

POLICY

Students who withdraw from courses shall be eligible for a percentage refund of tuition and certain fees in accordance with College procedures.

Students who withdraw from Continuing Education courses or activities are eligible for a refund in accordance with College procedures.

The estate(s) of student(s) who become deceased shall be eligible for a full refund of tuition and all fees in accordance with College procedures.

In the event of the death of a student, see Policy #5030.

ADOPTED: February 23, 1970

Revised: February 25, 1974

Revised: November 28, 1977

Revised: April 24, 1978

Revised: December 8, 1980

Revised: May 28, 1991

Revised: December 5, 2011

Revised: May 30, 2019

Revised: April 7, 2020

PROCEDURE

A. Credit Programs (Excluding International Education)

1. The Registrar shall be responsible for oversight of the tuition/fee refund policy for credit programs.
2. The percentage-of-refund schedule applies only to tuition, College/student fees, technology fee, and laboratory or materials fees. All other fees, including, but not limited to, registration, post registration, tuition deposit, certificate, diploma and graduation fees, are non-refundable.
3. The percentage-of-refund schedule is as follows:

| <u>Fall and Spring Semesters:</u> | <u>REFUND</u> |
|--|---------------|
| Course(s) cancelled by the College..... | 100% |
| Approved student withdrawal prior to the first day of classes..... | 100% |
| Approved student withdrawal from the first day of classes up to and including the tenth day of classes..... | 50% |
| Approved student withdrawal after the tenth day | None |
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| <u>Summer, Winter and other Terms:</u> | |
| Course(s) cancelled by the College..... | 100% |
| Approved student withdrawal prior to the first day of classes..... | 100% |
| Approved student withdrawal from the first day of classes up to and including the official, state-authorized count day for the term..... | 50% |
| Approved student withdrawal after the official, state-authorized count day for the term | None |

Notes:

- The 100% refund that applies automatically to a cancelled course does not also apply to any other course(s) that the student has also registered for that is (are) being offered and not cancelled.
 - The first day of classes is defined as the date on which classes officially begin for the semester and not the student's first scheduled day for class. The dates on which classes officially begin shall be given in literature made available in general announcements.
 - The official, state-authorized count day for terms other than the traditional 15-week, five days per week semester is computed at 10/75 times the number of days for the term rounding up to the nearest whole number.
4. These refund procedures should be publicized during the registration process for the special programs or courses.
 5. The percentage of refund is based upon the date of receipt of the completed schedule change form in the Office of Registration and Records.

Exceptionsa. Death:

Refunds due to the death of a student will be forwarded to the Vice President of Student Affairs who will then forward the check, with an administrative letter of condolence, to the deceased student's estate.

b. Medical:

The Registrar may grant, for medical reasons, an extension of time for submitting a schedule change form. An additional two weeks (one week for summer sessions) beyond the normal days for cut-off may be granted provided:

- 1) The student was physically unable either to attend or officially drop the course(s) as a result of an accidental injury or medical emergency.
 - 2) Adequate written justification is provided by a licensed physician.
6. Schedule change forms that generate routine refund requests, i.e., those that adhere to the normal dates for cut-off, may carry an authorized signature of any supervisory employee of the Registration and Records Office. Any exceptions to the normal 100% and 50% cut-off must carry the approval signature of the Director, Associate Director, Registrar, or the Office Manager. Student workers cannot sign under any circumstances.
 7. Schedule change forms must be properly and completely filled out. Satisfactory explanations must be provided on the form. The percent of refund, credit hours, name, dates, signatures, etc., must be provided or the form will be considered incomplete and the refund will not be processed through the Accounting Office.
 8. After a semester begins, students who drop and add courses within the same day, even if done as separate transactions at different times of the day, will be processed on an even exchange concept basis. If the drop and add are on separate days, the drop will be processed as a 50% or no refund, and the added course will be billed at full rate.
 9. A Tuition Refund Appeal is available for students to appeal their tuition charges due to circumstances beyond their control during the semester/term in question. A Tuition Refund Appeal Committee is designated by Ocean County College to review and respond to students' Tuition Refund Appeals. Full or partial tuition refunds may be considered as circumstances warrant.

Submitting a Tuition Refund Appeal

- Tuition appeals must be submitted within one year of the end of the semester/term in question.

- All appeals should be submitted electronically through the Tuition Refund Appeal form located on the bottom of the Refund Policy web page, https://www.ocean.edu/admission_and_aid/refund-policy/ (click on red Tuition Refund Appeal button). Students not having access to a computer may mail their Tuition Refund Appeal letter along with supporting documentation to:
Ocean County College
PO Box 2001
Toms River, NJ 08754
Attn: Tuition Refund Appeals Committee, Administration Building,
Ground Floor, Room 020
- All appeals must involve an extenuating circumstance (a circumstance beyond the student's control) which prevented or significantly hindered initial, or continued attendance, in registered courses.
- Documentation verifying an extenuating circumstance must be provided (uploaded or mailed with the appeal) in order to process the student's request (e.g., medical doctor's note including dates during which medical condition existed, military orders or letter from commanding officer verifying dates of deployment or service related activity). All original documents uploaded must be on official letterhead. Students should retain their originals as the committee may need to see them.

