

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

Accountable Administrator: President
Position responsible for updating: Chief Finance Officer
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



Blue Mountain
Community College

PETITION FOR EXCEPTION TO BEHIND and LATE FEE PENALTY

Blue Mountain Community College
2411 NW Carden, PO Box 100
Pendleton, OR 97801
(541)278-5759 Service Center
(541)278-5818 Fax
getinfo@bluecc.edu

BMCC ID: _____ OR _____ SSN: _____

LAST NAME: _____ FIRST NAME: _____ MIDDLE INITIAL: _____

Current Address: _____

City, State, and Zip Code: _____ Current Phone Number: _____

Academic Advisor: _____ Degree Intent: _____

Term/Year: Summer _____ Fall _____ Winter _____ Spring _____

Eligibility Guidelines:

- Petitions will be considered for *documented extenuating circumstances only*.
- Petitions submitted more than 90 days past the term in which the exception is being requested will **not** be considered.

To request a refund or late penalty waiver, you **MUST** complete steps 1, 2, 3, and 4 below (Attach written responses for each step below on a separate piece of paper and attach supporting documentation to the appeal form).

1. What circumstances prevented you from:
- officially dropping a class during the refund period; **OR**
 - making payment in full; **OR**
 - having a tuition installment contract in place before the payment deadline
2. List the courses you are petitioning for.
3. Supporting documentation for each circumstance stated above. All supporting statements must be signed. Examples of supporting documentation include, but are not limited to:
- Physician statement
 - Accident report
 - Written statement from each instructor identifying whether you attended, participated, or contacted them during the term in question.
4. Mail, fax or bring form and supporting documentation to any BMCC location. **Note:** Address and fax number listed at top of page.

Incomplete appeals will automatically BE DENIED! Incomplete appeals are those that are not signed or do not have all steps completed. Do not submit if not complete. Appeals are reviewed in the order in which they are received. Please allow **3-4 WEEKS FOR PROCESSING**. You will be notified in writing of the results of your appeal by US mail.

I have read the above stated eligibility criteria and certify below that the information I have provided is true and accurate to the best of my knowledge.

Student's Signature _____ Date _____

Office Use only:

Approved Denied

Business Office Staff Signature _____ Date _____

Appeal Cover Sheet for Reversal, Refund, and Waivers

Name of Student: _____ Student ID: _____

BMCC Staff Requesting: _____ Reason: _____

Date of Request: _____ Term _____ of 20 _____ Tuition Amt \$ _____
 Fees Amt \$ _____
 Late Fee Amt \$ _____
Business Office/Service Center: **Total \$** _____

Date Appeal delivered to Business Office: _____ by: _____ (Svc Center initials)

Deadline to drop classes and get refund: _____ Withdraw Date: _____

Requesting: Reversal Refund/Waiver Hold Removal

Details of Contact: (Contact Date, Email, mail, phone, etc.) _____

- AR Comments
- Student Mgmt Comments
- Instructors Comments
- Medical /Death in Family/Emergency documentation

Prior Appeals: No Yes, on _____ ; Result _____

I recommend: Denying Granting request because: _____

Signature: _____ Date: _____

To Do Check-Off			
Initials	☑	Task Completed	Approved/Denied/Comments:
		Reverse Late Fee(s)	
		Refund or Waive Fee(s)	
		Remove Financial Holds (i.e. Library, bad address, other holds etc.)	
		Mail original/signed letter to Student (file copy in appeals notebook)	

Reasons for Refund:

- Special Circumstances
- IT/Tech error
- Admin error/Staff Request

BMCC is an equal opportunity educator and employer.

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