



Blue Mountain Community College *Administrative Procedure*

Procedure Title: Petition for Exception to Refund and Late Fee Penalty
Procedure Number: 01-2004-0006
Board Policy Reference: IV.A.

Accountable Administrator: President
Position responsible for updating: AVP Finance & Business Operations
Original Date: May 10, 2004
Date Approved by Cabinet: 03-30-10
Authorizing Signature: *Signed original on file*
Dated: 03-31-10
Date Posted on Web: 11/4/13
Revised: 09-10
Reviewed: 11-13

Purpose/Principle/Definitions:

A student may appeal the assignment of tuition, fees, and other charges if extenuating or unusual circumstances merit the removal of such charges. Multiple levels of appeal should be provided to ensure due process.

Guidelines:

- Individuals registering for classes, workshops, seminars, trainings, etc. are responsible for the payment of the tuition, fees, and other charges associated with said instruction or experience. As such, they are responsible for knowing and adhering to the various payment dates, withdrawal dates, and drop dates.
- Individuals who wish to appeal their charges may do so in the following manner:
 - Submit the appropriate Petition for Exception form, any supporting documentation, and a letter detailing the extenuating circumstances that merit a successful appeal. Sign and submit to the Service Center at the Pendleton campus.
 - The letter should include the following information:
 - Full name of petitioner (student name);
 - Student ID number or social security;
 - Current address of record;
 - Term (s) in question;
 - Course number and title of course; and

- Back-up documentation, if applicable. Occasionally a circumstance exists, which is not within the student's control and an administrative drop or refund is warranted. Therefore, a BMCC employee can request a petition on behalf of the individual; however, the appropriate petition form, appeal form, and a letter or statement detailing the appeal is required. All documents should be forwarded to the Pendleton Service Center staff, which will be forwarded to the Business Office for the appeal decision.
- The Pendleton Service Center staff will attach the appeal petition to an "Appeal Cover Sheet" and forward the completed packet to the Business Office to complete the appeal process. An appeal can take up to ten working days after the date of the appeal was received.
- The Controller of the College will grant or deny the appeal. After a decision has been made, the student will be mailed a letter or be notified via their my.blucc.edu email account detailing the appeal decision. A copy will be maintained by the Pendleton Service Center staff and filed.
- Students may appeal the decision of the Controller to the Vice President, Operations by submitting another letter of appeal, using the same method detailed above. In addition to the noted items above, the letter to the Vice President, Operations should include why the individual believes the prior decision was incorrect. Additional documentation must be included.
- Within five working days of receipt of the appeal packet, the Vice President, Operations will either grant or deny the appeal. The student will be mailed a letter detailing the second appeal decision. A copy will be maintained by the Pendleton Service Center staff.
- Individuals wishing to appeal the decision by the Vice President, Operations may appeal to the President.
- The President may either accept or decline the option to review the case. If the President elects to review the appeal, the President will choose the method of reviewing the appeal and communicating the result. The Presidential decision is final.

Forms:

Petition for Exception to Refund and Late Fee Penalty Waiver
 Appeal Cover Sheet for Reversal, Refund, and Waiver