

3357:13-17-151 Student Accounts/Refund Procedure

- (A) If a student feels s/he has a special, unusual, or unexpected circumstance which justifies an exception to the refund policy, s/he may appeal to the Refund Committee in the following manner:
- (1) All requests must be submitted in writing to the Refund Committee and must include supporting documentation and the Request for Refund form (form [17-151a](#)).
 - (2) Requests received without the proper documentation will be held for ten (10) working days, pending receipt of documentation. Incomplete requests will not be reviewed.
 - (3) Requests must be made by the student. Requests made “on behalf of” a student will not be reviewed, except if the student is deceased, in which case next of kin may appeal on the student’s behalf.
 - (4) The Refund Committee will review request received no later than 45 days from the end of the semester in which the course(s) was offered.
 - (5) Requests received after the 45day deadline will not be reviewed.
- (B) Once the written request for refund is received by the Student Records Office, the Registrar will review the request for refund and will determine if additional information is required from the student or from other sources (i.e. a faculty or staff member, the student’s educational records, etc.) and will request that the student or other individuals provide the information to the Committee within ten (10) working days. The Committee will then meet to review the information supplied by the student and make a decision as to whether a refund will be granted. Within five (5) working days of the meeting, the Committee will issue a decision in writing to the student.
- (C) An official withdrawal must be processed through the Records/Registrar’s Office prior to submitting a refund request form. Request for tuition refunds based on failure to drop a class will not be approved.
- (D) It is the student’s responsibility to comply with:
- (1) Deadlines specified in the academic calendar
 - (2) Policies and procedures outlined in the College catalog and class schedule
 - (3) Obtaining the necessary documentation to accompany the refund request. The burden of proof rests with the student.
- (E) Level I Appeal

A refund decision may initially be appealed by requesting to the Registrar that a meeting be scheduled for the student to meet with Refund Committee members. Such a request shall be made in writing (can be an email) and must be received by the Registrar within five (5) working days of the decision. During the meeting with Committee members, the student will have the opportunity to explain his or her request in more detail, supply additional documentation to support the request, and answer questions or clarify information for the Committee. When appropriate, the Committee may invite other individuals to be present at the meeting and to take part in the dialogue. Within five (5) working days of the meeting, the Committee will issue a final decision in writing to the student.

(E) Level II Appeal

As a last recourse, the student may appeal the final decision reached by the Refund Committee within five (5) working days of the decision. The President's Staff will consider a level II appeal. Such appeals shall be in writing (can be an email) and should be directed to the Office of the Dean of Student Services. Within ten (10) working days, the President's Staff will review the request and the decision, along with any appropriate supporting documentation, and will issue a final decision in writing to the student and the Committee. The decision made by the President's Staff is final and binding.

(F) If the student is requesting a refund for an account that has been turned over to THE STATE OF OHIO ATTORNEY GENERAL'S OFFICE the request, along with documentation (i.e. Military paperwork, return receipt(s) for books/supplies, confirmation of classes dropped during refund period, etc.) will need to be submitted in writing to:

North Central State College
Attn: Controller's Office
2441 Kenwood Circle
Mansfield, OH 44906

Effective: October 27, 2011

Next Review: March 1, 2023

Review Dates: 3/21/05, 01/09/07, 10/27/11, 3/14/18