

## Instructions for Requesting An Exception to the Refund Policy

It is the responsibility of Glendale Community College students to be aware of the current refund policy as stated on the college web site, in the college catalog and in the class schedule. Refund deadlines are based on the official start date of the class and the duration of each class. The refund deadline does not change if a student enrolls after the official class start date.

### **Information to consider before submitting a refund exception appeal:**

- Refunds for personal and/or family illness, etc. are prorated based on the official date of withdrawal and the length of the class. Lab and course fees are not refundable.
- If you have received financial aid or veterans benefits for the requested semester, it may not be to your advantage to file for a refund. Please check with the appropriate office before filing your request.
- Refunds are not approved for students who have had work schedule changes, are moving out of town, have transportation issues, etc.
- Refunds are not approved for students who stop attending class for personal and/or financial reasons.
- Refunds are not issued to students who do not attend the class(es).
- Refunds (tuition credits) are not issued to students who do not pay for their class(es).

**Students who are experiencing academic difficulty** in a course are encouraged to seek assistance from the instructor or through other student services available on campus. Students who have a concern or complaint about a class or instructor must follow the Instructional Grievance Process (AR2.3.5 & Appendix F) as listed in the college catalog.

### ***In order to consider your request for an exception to the Refund Policy, the following steps must be followed:***

1. Complete the Refund Exception Request form (attached)
2. Attach a written explanation of the circumstances that justify requesting a refund beyond the deadline date.
3. Attach documentation to substantiate your request (i.e. medical documentation completed by a physician, copy of military orders, copy of a death certificate or other death notice, etc.)

**Incomplete or undocumented requests will not be considered.** If your request is approved, it may not relieve you of your financial obligation to the college and may negatively impact financial aid or veteran educational benefits.

All items must be attached to the Refund Exception Request Form and be submitted to the Enrollment Services office. You will receive written notification of the decision.

Return form and supporting documentation to:

Enrollment Services  
Enrollment Center  
Glendale Community College  
6000 West Olive Avenue  
Glendale, Arizona 85302-3090

FAX: 623-845-3303 Subject: Refund Exception Request

# Enrollment Services Student Refund Exception Appeal Form

*Date Received Stamp*

Student Name: \_\_\_\_\_ Student ID Number: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_ Phone: \_\_\_\_\_

**Reason for Refund Exception: (Check One)**

- Military Service:** Copy of official orders is required documentation for refund.
- Serious Personal Illness:** Letter from qualified health care provider, must document inability to continue attending all classes for the semester. (Does NOT include illness of family members)
- Serious Illness or death of family member:** Appropriate documentation must be provided.
- Other (Specify):** Provide documentation that will assist in the review of the refund. (You may use the back of this form to write more information or provide an attachment).

\_\_\_\_\_

\_\_\_\_\_

Are you receiving Financial Aid for this term?  Yes  No

Are you receiving Veterans benefits for this term?  Yes  No

**Requesting refund for the following classes:**

Term: (Check One) Spring  Summer I  Summer II  Fall  Year \_\_\_\_\_

Subject Area and Catalog Number (ENG 101)	Class Number (53692)	Start Date	(Office Use Only) Official Date of Withdraw

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

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

**OFFICE---USE---ONLY**

Approved       100%       Pro Rata  \_\_\_\_\_%      Denied

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College Official: \_\_\_\_\_ Date: \_\_\_\_\_