



Request for Tuition Credit - Appeal Instructions

A "Request for Tuition Credit" is available to students who feel they warrant an exception to the College's Refund Policies. Exceptions to the college's established policies are not made lightly and will generally be considered only for extenuating and difficult circumstances. Please read the instructions and download the forms from the SUNY Orange website: http://sunyorange.edu/bursar/refunds/tuition_refund_policy. Request for Tuition Credit forms are also available at Student Services Central. The *Tuition Credit Review Committee* decides each case on its own merit. All forms must be submitted together to the Tuition Credit Review Committee.

Step 1. Tuition Appeals Checklist (complete and sign)

Complete and sign the checklist; check to make sure you answered all the questions. ***A Request for Tuition Credit must be submitted no later than 30 days after the start of the semester following the semester for which you are requesting credit.*** Example: a student requesting a tuition credit for the Spring semester or for the Summer session, must submit their request no later than 30 days into the following Fall semester. ***Appeals received after the deadline will not be reviewed. You must officially drop the course(s) that you are appealing.*** The College does not allow a student to remain in a course and file an appeal. ***No requests will be reviewed unless the student has "officially" dropped the course(s) in question.*** Drop slips are available in Student Services Central. ***Incomplete appeals are automatically denied.***

- Tuition appeal checklist

Step 2. Personal Statement

Submit a typed personal statement. Clearly describe your situation as to why you feel that you meet the exception to the tuition policy. Include details that occurred after the refund deadline and that were beyond your control.

Step 3. Reasons for Exceptions and Supporting Documentation - Only the following exceptions to established tuition policies will be considered:

1. **Student's Medical Condition (letter from physician)** - Use the form provided for the physician to answer questions about your situation. This form must be on your physician's letterhead.
 - Request for medical information form
 - Request for medical information for immediate family member form

In the place of the form you may submit a typed letter on physician letterhead in your tuition appeals packet. It is important for this letter to include: Diagnosis; Date the medical condition began; Date it prevented you from attending classes; How long it will prohibit you from attending classes.

2. **Involuntary changes in employment (letter from employer)** - Use the form provided for your employer to answer questions about your situation. The form should be typed on company letterhead.
 - Request for employee information form

In the place of the form your employer may write a letter (on company letterhead) on your behalf. It is important for this letter to include: Verification of the days, hours or location of work that occurred; The date the change took effect and specifically what the change was; i.e. days, hours and/or work location; How this change conflicts with your school schedule; How long the change in work hours or location will be in effect.

3. **Death in the Immediate Family** - Submit a copy of the obituary from the newspaper (should have dates) or a copy of the death certificate. Additionally, in your personal statement, explain how the death and related circumstances affected your ability to attend and complete classes.
 - Document of death in the immediate family
4. **Student's Military Activation** - Submit a copy of military activation orders signed by commanding officer.
5. **Extenuating circumstances beyond your control** - If the circumstances beyond your control that prevented you from dropping by the deadline do not fit one of the above exceptions, the Tuition Credit Review Board will need documentation describing your situation and must include any official communications or signed documentation that verifies your circumstances. For guidance on what would qualify as official, in your circumstances, please contact the Tuition Appeals Coordinator at (845) 341-4000.

Please Note:

- **Drop/Add refund dates are widely publicized. Therefore, appeals based on lack of awareness of the dates will not be reviewed.**
- Incomplete forms or vague supporting documentation will result in delays in your request being processed. The Committee will only review your request once; multiple submissions for the same request will not be reviewed.
- All requests must either be mailed to the address below or placed in the Drop Box outside Student Services Central. *No in-person request can be submitted to the Committee.*
- The Committee will communicate its decision in writing. **The Committee's decisions are final.** The Committee does **NOT**, under any circumstances, take phone calls or schedule appointments.
- If your appeal is approved, you will receive a pro-rated reduction of tuition based on your date of withdrawal. **Fees are non-refundable, including the \$50 deposit paid prior to registration.** Tuition credit may be used for future SUNY Orange courses.

Completed Forms (including supporting documentation) can be placed into the **Student Services Central Drop Box** or mailed to the following address:

**SUNY Orange County Community College
c/o Tuition Credit Review Committee
Shepard Student Center
115 South Street, Middletown, NY 10940**