CHARGEBACK PROCEDURE

Chargeback assistance will be available for Ocean County residents who enroll in a course or program, at another county college in New Jersey, that is <u>not offered</u> at Ocean County College.

Required Documents

- An acceptance letter or signed document from the other county college confirming the degree program for which the student is admitted. All courses relating to that curriculum will qualify for a chargeback.
  - If OCC does offer the program in question, even if under a different title, we will only certify the chargeback for the specific courses that we do not offer.
- A copy of the student's class schedule for the term of which the chargeback is requested. The schedule should include the term, course code, and credit hour information.
- First time chargeback requests also require a copy of the student's placement test scores or other documentation showing the student does not need remediation in Math and English.
  - If the student only requires one subject remediation, then the chargeback will be granted.
  - If the student requires remediation in both Math and English, the chargeback will not be granted until remediation is satisfied in at least one of the aforementioned subject areas.
- A valid government issued photo ID which reflects the student's permanent residence is within Ocean County.

REMOTE PROCESSING DUE TO COVID-19

Step 1: The student will email <u>all required documents</u> as an attachment to registrar@ocean.edu in one email with "Chargeback" in the subject line and the student's name and contact information (phone number, address, email) in the body of the email. Please note that missing information will result in a delay in processing.

Step 2: The Office of Registration & Records will complete the Certificate of Inability to Admit (Chargeback Form) and email it to the student at the email address provided.

Step 3: The student will then electronically sign the pdf document and email it back to registrar@ocean.edu

Step 4: The Office of Registration & Records will send the completed paperwork electronically to the County Department of Finance in a secure, password-protected file for further processing.

DEADLINE

An Ocean County Resident has <u>30 days</u> after the beginning of <u>our term</u> for which the chargeback is requested to receive the certification from OCC. Refer to the registration calendar on our website: https://www.ocean.edu/programs-and-courses/calendar/

It is recommended that a student submit the required documents as soon as they are registered for courses at the other county college. *Retroactive requests for previously completed semesters are not eligible for Chargeback.*