

Dear Student:

Nashua Community College expects all students to be aware of their enrollment and tuition status and take appropriate and timely steps to address irregularities. The College's refund policy is stated in the *NCC Student Handbook*. Before submitting an appeal, please refer to the policy and familiarize yourself with this information. **Please note that appealing for an exception in no way guarantees one will be granted.**

1. Appeals for an exception to the refund policy MUST be initiated in writing by the student; no action will be taken on a request from anyone acting on behalf of the students (including parents).
2. Requests for exceptions to the refund policy must be submitted during the current semester. **After that time, no requests will be considered, regardless of circumstances.**
3. Requests must be submitted to Lucy Jenkins in the President's Office 603-578-8991. You must set up an appointment with her to discuss your appeal prior to dropping your classes and filing your appeal. The committee meets every Tuesday and your appeal must be submitted on the Monday before the meeting in order to be considered. Appeals received after Monday will be scheduled for review for the next Tuesday meeting. You will be notified in writing within 10 business days of the committee's decision.
4. In all cases the student must have withdrawn from the courses(s) prior to filing a request for consideration.
5. If the student is on financial aid he/she must visit the financial aid office prior to dropping their class to make sure that he/she will not be financially responsible for any dropped classes.
6. Any illness that is recurring or complications arising from illnesses or conditions, which were known to a student prior to enrollment, will not be considered. Students must take the responsibility of this into account at the time registration is made.
7. In case of a new illness or hospitalization; appropriate types of documentation include a legible, signed note from the student's doctor on letterhead, indicating the date of illness began or injury occurred and the length of hospitalization, confinement or incapacitation.
8. Death of an immediate family member. Appropriate third party supporting documentation is a copy of the death certificate or obituary notice as well as supporting documentation of travel if out of state.
9. School days cancelled due to weather (i.e., snow) or other circumstances are beyond the control of NCC and they do not constitute grounds for a tuition appeal. The College considers the safety of students and college personnel to be paramount and may cancel school during or after storms. Efforts are made by faculty members to make up the work by providing assigned work on Blackboard or other alternate assignments.
10. The committee may contact the instructor for further information.

It is important that you provide a complete packet with relevant, impartial, third party documentation of exceptional circumstances in order for the committee to make an informed decision. In all cases a student must withdraw from class(es) prior to filing a request for a tuition appeal. The tuition appeal form is located on the NCC home page under Quick Links, download forms & publications. From there go to general forms and click on tuition appeal form.

Please contact Lucy Jenkins at [ljenkins@ccsnh.edu](mailto:ljenkins@ccsnh.edu) or 603-578-8991 with any questions you may have.