

STUDENT APPEAL OF CHARGES

If a student feels he or she has an extenuating circumstance that justifies an exception to the refund policy, he or she may file a student appeal of charges in the following manner:

- Appeals must be received no later than 120 days from the end of the term (*April 20 for Fall terms, September 20 for spring terms, and November 20 for summer terms*) in which the course was offered and cannot be done over the phone.
- Appeals received after the deadline will not be reviewed.
- All requests must be submitted in writing with a letter of justification and **must** include supporting documentation (e.g. drop/add forms, medical verification, obituary) along with the Student Appeal of Charges Form.
- Appeals cannot be submitted for classes in which the student received a grade.
- Appeals received without the proper documentation and form(s) will be denied without committee review.
- Appeals must be made by the student. Appeals made “on behalf of” a student will not be reviewed (unless the student is unable to submit an appeal due to incapacitation).
- **ALL DECISIONS ARE FINAL**

CIRCUMSTANCES THAT SUPPORT SUBMITTING AN APPEAL

- Significant illness or injury that required the student to withdraw from the college; or for unforeseen medical incapacitation.*
- Significant illness or injury of an immediate family member that required the student to withdraw from the college.* Definition of immediate family: mother, father, brother, sister, child, spouse, domestic partner, or grandparent.
- Death of an immediate family member. Definition of immediate family: mother, father, brother, sister, child, spouse, domestic partner, grandparent.
- Military Duty – orders must accompany appeal.
- Mandatory change in work schedule that prevents student from attending class.

* The appeal submission must include a copy of the Health Documentation Form completed by the student’s licensed health professional. Both the Student Appeal of Charges Form and the Health Documentation Form can be found at the bottom of the refund information page at <http://www.occc.edu/bursar/refunds.html>.

CIRCUMSTANCES NOT SUFFICIENT TO SUPPORT A TUITION REFUND APPEAL INCLUDE, BUT ARE NOT LIMITED TO:

- Not being aware of add/drop, refund deadlines; as these dates are widely publicized.
- Forgetting you were registered for classes.
- Lack of familiarity with student information systems.
- Insufficient financial aid and/or financial hardship.
- Dropping courses to avoid low grades.
- Deciding that school/work/life responsibilities are too overwhelming.
- Arrest/Incarceration.
- Academic or disciplinary dismissal.
- Dissatisfaction with instructor or course content or determining that courses you took do not meet your academic and/or personal goals.

SUBMITTING THE STUDENT APPEAL OF CHARGES

Students must be *officially withdrawn* from the class and/or classes for which the appeal is being submitted. Additional information about withdrawing from the course(s) can be found at <http://www.occc.edu/schedule/index.html>.

Completed appeal submissions can be submitted by one of the following methods: mailed to the Bursar's Office, Attention: Appeals 7777 S May Ave., Oklahoma City, OK 73159, by dropping it off in the Bursar's Office, or by faxing all documents to Attention: Appeals at 405-681-4785.

Appeals must be submitted within 120 days of the end of the term for which they are appealing (*April 20 for fall terms, September 20 for spring terms, and November 20 for summer terms*).

REQUIRED STUDENT APPEAL OF CHARGES DOCUMENTATION/CRITERIA

All student appeal of charges submissions must include a "Letter of Appeal" describing the reason(s) and justification for seeking an appeal. Depending on the nature of the appeal submission, it may also need to include one or more of the following:

Appeals due to illness or injury

The appeal submission must include a copy of the Health Documentation Form completed by the student's licensed health professional. Please **DO NOT** include detailed medical documentation such as diagnosis statements including current medications, medical facilities admittance/release form(s), x-rays, photos of an injury, or other documents related to the student's condition.

Appeal due to illness or injury of immediate family member

Definition of immediate family: mother, father, brother, sister, child, spouse, domestic partner, or grandparent. The appeal submission must include a copy of the Health Documentation Form completed by the family member's licensed health professional.

Appeal due to the death of an immediate family member

Definition of immediate family: mother, father, brother, sister, child, spouse, domestic partner, or grandparent. The appeal submission must include documentation of death (i.e., death certificate or obituary) and the student's relationship to the deceased.

Appeal due to Institutional error

The appeal submission must include written confirmation, on letterhead from college faculty/staff regarding the nature/circumstances of the error, which prevented the student from dropping the class in a timely fashion.

COMMITTEE MEETING TIMES

The Student Appeal of Charges Committee meets twice a month. Student Appeal of Charges appeals must be submitted to the Bursar's Office by the Friday before the scheduled meeting to be considered for the upcoming meeting. Students will be notified of the Student Appeal of Charges Committee's decision via OCCC student email within two weeks of the meeting date. The committee meeting dates may be subject to change without notice.