



Gwinnett Technical College  
Refund Policy Exception Request

Before submitting this form, please check that you have read and understand the following:

- Acceptance of this form does not constitute approval of a refund.
- Withdrawal from classes must be completed prior to completing this form.
- Requests must be completed no later than 90 days following the last day of the semester.
- Requests may only be submitted for Medical, Work schedule change, or Death in immediate family. No other reasons will be considered for exception of the written refund policy.
- Please attach a statement of explanation regarding your request for a refund.
- Please attach any additional supporting documentation that will support your request. Specific documentation has been provided below based upon your request.
- Additional documentation may be requested and is expected to be provided timely.
- A final decision response will be sent from [bursar@gwinnettech.edu](mailto:bursar@gwinnettech.edu) within 30 days of submission.

Submission Date: \_\_\_\_\_ Student ID Number: \_\_\_\_\_

Name: \_\_\_\_\_  
(Last) (First) (Middle)

Exception Request for Term: \_\_\_\_\_

Student is requesting (check one):

<input type="checkbox"/> Balance Removed	<input type="checkbox"/> Refund
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Reason for exception (check one):

- Medical** - A signed letter from your attending physician is required.
- Work schedule change** - An official letter from your employer on company letterhead verifying change in work schedule is required.
- Death in immediate family** - Please attach a copy of obituary notice or death certificate of immediate family member, i.e. own children, mother, father, and siblings

<p><b><u>For office use only</u></b></p> <p>Cashier Verification _____</p> <p>Exception granted? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Committee Chair Validation _____</p>
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# Refund/Returned Check Policies

**Credit Classes Refund Policy.** It is the policy of Gwinnett Tech to refund for credit classes as follows:

- If a student drops a class during the drop/add period on or before the third day of the term for a full semester class, or on or before the second day of the term for a term C class, the student will receive a 100 percent refund for course tuition and fees.
- If a student withdraws from a class after the drop/add period, no refunds will be given and a grade of W or WF will be recorded on the student's transcript.
- If a student drops for documented active military reserve or National Guard duty, the student will receive a 100 percent refund for course tuition and fees.
- Each change in enrollment will be considered as a separate transaction. Therefore, charges for credit classes which a student may elect to add after the beginning of the semester will be assessed in full.
- In addition to the portion of a student's charges that are non-refundable as listed above, the application fee, late registration fee, and any other special fees are non-refundable. Stop payment of a check does not constitute formal withdrawal. A fee will be charged for returned checks or stop payments.

Exceptions to this policy will be made automatically for the following situations:

- Classes canceled by Gwinnett Tech: 100 percent refund or credit will be given.
- Changes in schedule required to meet academic eligibility based on assessment results: 100 percent refund or credit will be given.

**Note:** *Financial aid may be adjusted if/when a refund for course credit is provided after the drop/add period.*

Any other exception to this policy must be justified in writing and approved by the Vice President Administrative Services. In no case will the total applicable tuition charges for credit students exceed the maximum allowable charges.

## Refund Exception Process

It is the policy of Gwinnett Technical College, a unit of the Technical College System of Georgia, to follow all required TCSG and State policies regarding assessment and collection of student tuition and fees. Refunds Exceptions are granted, documented, and processed in the Banner Student Account System as fee waivers per TCSG State Board Policy 6.6.1p, Section E.1. "Instructional and Support Technology Fee"

may not be waived as part of this process. This process does not address student grievances.

The Refund Exception Process is established for consideration of unforeseeable and uncontrollable circumstances students may encounter after the start of a term. Exceptions are taken seriously and therefore must provide substantive and verifiable documentation in support of the request. Requests will only be considered for documented requests regarding medical, work schedule change, and death in immediate family. Refund exception requests must be submitted no later than 90 days after the last day of the term requested. Students must withdraw from course(s) prior to submitting a refund exception request.

#### **Submission Process and Approval:**

1. No later than 90 days after the term requested for consideration, student shall submit the Refund Exception Request Form with all necessary supporting documentation to the Bursar desk or by emailing [bursar@gwinnettech.edu](mailto:bursar@gwinnettech.edu).
2. The Refund Exception Committee will review documentation provided and may request follow-up documentation for verification of request.
3. The Refund Exception Committee submits decision to Vice President Administrative Services for review and approval.
4. A written response will be provided to the student within 30 days of submission.

**Appeal:** The student may appeal the Refund Exception decision to the technical college president. Only the student has the right to appeal.

1. A student shall file a written appeal to the technical college president within 5 business days of receiving the response referenced above.
2. The appeal will be decided based entirely on documents provided by the student and the administration; therefore, the student must ensure that he or she has provided all relevant documents with his or her appeal.
3. At the sole discretion of the technical college president, appeals at their institution may be held in one of the following ways:
  - a. The technical college president may review the information provided by the student and administration and make the final decision; or
  - b. The technical college president may appoint a cross-functional committee to make the final decision.
  - c. The decision of the technical college president (or the appeals committee) shall be made within 10 business days of receipt of the appeal.
4. Whichever process is chosen by the technical college president, the decision of the Refund Exception appeal is final.

References:

[Gwinnett Technical College Course Catalog and Student Handbook: Refund/Returned Check Policies](#)

[Technical College System of Georgia Procedure: 6.6.1p. Student Tuition and Fees](#)