

# 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 (AR 2.2.10) 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:**

- Read and understand the Refund Policy (AR 2.2.10)
- 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. It is your responsibility to check with the appropriate office **before** filing your request.*

The following reasons **DO NOT QUALIFY** as exceptions to the Refund Policy and **WILL NOT** be considered:

- *Students who have had work schedule changes, are moving/moved out of town, have transportation issues, etc.*
- *Students who stop attending class(es) for personal and/or financial reasons.*
- *Students who do not attend the class(es).*
- *Students who do not pay for their class(es).*
- **Incomplete or undocumented requests will not be considered.**

**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 S-6)** 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. Accurately complete the Student Refund Exception Appeal Form.
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.*)

Please be aware that 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 & be submitted to the Enrollment Services Office. ***You will receive notification of the decision via your Maricopa student email account. All decisions are final.***

## ***Return form and supporting documentation to:***

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

Or via FAX: 623-845-3060 Subject: Refund Exception Appeal

*Date Received Stamp*  
**STAFF INITIALS**

# Student Refund Exception Appeal Form

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

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

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

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

- Military Service:** Copy of official orders is required.
- Serious Personal Illness:** Letter from qualified health care provider, must document inability to continue attending all classes for the semester.
- Serious Illness or Death of family member:** Appropriate documentation **must** be attached.

Term: (Check One) Spring  Summer  Fall  Year\* \_\_\_\_\_  
*\*Exception requests must be filed within ONE year from the semester in which the course was taken*

For this term did you receive Financial Aid?  Yes  No and/or Veterans benefits?  Yes  No  
 You must contact appropriate office prior to submitting this form FA/VA Office Contacted: \_\_\_\_\_  
 Student Initials \_\_\_\_\_

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

Student Signature\*: \_\_\_\_\_ Date: \_\_\_\_\_

*\*I have read and understand the instructions for requesting an exception that are on the back of this form and understand that all decisions are final.*

~~OFFICE---USE---ONLY~~

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

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

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Student message sent \_\_\_\_\_ Cashiers \_\_\_\_\_ SIS \_\_\_\_\_