

Quinsigamond Community College Business Office Appeal of Student Charges

Appeal Review Process

Overview:

A student may submit an **Appeal of Student Charges** form if unusual or extenuating circumstances existed beyond the individual's control that prevented the student from completing their classes for a specific semester and satisfying their financial obligation to the college resulting in a balance due to the school. The appeal process can also be used to request a tuition refund after the published deadline date due to unusual or extenuating circumstances.

The Federal Department of Education mandates a specific refund calculation if the student is a financial aid recipient and has withdrawn from all coursework. Depending on the financial aid you have received, you may be responsible for repaying some or all of the aid to the College if you withdraw.

Any Appeal of Student Charges must be completed and received by the Business Office within one (1) calendar year from the end date of the semester that is being appealed.

Appeal of Student Charges forms are available on campus in the Business Office or can be requested by emailing businessoffice@qcc.mass.edu.

Student Appeal Process:

To initiate an appeal, a student must complete an **Appeal of Student Charges** form and **must provide supporting documentation** to confirm legitimate reasons for the appeal (i.e. official doctor's note for medical withdrawals due to hospitalization). Appeals that lack sufficient documentation will be held until complete but not longer than 30 days. Except where noted, all documentation must be original, on official letterhead, and signed by a professional in an official capacity.

Appeals are reviewed monthly by the Appeal Review Committee.

The Student Accounts Supervisor in the Business Office will communicate the result of the appeal to the student in writing. If the appeal is granted, notification will be given to the Registrar's and the Financial Aid offices, where necessary. The Student Accounts Supervisor will make any necessary financial adjustments to the student's financial records.

Please note: The application fee, allied health deposit, any non-refundable fees, bookstore charges and any refund check amounts are NOT subject to appeal.

**Quinsigamond Community College Business Office
Appeal of Student Charges Form**

Please complete this form and describe the reason for your appeal in the section below or attach an explanation on a separate page and include with all supporting documents upon submission.

Student Information:

Date: _____ Student ID: _____ Semester: _____

Student Name: _____ Student Signature: _____

Please Print

Student's Address: _____

Phone Number: _____

E-Mail Address: _____

Reason for Appeal: _____

Criteria for Supporting Documentation:

Medical Condition or Emergency (Student or Immediate Family Member):

Required Documentation: An official letter from the doctor that states the medical circumstance, the dates the student was hospitalized or seen during the semester, the reason and the determination whether the condition prevented the student from finishing the classes. This letter must be on office letterhead with an original doctor's signature. The letter must say that **in the doctor's opinion the student was unable to attend or complete his/her classes during the specific semester**. If immediate family member had the medical condition or emergency the doctor's letter must include the above information and **must state that the student was the immediate family member's primary caregiver**.

Death of an Immediate Family Member (parent, spouse, or child only):

Required Documentation: Copy of death certificate or copy of an obituary.

Military Duty:

Required Documentation: Copy of orders.

Miscommunication with any of the College departments:

Required Documentation: Students have to research the issue with the specific department's head who in turn needs to provide a written recommendation on the case.

Attendance Dispute:

If the student did not attend any of the classes at all for the specific semester in question the student can reach out to the Registrar's Office and ask them to contact the professors to confirm that the student did not attend. If the professors can confirm non-attendance then the Registrar's Office will drop the classes based on non-attendance and no appeal to our office is necessary.