



**Title: Refund and Tuition Appeal Policy**

**Effective Date: 8/15/2022**

**Last Revision Date: 04/13/2023**

**Cancellation:**

**Department/Office: Business Office**

## *Refund and Tuition Appeal Policy*

### **PURPOSE**

This policy defines refund procedures that apply to tuition and fees for students who withdraw from the college or reduce the number of hours in which they enroll. Nunez Community College will refund a portion of the tuition and fees to any student who officially drops, withdraws, or is dismissed from a course(s) within the drop/withdrawal deadline. Refund periods will be specified in the Academic Calendar.

### **SCOPE**

This policy applies to all credit-seeking students.

### **POLICY**

Refund periods will be specified in the Academic Calendar. Payment in full of tuition and fees must be received by the payment deadline as indicated in the Academic Calendar and specified on the billing notification. An obligation to pay tuition and fees in full is incurred at the time the student enrolls in a course(s).

If a student decides not to attend the College, it is the student's responsibility to drop all courses before the payment deadline. The student will be financially responsible for any courses that remain on their schedule after the payment deadline.

Refund amounts and adjustments will be calculated per the following guidelines. Adjustments to all fees and charges must be in accordance with the following guidelines or when required by federal law or regulation to be otherwise.



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A student's obligation to pay tuition and fees for each semester will be adjusted according to the following schedules upon reduction in credit hours or official resignation from the College.

**Fall and Spring Semesters (16/12 weeks):**

- **100% Refund Period:** 100% refund on the sixth instructional day by 11:59 pm.
- **50% Refund Period:** 50% refund from the seventh instructional day or the end of the 100% refund period (whichever is sooner) on the tenth instructional day by 11:59 pm.
- **25% Refund Period:** 25% refund from the eleventh instructional day or the end of the 50% refund period (whichever is sooner) on the end of the thirteenth instructional day 11:59 pm.
- **No Refund:** after the thirteenth instructional day.

**Summer Semester and Fall and Spring Mini Session A and B (8 weeks)**

- **100% Refund Period:** 100% refund on the third instructional day of class by 11:59 pm.
- **50% Refund Period:** 50% refund from the third instructional day or the end of the 100% refund period whichever is sooner on the sixth instructional day by 11:59 pm.
- **No Refund:** after the sixth instructional day.

**Special Mini-Sessions (6 weeks)**

- **100% Refund Period:** 100% refund on the second instructional day by 11:59 pm.
- **No Refund:** after the second instructional day.

**Summer Mini-Session A and B, Winter Session, and Fast Track (4 weeks)**

- **100% Refund Period:** 100% refund on the second instructional day 11:59 pm.
- **No Refund:** after the second instructional day.

**Refundable Tuition and Fees**

The following are considered refundable: Tuition, Non-Resident fee, and excess credit hour fee. All other fees are considered non-refundable. If the College cancels a class, then 100% of all College assessed tuition and fees paid will be refunded for the canceled class. Third party fees such as bank mobile fees, credit card convenience fee, etc. will not be refunded by the College. No refunds are made when a student is administratively dropped unless the refund is approved through the tuition and fee appeal process.



### **Tuition and Fee Appeals Process**

Students may appeal tuition and mandatory fees by submitting a Tuition and Fee Appeal Form, Appendix A, to the Bursar's Office. Tuition and Fee appeals should only be submitted for extenuating circumstances. Also, the Tuition and Fee Appeal Committee cannot approve any appeal for debt that has been placed with the Attorney General's office.

The following procedures will be followed:

1. The student must fully complete the Tuition and Fee Appeal Form.
2. The student should attach the following information to the Tuition and Fee Appeal Form:
  - a. A typed letter or statement containing the reasons the student feels they are entitled to a refund of tuition and fees. The statement should address the circumstance that occurred which was out of the student's control, how it impacted the students' academic attendance, and what prevented the student from withdrawing from classes by the 100% refund date.
  - b. Documentation of Extenuating Circumstances. (Below are the eligible circumstances and required documentation)
    - i. Recent medical condition
      1. Dated letter on letterhead from the attending physician from your resignation term containing the nature of your illness/injury, date of onset, dates of hospitalization/physician appointments, severity, and your inability to attend school due to the condition
    - ii. Physical or mental illness
      1. Dated letter on letterhead from the attending physician from your resignation term containing the nature of your illness/injury, date of onset, dates of hospitalization/physician appointments, severity, and your inability to attend school due to the condition.
    - iii. Immediate family emergency (i.e., death or illness)
      1. Death certificate or obituary notice in cases of death. Dated letter on letterhead from the attending physician containing the dates of occurrence, nature, and severity of your relative's illness/injury.
    - iv. Other extenuating circumstances
      1. Unanticipated hardships that occurred during or immediately before the eligible semester. (ineligibility for financial aid does not constitute an unanticipated hardship.)
      2. Students unable to complete term or drop within the 100% refund period because of an error by Nunez staff/faculty member.



