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. A course drop occurs when a student removes a course(s) from their schedule during the Drop/Add period. A withdrawal occurs when a student removes a course(s) from their schedule after the Census date.. The percentage-of-refund schedule is as follows (Please refer to the Academic Calendar for specific dates):

a. Fall and Spring Semesters (15 Week Terms):

	REFUND
Course(s) cancelled by the College	100%
Student drops course(s) prior to the first day of the term.	100%
Student drops from the course(s) from the first scheduled course(s) meeting, up to and including the third OCC business day.	100%
Student drops from the course(s) from the fourth OCC business day after the first scheduled course meeting, up to and including the Census date.	50%
Student withdraws from a course(s) after the Census date	None

b. Early College (Dual Enrollment) Students:

Course(s) cancelled by the College.	100%
Student drops course(s) prior to the first day of the term	100%
Student drops from the course(s) from the first day of the term up to and including the Census date	100%
Student withdraws from a course(s) after the Census date	None

c. Summer, Winter, and other Terms:

Course(s) cancelled by the College	100%
Student drops course(s) prior to the first day of the term	100%
Student drops from the course(s) from the first scheduled course(s) meeting, up to and including the third OCC business day or the Census date for the term; whichever day comes first	100%
Student drops from the course(s) from the fourth OCC business day after the first scheduled course meeting, up to and including the Census date	50%
Student withdraws from a course(s) after the Census date	None

Notes:

- The 100% refund that applies automatically to a canceled course does not apply to any other course(s) that the student has also registered for that is (are) being offered and not canceled.
- The first day of classes is defined as the first scheduled course(s) meeting; not the first date of the term.

- The first date of the term shall be given in literature made available in general announcements and on the college website.
- The Census date 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.
- Early College students who drop or add courses from the start of the term up until the official Census date will not incur any financial penalties. After the Census date, all standard withdrawal and refund policies will apply.

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 the student submits a change to their schedule through Self-Service. Exceptions

   a. Death:

      When a representative of the College is informed of the death of a student, the Office of the Vice President of Student Affairs shall be notified to begin a coordinated College response as defined in OCC policy 5030.

   b. Medical:

      The Registrar may grant, for medical reasons, an extension of time for submitting a schedule change. 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) because of an accidental injury or medical emergency.

      2) Adequate written justification is provided by a licensed medical professional.

6. Any exceptions to the normal 100% and 50% cut-off must carry the approval of the Registrar, Associate Registrar, or the Assistant Registrar. Student workers cannot sign under any circumstances.

7. 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 according to the percentage-of-refund schedule in this policy, and the added course will be billed at full rate.

8. 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, appeal requests that are incomplete (lacking required information) will be rejected and an email will be sent to the student's OCC email account informing them of the rejection and the reason(s) for it. Students may subsequently re-submit a complete appeal request as long as the date of submission of the appeal is submitted within one year of the end of the semester/term in question.
- 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. 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. Global Education Experience

1. The Registrar shall be responsible for implementing the tuition/fee refund policy for credit programs. Global Education Experience travel seminars are credit-based courses; therefore, refund policies for tuition are the same as for any credit-based course.

2. Refunds for travel-related costs (airfare, lodging, tours, etc.) will be pro-rated based on the level of vendor contract obligations at the time of the student withdrawal.

C. Non-Credit Programs (Excluding International Education)

1. The Vice President of Workforce and Professional Education 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 issued 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 Workforce and Professional Education Department, the student must submit an appeal request in writing to the Workforce and Professional Education office.

Exceptions

a. Death:

When a representative of the College is informed of the death of a student, the Office of the Vice President of Student Affairs shall be notified to begin a coordinated College response as defined in OCC policy 5030.

b. Medical:

The Executive Director of Workforce Initiatives 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 because of an accidental injury or medical emergency.

2) Adequate written justification is provided by a licensed medical professional.

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