

# Capital Community College

## Tuition Refund Appeal Process

(Updated November 2022)

### ***About Refund Appeals***

Beginning in the Summer 2021 term, all appeals for refunds of tuition are reviewed by the CT State Community College Refund Appeals Committee.

**Students may only appeal for refunds from courses in which they have already officially withdrawn.** Late drop fees are not refundable per BOR policy: [3.7-refund-policy.pdf \(ct.edu\)](#).

Appeals must fall under one of the following categories to be considered by the Refund Appeals Committee:

- Documented medical emergency
- Documented personal emergency
- Documented military relocation or deployment
- Incorrect advisement for the program of study

### ***Timeframe to Appeal***

Appeals are expected to be submitted during the term for which the appeal is being made. Students may NOT appeal for refunds for courses that occurred in a prior academic year.

### ***Appeals Process***

All appeals must include Refund Appeal Form, available via the CSCU Online Secure Portal.

Remember that **your transcript must show that you withdrew from the course(s) prior to your appeal for a refund**. Contact the Registrar's Office for guidance about withdrawing from classes.

Each appeal must contain supporting documentation to substantiate the appeal. This may include:

- A medical professional's note
- Hospital discharge documentation
- Obituary or death certificate
- Military deployment
- Other documentation on a case-by-case basis

The Refund Appeal Form is accessed and completed through the CSCU Secure Portal. The required documentation must also be uploaded through the CSCU Secure Portal:

1. Ensure that you have been withdrawn from the class(es) related to this appeal.
2. Log in at <https://cscu.easy-forward.com/> using your/ the student's Net ID and password.



Login with your Connecticut Community Colleges Account

3. Select **Capital Community College** (Note: This only identifies your campus: The form will be reviewed by a committee at the CSCU System Office.)



4. Under "Select Appeals," select the appeal type "**Tuition Appeal**" (Do NOT select Registrar)

#### SELECT DEPARTMENTS



Advising



Financial Aid



Registrar

#### SELECT APPEALS

pact

Pact



Tuition Appeal



5. Access the Refund Appeal Form tab. (Some student information will be prepopulated.) Scroll down and complete all necessary fields. (Scroll down)

YOU ARE APPLYING DOCUMENTS TO:

CAMPUS  (change)

DEPARTMENT  (change)

## Registration & Refund Appeal Form

CSCU

The purpose of this appeal is to assist students who, through one of the extenuating circumstances listed below, withdrew from one or more courses during a given semester.

Appeals will only be considered for one of the following reasons: documented medical emergency, documented personal emergency, documented military relocation or deployment, or incorrect advisement for your program of study. Appeals are expected to be submitted during the term for which the appeal is being made. Appeals received for a course(s) that occurred in the prior academic year will not be reviewed.

Appeals will be reviewed by the Appeals Committee, and the decision will be made in writing to the student with a copy of the decision kept on file at the attending Registrar's Office.

All appeals will be reviewed within 30 days after receipt of all required and supporting documentation. Response times may vary depending on the volume of appeals at the time of your request.

### Student Information

Last Name \*

First Name \*

6. Type your name in the Signature section and click "Submit" at the bottom of the form.

### Submission Instructions

Appeals documents (including this form) must be submitted at one time, and uploaded through the CSCU Secure portal at <https://cscu.easy-forward.com>. Once logged into the portal select your campus, and then select "Tuition Appeal" from the Appeals options. Appeals sent outside of the secure portal will not be reviewed. The Appeals Committee reserves the right to request additional documentation, as needed.

All appeals will be reviewed within 30 days after receipt of all required and supporting documentation. However, response times may vary depending on the volume of appeals at the time of your request. Do not disregard any college bill due date while awaiting your appeal decision.

Students who wish to appeal the decision of the Appeals Committee may request a review by the Associate Vice President of Enrollment & Retention Services (or designee). These requests should be made in writing to [RefundAppeals@ct.edu](mailto:RefundAppeals@ct.edu).

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7. Select the Upload Files tab. Browse or drag files to select the documentation necessary for the appeal.

YOU ARE APPLYING DOCUMENTS TO:

CAMPUS

Capital Community College

(change)

DEPARTMENT

Tuition Appeal

(change)

REFUND APPEAL FORM

UPLOAD FILES



DRAG FILES HERE

OR

Browse for file

Supported file types: doc, docx, xls, xlsx, ppt, pptx, jpg, jpeg, tif, tiff, gif, bmp, txt, rtf, pdf

Submit

8. Click "Submit" to upload the file(s)
9. Appeals generally take 30 days to be reviewed and processed. Thank you for your patience. Please check college email regularly for communications regarding your tuition appeal.