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- a. Letter of support from the faculty or staff member detailing error and impact on term completion

OR

- b. Other supporting documents that student was misadvised.  
(Ineligibility for financial aid does not constitute being misadvised.)
  - c. Immediate is defined as follows: parents; spouse; children (by blood, adoption, or marriage); siblings; legal guardian. Documentation of relationship is required.
  - d. Non-Qualifying Events
    - i. Personal misjudgments or irresponsibility that involve the following:
      1. Transportation
      2. Availability of finances
      3. Lack of financial aid
      4. Time management
      5. Academic ability
      6. Misinterpretation or lack of knowledge of College policies/procedures
      7. Dissatisfaction with an Instructor, course content, delivery of instruction, academic progress, College “fit”
      8. Missing a deadline
      9. Change of major
      10. Multiple appeals for the same semester
      11. Courses assigned grades other than a “W” (Students with a grade other than a “W” must submit an academic appeal.)
3. Tuition and Fee appeals must be submitted 60 calendar days from last day of the full-term semester.
    - a. By email to [bursar@nunez.edu](mailto:bursar@nunez.edu)
    - b. Hand delivered to the Bursar’s Office, Administration Bldg., Rm. 133
    - c. By mail to 3710 Paris Rd. Chalmette, LA 70043 Attn: Bursar Office (Must be postmarked.)
  4. Student must officially drop/withdraw from the term or courses that are being appealed before the appeal can be considered.
  5. The Tuition and Fee Appeal Committee will consist of a member from each of the following departments: bursar’s office, business office, student services, financial aid and an employee selected by the CFO not affiliated with the aforementioned departments.
  6. The tuition and fee appeal committee will review tuition and fee appeals within 30 days of being submitted. The tuition and fee appeal committee will try to provide decisions prior to the beginning of the subsequent semester. Additional time may be requested by one or more of the



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committee members to obtain additional documentation from the student, faculty, or staff. The student will be notified in writing of this request if the committee will require more than 30 days to review and the due date of the requested information.

7. Tuition and fee appeals submitted without adequate documentation will not be reviewed by the committee.
8. The student will be notified in writing of the decision within 15 working days of the committee's decision.

**Return of Title IV Funds**

In accordance with federal regulations when a federal financial aid recipient withdraws from all classes (officially- students drop themselves or unofficially- assumed withdrawn based on no passing grades, as defined by regulations) during a term, the college must determine the amount of federal grant and/or loan assistance the student earned. If less assistance is received than what was earned, the student may qualify for those funds. If more assistance is received than earned, the unearned funds must be returned by the school and/or student to the appropriate program(s).

**Definitions**

Instructional Days – Instructional days are defined as those days on which any courses may be scheduled. Nunez instructional days are Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday.

**Policy Reference**

- LCTCS Policy 5.007 - [Tuition Refund](#)
- Nunez Academic Calendar Policy



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**Forms Reference**

- Nunez Tuition and Fee Appeal Form – Appendix A

	Executive Cabinet	4/13/2023	4/13/2023
	Chancellor	4/13/2023	4/13/2023

*Distribution:* Distributed Electronically via College’s Internet

**Chancellor’s Signature/Approval**

**Signature:**   
CHANCELLOR

**Date:** 04/13/2023



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**APPENDIX A**

**Title: Tuition and Fee Appeal Form**  
**Department/Office: Business Office**

Please review Refund and Tuition Appeal Policy 5.033 prior to completing this form. Completed forms should be signed and sent in one of the following methods along with supporting documentation:

By email to [bursar@nunez.edu](mailto:bursar@nunez.edu)

Hand delivered to the Bursar's Office, Administration Bldg., Rm. 133

By mail to 3710 Paris Rd. Chalmette, LA 70043 Attn: Bursar Office

Banner ID: \_\_\_\_\_

Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Semester Being Appealed: \_\_\_\_\_ Amount Being Appealed: \_\_\_\_\_

Attach Reason for the appeal and supporting documentation to this form.

By signing below, I confirm that I have read Refund and Tuition Appeal Policy 5.033 and that the information attached is true and accurate.

Student Signature: \_\_\_\_\_ Date: \_\_\_\_\_