



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 any deviations to their schedule. 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. Prior to withdrawing from the class and filing an appeal, students must set up an appointment with Mrs. Jenkins to discuss the appeal. Forms left on her desk will not be scheduled to go before the committee until you have met with her. 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. Students will be notified in writing within 10 business days of the committee's decision. **Decisions are final and cannot be appealed or reheard.**
4. Before you withdraw from the class the student must meet with the program coordinator and/or the Department Chair to discuss the reason for withdrawing. Once all matters are exhausted in keeping the student in class, the student can then withdraw from the class.
5. If the student is receiving financial aid (grants and/or loans) he/she must visit the financial aid office prior to dropping their class to determine the potential impact on current and future financial aid.
6. Appeals based on an illness/condition which is recurring and known to the student prior to enrollment or complications arising from illness or condition, will not be considered. Students are responsible for taking any illness/condition into account at the time registration is made.
7. Appeals based on a new illness or hospitalization; must have appropriate supporting documentation. Such documentation includes a signed note from the student's doctor on letterhead, indicating the date illness began or injury occurred and the length of hospitalization, confinement or incapacitation.
8. In the case of a death of an immediate family member; appropriate third party supporting documentation is required such as a copy of the death certificate or obituary notice. Additional supporting documentation is required if travel out of state was necessary.

Please Note: The committee may contact the instructor and appropriate office 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. 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 at 603-578-8991 with any questions.