

# OUT OF POLICY REFUND PETITION

## *Based on Unforeseen Medical Condition/Death in the Immediate Family*

Administrative Office: Collin College, Plano Campus Bursar, 2800 East Spring Creek Parkway, Plano, TX 75074  
Phone 972-881-5634 Fax 972-881-5157 Office Hours M-F 8:00-5:00

### **Please review entire packet (3 pages) carefully before completing.**

Please ensure all requirements are met and the package is complete before submitting the petition for final determination. Students must officially drop or withdraw from the course(s) in the Student Enrollment and Services Office BEFORE submitting the petition. A complete petition package includes the Out of Policy Refund Petition (Petition) the Refund Petition FERPA Information Release (Release), and supporting documentation for the petition. Completed Petition packages may be submitted in person, with a picture ID, at a Bursar/Cashier office location, emailed from the student Collin email address to [refund\\_exception@collin.edu](mailto:refund_exception@collin.edu), faxed to 972-881-5157, or mailed to the administrative office noted above. **Incomplete packages will not be evaluated or considered.** Please attach all supporting documentation at time of submission. If adequate documentation is not provided, the petition will be rejected and/or denied.

\_\_\_\_\_  
Last Name First Name MI

\_\_\_\_\_  
Campus Wide ID (CWID) #

\_\_\_\_\_  
Student's **Current** Mailing Address

\_\_\_\_\_  
Term/Year

\_\_\_\_\_  
City State Zip

\_\_\_\_\_  
Student's Daytime Phone Number

\_\_\_\_\_  
Date Collin Email Address

Course(s) for which you are petitioning for a refund credit: \_\_\_\_\_

Reason for request: \_\_\_\_\_

My signature is confirmation I have carefully read the entirety of this package as well as Collin's Withdrawal Policy (<https://www.collin.edu/gettingstarted/register/withdrawal.html>). \*By signing where indicated, I authorize the administering office to release the information contained in the petition package to Refund Exception Petition Committee (Committee) members and any other Collin employee referenced in my petition, as necessary for my petition determination. I also authorize Collin staff in departments/offices with information or documentation directly related to the origin of my petition request to provide any requested substantiation to the petition administering office and/or Committee reviewing my petition. I understand it is my responsibility to ensure documents are delivered to the administering office within the required time frame.

\_\_\_\_\_  
Student Signature Today's Date

\_\_\_\_\_  
\*Student signature required here if additional information is needed from other Collin office(s) or employee(s).

\_\_\_\_\_  
Name(s) of other Collin office(s) or employee(s)

Approved/Disapproved: \_\_\_\_\_ Date: \_\_\_\_\_

Reason: \_\_\_\_\_ Date: \_\_\_\_\_

## **Refund Petition FERPA Information Release**

**Student Name:** \_\_\_\_\_

**CWID:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Important:**

- This release form is in compliance with the “Buckley Amendment” – “The Family Educational Rights and Privacy Act of 1974” & HIPAA (Health Insurance Portability and Accountability) regulations
- This form must be completed in its *entirety*
- Information specified can only be released with written approval of the student
- Only Collin student account or registration status information can be retrieved with this form

I, \_\_\_\_\_ **do not authorize** Collin College to discuss or share information concerning my request for a refund exception petition with anyone other than Committee members, staff charged with administering my petition, faculty/staff specifically listed within my petition justification, myself, and/or individual(s) specifically named below:

I, **hereby authorize** Collin College to release:

- \_\_\_\_\_ The status of my refund
- \_\_\_\_\_ Information contained in the documentation provided (medical, etc.)
- \_\_\_\_\_ Results/ outcome of my Refund Exception Petition

To:

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

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

Email: \_\_\_\_\_ Phone Number: \_\_\_\_\_

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

## INSTRUCTIONS FOR PETITIONING THE REFUND EXCEPTION COMMITTEE

### ***This Refund Exception Petition is for Undergraduate Academic Tuition and Fees only***

A committee of Collin staff/faculty (Committee) is authorized to consider petitions for limited out of policy exceptions to Collin's published refund schedule ( <http://www.collin.edu/bursar/refunds.html> ). To be considered by the Committee a student must have completely dropped/withdrawn from the term OR provide additional justification for the necessity of only dropping/withdrawing from specific classes. Petition packages should be submitted to [refund\\_exception@collin.edu](mailto:refund_exception@collin.edu) **no later than the last day of classes for the particular term for which the student is petitioning.** Requests submitted after the last day of the term will not be considered unless extenuating circumstances for the delay are presented, documented, and accepted by the Committee. When submitting the Petition, please provide all supporting documentation and, if applicable, identify on the Release any Collin offices, departments, faculty and/or staff which should be contacted for information in support of the Petition.

#### ***Examples of refund exception justifications (extenuating circumstances) which may be considered are:***

- An unforeseen accident, illness, injury or incident which could not have been influenced, predicted, planned for or prevented by the student or the institution
- Death of an immediate family member (child, sibling, spouse/partner, parent, or other individual with a comparable supportive or dependent relationship)
- Military transfer and/or temporary duty orders
- Death of student

#### ***Examples of refund exception justifications (extenuating circumstances) which will NOT be considered are:***

- Chronic or recurring medical condition or illness, including mental health and/or substance abuse (*unforeseen symptoms or relapse situations will be determined on a case by case basis as documented by petition documentation provided by petitioner*)
- Missed coursework which may be completed under special circumstances with faculty approval
- Caregiver responsibilities known to student at time of enrollment
- Enrolling in a course while employed full-time, or attempting to work one or more part-time jobs, in a work environment where schedule changes are customary and/or anticipated, including voluntary job/position changes
- Changing degree plan and corresponding course requirements or personal preference after term begins
- Transferring to another institution
- Military voluntary enlistment
- Inability (for whatever reason) to pay your tuition bill or delays in financial aid notification

Students are responsible for being informed of drop/withdrawal procedures and/or refund schedules listed in College catalog, registration guides, [www.collin.edu](http://www.collin.edu) (<https://www.collin.edu/gettingstarted/register/withdrawal.html>) and <http://www.collin.edu/bursar/refunds.html>), and included in eBills. Regardless of who enrolls a student, it is ultimately the student's responsibility, whether full or part-time, to be mindful of enrollment and withdrawal policies, deadlines, registration status, and financial consequences of schedule changes.

Committee reviews the documentation provided for final determination and may request clarification or additional information, including confirmation from faculty coursework missed is quantitatively or qualitatively too substantial to complete for the term. Requests for additional information will be sent to the student's Collin email account. Requested information should be submitted to the Committee within 30 days. Collin reserves the right to close all incomplete files within 30 days of receiving the initial petition package or requested additional information.

Medical documentation must contain date of initial treatment, dates student was under medical care, nature of illness/injury—including medically necessary limitations, and physicians' comments and signature. Death of a family member or student must be documented with an obituary, death certificate or other reasonable substitute and, if applicable, explanation of relationship provided.

Once a Committee determination is made, students will be notified of the final decision via email. If a credit is approved, it will be posted and applied against existing charges before any refund is issued. If term funding was provided by a third party, applicable credit will be refunded to the third party vendor/donor rather than the student. Financial aid students who withdraw may incur reductions in financial aid eligibility, resulting in account balances. A credit posted to the account as a result of a refund petition does not reduce a student's liability for student loan amounts. If a credit results in a refund due the student, the credit balance will be processed in accordance with Collin's refund procedures.