file with the Records Office.
- Failure to activate or maintain your official KCTCS.EDU e-mail account (e-billing).
- Changes of, or personal conflicts with, the instructor of record.
- Student errors resulting in the delay of administrative processes relative to registration or the delivery of financial aid funds.
- Voluntary acceptance of employment or other activity impacting ability to attend classes. Loss of employment.

For Office Use Only		Date Submitted to Committee:	
Refund Appeal Committee—Please evaluate this information and submit your response as soon as possible.			
Refund Appeal Committee Members	Approved or Denied	Date	Comment/Recommendations

Chief Student Officer _____ Chief Financial Officer _____ Financial Aid Director _____ Academic Advisor _____

