

Withdrawal Appeal and Tuition Refund Process

We understand that sometimes situations arise that are beyond the control of a student and that may warrant exception from certain rules, procedures, or deadlines. When such situations do arise, students may appeal to the College for relief from a process, a deadline, a payment, or a ruling. Appeals are meant to address unusual circumstances such as the death or severe illness of a student or a student's immediate family member, an accident or serious injury, an unexpected loss of job or home, etc.

Urban College's Drop and Withdrawal policies can be found on page 13 of the UCB 2019-2020 Catalogue, and include the following language:

Courses dropped after the fourth class meeting will result in a "W" (withdrawal) on a student's transcript and the student may be responsible for some or all tuition. Five- week courses dropped after the third class meeting will result in a "W" (withdrawal) on a student's transcript and the student may be responsible for some or all tuition. Saturday courses dropped after the third class meeting will result in a "W" (withdrawal) on a student's transcript and the student may be responsible for some or all tuition. To withdraw from a course, a student must consult with an academic advisor, complete a Withdrawal form, and submit the completed form to the Enrollment Services office. Failure to officially drop/withdraw from a course may result in a grade of "F." Students who withdraw should contact the Business Office to find out if they owe any tuition.

If a student feels they have an extenuating circumstance that justifies an exception to the standard withdrawal and tuition policies, the student may appeal to the Withdrawal and Tuition Refund Appeal Committee.

- The appeal process is limited to enrolled courses taken within the current or the one previous semester when the request is made. (Appeals for semesters beyond this limit will not be reviewed.)
- All requests must be submitted in writing to the Withdrawal Appeal Committee and must include supporting documentation (e.g. copies of registration form, drop/add forms, medical verification) and the Withdrawal Appeal Form.
- The Committee cannot change grades for completed courses. A withdrawal from the course(s), will be approved, if warranted and within the published withdrawal guidelines.
- Medical withdrawals are limited to all, not some, courses within a semester unless it can be documented that the medical issue is directly related to the course being disputed.
- The student must complete their own appeals and can do so in English, Spanish or Mandarin. Appeals made on behalf of a student will not be reviewed.
- Appeals are limited to one per student per semester.

Withdrawal procedures and add/drop refund dates are widely publicized. Therefore, appeals based on lack of awareness of these issues will not be reviewed.

The Committee's decisions are final.

Questions? Please contact the Enrollment Office at Enrollment@urbancollege.edu or (617) 449-7070

Criteria for Appeals :

- Death in the student's immediate family (parent, sibling, offspring, spouse, partner)
- Unforeseen medical incapacitation of student or immediate family member. Medical documentation must accompany the appeal.
- A severe student injury or illness that is of a duration that makes it medically impossible for the student to complete their coursework. Medical documentation must accompany the appeal.
- Severe family circumstances that made it necessary for the student to withdraw
- Involuntary call to Military Duty – orders must accompany appeal
- Advising error by College employee (includes failure to meet course prerequisites— documentation required)

All appeals MUST be submitted in writing.

IMPORTANT!

Before requesting an appeal, we encourage the student to discuss the matter with a financial aid advisor or business office staff member so the decision to withdraw will be based on a clear understanding of the consequences of withdrawing from courses.

Questions? Please contact the Enrollment Office at Enrollment@urbancollege.edu or (617) 449-7070

WITHDRAWAL and TUITION REFUND APPEAL FORM

Name:

Student ID:

Student Email:

Student Phone Number:

Date:

Appeal Term:

I am requesting:

An Exception to the Withdrawal Policy

A Tuition Refund

Both

Please include a letter describing the reason for your appeal and whether you are requesting an exception to the withdrawal policy, a tuition refund, or both. Please also provide any supporting documentation with this form. Your letter can be in English, Spanish or Mandarin. Please make sure your letter refers to one of the extenuating circumstances listed in the appeals process listed below:

Criteria for Appeals

- Death in the student's immediate family (parent, sibling, offspring, spouse, partner)
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All appeals **MUST be submitted in writing.**

Withdrawal approval does not automatically result in a reduced bill. Financial aid awarded for the requested term will be subject to the College policies described in sections of the UCB Catalog.

Please Note: The Committee's decisions are final.

All appeals MUST be submitted in writing to the Withdrawal Appeal Committee:

- Via email to: Clea Andreadis, Chief Academic Officer, clea.andreadis@urbancollege.edu
- Via U.S. mail to: Clea Andreadis, Chief Academic Officer, Urban College of Boston, 2 Boylston Street, Boston, MA 02116