



The Peninsula's Community College

# Administrative Exception to Tuition Refund Policy

The deadline for dropping with a refund of tuition is established in accordance with VCCS policy. If you wish to request a tuition refund **after** the deadline date, please follow the instructions below for consideration. Completion of this process is required by the Virginia Community College System as noted in the VCCS Policy Manual, Section 4.3.2. The policy does not consider other debts to the college to include bookstore charges.

**NOTE: Students who have received Financial Aid and whose aid has been completely disbursed, including refund checks, may not be eligible for a refund. Once Federal aid has been disbursed, refunding tuition could result in a debt to the college or to the Department of Education.**

- 1) Indicate your financial aid status for the term involved:
  - I have applied for Financial Aid.
  - I have not applied for Financial Aid.
  
- 2) **Withdraw** from the course(s) via [MyTNCC.edu](http://MyTNCC.edu) or by using a Student Enrollment Form.
  
- 3) Write a **letter of explanation** of no more than one page justifying the request. Deliver the letter to Griffin Hall room 200 in Hampton or room 117 at the Historic Triangle campus. You may also mail the letter to:
  - Dean of Enrollment Management
  - Thomas Nelson Community College
  - 99 Thomas Nelson Drive
  - Room 200, Griffin Hall
  - Hampton VA 23666
  
- 4) Attach **supporting documentation** demonstrating the mitigating circumstances that occurred after the refund deadline such as:
  - **Medical** - records, or doctor's signed letter, on business letterhead, with starting and ending dates of treatment and a statement that the student was on complete bed rest (homebound) or otherwise unable to attend for an extended period of time.
  - **Immediate work reassignment for an extended period, or mandatory transfer** (letter from employer or military deployment orders). A change in jobs does not qualify, nor does accepting a new position.
  - **Administrative error** - If you feel that your advisor/counselor has made an error in placing you into the courses in which you are enrolled, you must provide us with documentation. Such documentation could be a letter from the advisor/counselor stating that they made an administrative error in your course selection.
  - **Extreme financial hardship** - You must provide documentation such as bank statements, two recent pay stubs, necessary bills (gas, electric, phone, car payment, insurance, rent or mortgage) that you have in your name. **Credit card bills do not apply.** If you are collecting unemployment, please provide proof. If you are filing for bankruptcy or have been served with an eviction notice, please provide this for it will greatly assist us in determining if you are experiencing **extreme** financial hardship.
  - **Death of the student or immediate family member** –mother, father, sibling, spouse, child, or grandparent. A copy of the death certificate or obituary must accompany the request.
  
- 5) Forms must be received in Enrollment Services prior to the last day of classes for the subsequent term.
  - *Refunds, if approved, are issued via the state treasury in Richmond and take 10 to 14 days from the approval date to reach the student by mail.*

Student's Name: \_\_\_\_\_

ID: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_