Business Process Procedures

8.55 LETTERS OF EXCEPTION

Overview
This document walks the Student Services Center and the Business Offices through the steps necessary to process a student letter requesting an exception to the refund policy.

Key Points
The Business Offices are now responsible for completing the tasks that cause a refund to appear on students’ accounts.

- **Scenario A** – Student is approved for a refund exception and the “W” grade stays on the academic record.
- **Scenario B** – Student is approved for a refund exception based on college error and the “W” grade is removed from the academic record.
- **Scenario C** – On campus drop after 50% of class length.
- **Scenario D** – NovaConnect web drop after 50% of class length.

These procedures assume the student has already dropped the class (either through NovaConnect web or through the Student Services Center) and has been assigned either a “W” or “F” grade.

Note
Please refer to Student Records business process documentation for more information regarding removing grades, changing grades and dropping classes.

Scenario A – Student refund exception is approved with “W” grade

Directions

**Step 1**
The Student Services Center performs the following tasks:

- Navigate to: Records and Enrollment > Enroll Students > Enroll Request
- Create a new Enrollment Request
- Search for the class in question, and enter LEX for the Action Reason
- Click Submit.

Proceed with the next step when the transaction has been successful.

**Step 2**
The Business Office performs the following tasks:

- Navigate to: Records and Enrollment > Enroll Students > Enroll Request
- Create a new Enrollment Request
- Select the “Override Action Date”.
- Enter LEX for Action Reason.
- Enter Action Date that corresponds with the refund % period approved.
  (Example: 100% refund, insert census date of the class or date the student enrolled if prior to census date)
- Click Submit.
If the letter is not approved, the Student Services Center does not do anything. Without an Enrollment Action Reason of LEX on the student's account, no refund will be generated.

Scenario B – Student refund (college error) is approved, “W” is removed

Directions

Step 1 The student's drop through NovaConnect web creates a “W” on his/her record. If the student notices the “W” he/she will contact the college and the above stated process will begin.

Scenario C – On campus drop after 50% of class

Directions

Note Since Business Office policy prohibits refund exceptions after 50% of class length, it is highly unlikely that the Student Services Center would have an occasion to process a special withdrawal for refund purposes after this deadline.

Step 1 A student contacts a college office regarding request for refund after refund deadline:

If the student goes to the Business Office first:
• The Business Office counsels student on other options and on college refund policy
• If the student still wants to request refund, the Business Office refers the student to the Student Services Center to process a “W”

If the student goes to the Student Services Center, Counseling, Provost’s Office, Dean of Student’s Office, or any other college office first:
• College Office directs student to Business Office

Step 2 The student is directed to the Student Services Center to be withdrawn from one or more classes after census date, completing any official form, if necessary.

Step 3 The Student Services Center drops the student using the Enrollment Request panel and does not enter an Enrollment Action Reason for the drop(s), resulting in an “F” assigned for each class dropped after census date.

Step 4 The student writes a letter to Business Manager.

Step 5 If the letter is approved:
• The Student Services Center uses the Enrollment Request page to remove the “F” using a Remove Grade Action Reason of LEX
• The Student Services Center uses the Enrollment Request page to change the Drop Action Reason from no code to LEX. The “F” reappears on student’s record. A drop code with an Action Reason = LEX will trigger 100% refund on student’s account.
• The Student Services Center uses the Enrollment Request page to change “F” to “W”.

If the letter is not approved, the Student Services Center does not do anything. Without an Enrollment Action Reason of LEX on the student's account, no refund will be generated.
The student’s record will continue to show “F” unless the student and instructor agree to a "W" or "I" grade, in which case, the instructor submits request for grade change.

Scenario D – NovaConnect drop after 50% of class

Note

The student’s drop through NovaConnect web creates “F” on his/her record. If the student wishes to pursue a change of grade and refund he/she will contact the college and the above stated process will begin.