Procedure for Reviewing Appeals

- The Tuition Refund Appeals Committee meets on a weekly basis to review complete appeals.
- Complete appeals are processed in the order they are received. Appeals that are submitted without supporting documentation will not be considered complete and will not be reviewed until supporting documentation is provided.
- The date the appeal is considered "complete" is the date that will be used to determine order received.
- The committee reviews the tuition appeal and its supporting documentation and may consult with various departments and entities to further verify claims made concerning extenuating circumstances.
- If the committee approves the appeal, the College will waive a student's costs minus any bookstore purchases, financial aid refunds, and non-refundable fees.
- The student will be notified via e-mail of the outcome of his/her appeal

Appealing the Committee's Decision

- An appeal of the decision made by the Tuition Refund Appeals Committee may only be considered if the appeal meets at least one of the following criteria:
 1. A procedural or substantive error occurred that significantly impacted the outcome of the review, such as substantiated bias or a material deviation from established procedures;

2. New supporting documentation, unavailable during the original review that could substantially impact the original decision, becomes available. Copies of the new supporting documentation and a summary of its potential impact must be included in the appeal.
- Appeals must be filed in writing with the Vice President of Student Affairs within seven business days of the date noted on the decision outcome forwarded to the student. In order to file an appeal, the student filing the appeal must include the following three elements:
 1. Clearly identify the grounds under which the appeal is being filed based on at least one of the two reasons identified above;
 2. Address the ways in which the circumstances of the case meet the grounds for appeal;
 3. Provide a complete summary of the appeal, including all new evidence, if applicable, and any other information that supports the appeal.

It is recommended that the elements of the written appeal are organized as three sections in the document so that reasons and support for the appeal are clear. The Vice President of Student Affairs will review all appeal requests from responding students and determine if the grounds for an appeal are met.

No appeal will be forwarded for an administrative review unless there is reasonable cause to believe that the grounds for appeal have been met. Reasonable cause is defined as some credible information to support each element for the appeal.

If the Vice President of Student Affairs determines there is no basis for an appeal, the appeal will be denied and the student will be notified of the decision within seven business days. Decisions regarding the merit of an appeal by the Vice President of Student Affairs are final.

If an appeal meets the criteria above, the Vice President of Student Affairs will forward the appeal for administrative review and will notify the student within seven business days that the appeal will be sent to the Administrative Review Panel for consideration.

Following the Administrative Review Panel meeting and decision, the Vice President of Student Affairs, absent mitigating factors, has three business days to inform the appealing party of the panel's decision. If the appeal is denied by the Administrative Review Panel, the original finding by the College is final and the process ends.

B. International Education

1. The Registrar shall be responsible for implementing the tuition/fee refund policy for credit programs.
2. The refund schedule percentages apply only to tuition, program costs, technology fees, laboratory, materials and College/student fees. All other fees, including, but not limited to, registration, deposits, commitment fees, certificate, diploma and graduation fees, are non-refundable.
3. The portion of the tuition, program costs, technology fees, laboratory, materials and College/student fees to which the percentage of refund is applied is only that portion which has not been encumbered by prior contracts, agreements, prepayments, and all obligations entered between Ocean County College or the sponsoring College of the College Consortium for International Studies (CCIS) and the overseas academic institution or any domestic and/or foreign contractor or agency responsible for down payments or pre-purchase of items or services such as room accommodations meals, field trips, theatre tickets and all other expenses incurred prior to the student's withdrawal from the program. For example, if the overseas institution had to prepay for theatre tickets and room accommodations prior to the student's cancellation, the percentage of refund would be applied to the total tuition and fees minus the theatre ticket and room accommodation costs.
4. The student executes an official withdrawal by submitting to Ocean County College a signed withdrawal form or a signed letter noting the intent to withdraw.

If for any reason a student withdraws from any of the overseas academic programs, either sponsored or administered by Ocean County College, the following refund policy will be in effect:

REFUND AS DEFINED IN ITEMS C2 AND C3 ABOVE

- a. Classes and/or program(s) cancelled by the College, the Consortium for International Studies, or the overseas academic institution.
Students not accepted into a program 100%
- b. Withdrawals prior to the forty-five day application deadline 100%*
*Excluding nonrefundable amounts as listed in #2 & 3 above.

Note: The forty-five day deadline means the number of days prior to day of classes on respective overseas locations. This will vary from country to country and from program to program.

The official beginning dates of classes shall be given in literature made available in general announcements. All class days are counted, excluding weekends.

- c. Withdrawals within the forty-five day period 100%*
*Excluding nonrefundable amounts as listed in #2 & 3 above .
- d. After arrival on any of the overseas locations where
CCIS programs are held but before classes begin..... 0%
- e. During the first week of classes 0%
- f. After the first week of classes 0%

*Refunds listed under d, e, and f above, will be governed by the policies of the overseas host institution, and not Ocean County College.

Note: Refunds on unused airline, bus, and railroad tickets will be based on the carrier's refund policy. Ocean County College and the CCIS assume no responsibility as to the amount and conditions under which such cancellation penalties are imposed.

C. Non-Credit Programs (Excluding International Education)

1. The Director of Continuing Education and Grants shall be responsible for implementing the tuition/fee refund policy for non-credit programs.
2. No refunds will be issued for trips or ticketed events.
3. Refunds will be issued for withdrawals up to 4 working days prior to the first meeting of class. No refunds will be issues after this point.
4. Refund specifications will be publicized during the registration process for all programs and courses.
5. If a student wishes to appeal a decision made by the Continuing and Professional Education office, the student must submit an appeal request in writing to the Continuing and Professional Education Office.

Exceptions

a. Death:

Refunds due to the death of a student will be forwarded to the Vice President of Student Affairs who will then forward the check with an administrative letter of condolence to the deceased student's estate.

b. Medical:

The Director of Continuing Education may grant, for medical reasons, an extension of time for submitting a refund request. An additional two weeks beyond the normal deadlines may be granted provided:

- 1) The student was physically unable either to attend or officially request a refund as a result of an accidental injury or medical emergency.
- 2) Adequate written justification is provided by a licensed physician.

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