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TIDEWATER COMMUNITY COLLEGE  
TUITION REFUND APPEAL POLICY INFORMATION

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**Policy Statement:**

Tidewater Community College will promptly refund tuition provided the student meets the requirements of the college's statement on Tuition Refund Appeals and submits supporting documentation. Appeals that do not represent a sound basis for reimbursement will be denied. Students have the responsibility to submit an appeal within six months from the beginning of the semester for which the charges were incurred.

**Submitting an Appeal:**

- Appeals are accepted at any campus Business Office, or may be sent by mail or email.
- For information on the Tuition Refund Appeal process, please review our website at <http://www.tcc.edu/students/admissions/tuition/TuitionRefunds.htm>.
- Students must officially withdraw from a course before their appeal will be processed and have no grade other than "W."

**Appeal Process:**

- Appeals are reviewed on a continuous basis. Depending upon the complexity of the appeal and receipt of all supporting documentation, the processing time may vary from two to four weeks.
  - Business Managers approve appeals that meet the established criteria and provide guidance on how an appeal might be considered under the policy.
  - Dissatisfaction with the Business Manager's decision may be appealed to the Vice President for Finance for further review.
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**Tuition refund appeals will generally be approved for the following reasons as long as the appropriate supporting documentation on official letterhead is provided:**

Extended incapacitation/hospitalization of the student which caused the student to miss 20% or more of scheduled instruction – documented by a physician's statement on official letterhead. Must be an unscheduled medical emergency diagnosed after the last day to drop for tuition refund. Letter must include date student was first seen for the condition, as well as the beginning and ending date the student was incapacitated/hospitalization.

Extended incapacitation/hospitalization of a student's immediate family member which caused the student to miss 20% or more of scheduled instruction – documented by a physician's statement on official letterhead. Immediate family is defined as: spouse, parents, grandparents, child, sibling, stepparents, stepchildren, stepsiblings, or legal guardian.

Death of a student's immediate family member – documented with a certified copy of a death certificate.

Mandatory job assignment outside of Hampton Roads – documented by employer on official letterhead.

Error in academic advising resulting in appropriate course enrollment-substantiated by advisor or other appropriate College personnel on official letterhead.

Late notification of denial to specific degree program – with supporting documents.

Institutional errors by TCC that cause the delay of administrative processes relative to registration or the delivery of financial aid funds.

Administrative difficulties with internships, placements or practicums involving the single enrollment of a student.

**Tuition refund appeals will not be approved in the following instances:**

Personal errors in judgment or irresponsibility involving transportation, availability of finances, academic ability, time management, etc.

Misinterpretation or lack of knowledge of college policies and procedures as published in the TCC Catalog, TCC Student Handbook, or TCC Schedule of classes.

Dissatisfaction with course content. Issues concerning academic instruction must be addressed with the appropriate Academic Dean.

Dissatisfaction with academic progress in course.

Non-attendance or minimal attendance of class.

Inadequate investigation of course requirements prior to registration and attendance.

Non-qualification, late application, or loss of eligibility for financial aid or scholarships.

Non-receipt of mail due to obsolete address on file with the Enrollment Services Office.

Notification of change in domicile status after the refund period.

Changes of, or personal conflicts with, the instructor of record.

Voluntary acceptance of employment or other activity impacting ability to attend class.

Incarceration in a civilian or military facility.

Loss of employment.