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**WILLISTON STATE COLLEGE  
PROCEDURE MANUAL**

**SUBJECT:** 800's Financial Affairs

**EFFECTIVE:** August 15, 2018

**Section:** 830.3 Student Financial Appeal

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1. Tuition and fee refunds are calculated in compliance with drop/withdraw policies set by the State Board of Higher Education (SBHE). Students are responsible for adhering to Williston State College (WSC) [dates and deadlines](#) and [Student Code of Conduct](#). Delinquent Student Accounts that have been placed at a collection agency due to non-payment are not eligible to appeal any charges. Student financial appeals will be reviewed by the Financial Appeal Committee and then brought forth to the President for final approval. Students wishing to appeal any charge posted to a student account shall use this procedure.
2. **Appeals should be based on, but not limited to, any of the following reasons:**
  - a. Attempt to Drop - Students who complies with SHBE policy 830.2 and/or who drop ALL classes in CampusConnection and receive the following error "Unable to drop class, will drop below required minimum units for enrollment." The attempt to drop needs to be made prior to the last date to drop a class for the term being considered.
  - b. Extenuating Circumstances (i.e. illness, hospitalization, mental health issues, etc.) - Student must attach a written statement explaining the circumstances such as dates student was under medical care, nature of illness or injury, and how they affected academic performance. Attach supporting documentation (i.e., legal documents, signed statement from other involved parties, letter from healthcare provider, etc.)
  - c. Military - Student must submit military order listing dates of activation in accordance with SBHE policy 510.
  - d. Death - Student must submit appropriate documentation. May include, obituary, funeral service bulletin or death certificate.
  - e. Natural Disaster - Student must submit appropriate documentation. If work related, student must submit a letter on official letterhead from employer's human resource department with signature.
  - f. Other – i.e. one credit class
3. **Appeals based on, but not limited to, any of the following reasons may be denied:**
  - a. Dissatisfaction with course content or delivery of instruction.
  - b. Not having proper equipment/materials required for class. Examples including, but not limited to:
    - i. Personal computer not meeting technical requirements for the class,

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- ii. Books not received on time from source outside of WSC Bookstore, or
    - iii. Books not received from WSC Bookstore due to late orders and/or shipping method chosen on order.
  - c. Medical Conditions or chronic illnesses known to the student at the time of enrollment (unless unforeseen symptoms or relapse occur; this will be determined on a case-by-case basis).
4. To submit a Student Finance appeal follow the link listed in “Related Documents” titled WSC Financial Appeal Form. The login credentials used for accessing this form are the same as CampusConnection. Follow the directions given by the website in order to properly submit the appeal.
  5. If appeal is approved, any earned grade will be forfeited. All courses will be awarded a W grade.
  6. The Financial Appeal form concerns Tuition and Fee appeals only. Appeals for any other charges, can be made by contacting the corresponding department (i.e., Housing, Dining, or Books).

**REFERENCE:** SBHE Policy- [510](#), [830.2](#); NDUS Procedure- [830.2](#)

**RELATED DOCUMENT:** [WSC Student Code of Conduct](#)

**HISTORY:** New Procedure