

DELTA COLLEGE *LifeLong Learning*

Request for Refund/Retake Form

LifeLong Learning realizes that on rare occasion, students may need to request a refund/retake due to extenuating circumstances such as:

- Induction into deployment for service in the U.S. military of the student
- Death of an immediate family member
- A documented medical emergency of the student
- Other: Provide a detailed explanation of the situation and include any relevant documentation

Unacceptable reasons include but are not limited to:

- | | |
|--|--|
| <ul style="list-style-type: none">• Incarceration• Job change• Acceptance into another school• Not aware of prerequisites• Loss of transportation to/from class• Personal/family concerns that impose on study/class time• Incorrect course advising recommendations provided by "other" college | <ul style="list-style-type: none">• Enlisting in Armed Forces• Class assignments not met (see Administration)• Issues between the student and the instructor (see Administration)• Known medical condition prior to registration or medical concerns without supporting documentation• Documented learning disability not previously recorded with the Disability Services Office or you have disregarded their advice |
|--|--|

In all cases, the situation must have interrupted your ability to:

- Attend class for a substantial length of time
- Complete the semester
- Adhere to the usual withdrawal refund procedures

Guidelines:

- A) Request must be submitted within one week of the withdrawal/drop from the class for which you are requesting the refund/retake.
- B) If your Request for Refund/Retake is granted and you are a Financial Aid recipient, including student loans, your financial aid may be reduced or removed and could result in a return of funds to the federal government. You will be responsible for repaying those funds immediately. This includes any financial aid refunds that you have received and/or bookstore charges. You should discuss the impact of this request with the Financial Aid Office (989-686-9080) before submitting a Request for Refund/Retake Exception.
- C) Filing a Request for Refund/Retake does not relieve your current obligation to Delta College. You are responsible for all charges assessed on your account pending a decision of your request.
- D) If you fail to drop your LifeLong Learning class prior to the start date of your class/program, you will be charged course fees for that class/program.
- E) You must officially withdraw from the class in question before submitting this Request for Refund/Retake Form. Your request will not be reviewed if appropriate course withdrawal has not been completed.
- F) No adjustment will be made if you were withdrawn from any course by the faculty or the administration for lack of prerequisites or disciplinary action.
- G) Your request will be reviewed and you will be notified **via the e-mail you provided in this request** within two (2) business days of submitting the completed request/documentation to LifeLong Learning.
- H) All supporting documentation must be submitted at the time the Request for Refund/Retake Exception is submitted. If submitting the form electronically, you may attach supporting documentation via email to lifelonglearning@delta.edu. You may also submit supporting documentation in person or by mail to LifeLong Learning H-Wing, Delta College, 1961 Delta Rd., University Center, MI 48710. If additional information is requested beyond the initial documentation, it must be received within one week of notification.
- I) A Request for a Refund/Retake will not be approved for pre-existing medical conditions or because you failed to confirm the withdrawal/drop you made using the online registration system.

DELTA COLLEGE *LifeLong Learning* Request for Refund/Retake Form

Complete this form and submit to: LifeLong Learning H-Wing, Delta College, 1961 Delta Rd., University Center MI 48710 within one week of your withdrawal/drop from class. If submitting the form electronically, you may attach supporting documentation (see below) via email to lifelonglearning@delta.edu. Falsifying information on this request will result in immediate denial and may be grounds for sanctions as outlined under the student code of conduct. Your request will be reviewed and you will be notified of a decision within two business days.

Name _____ Student Number _____

Address _____ City _____ State _____ Zip _____

Phone Number: _____ E-Mail: _____

Please list the course for which the Request for Refund/Retake is being requested:

Course Number (Ex.: CHG 3001 FA100)	Course Title (Ex.: Pharmacy Technician)	Class Start Date (Ex.: 08/23/2015)	Class Cost (Ex.: \$849)

Did you receive a Scholarship or Third-Party Sponsor pay for this program/class? Yes No

Reason for Request/Documentation

- U.S. Military Induction/Deployment: Submit the induction/deployment notice that clearly displays the date of induction/deployment.
- Death of an immediate family member: Submit a death certificate, obituary, or death notice. If the documents do not clearly indicate the relationship of the deceased to you, please supply document(s) that do indicate the relationship (if drop date is prior to the death, a letter explaining the reason for the drop must also be included).
- A documented medical emergency of the student: Submit statement on doctor's letterhead (including phone number), dated and signed by the physician. Doctor's statement must indicate that the medical situation is preventing you from attending class **for a substantial length of time**, completing the semester, and/or is preventing you from adhering to the usual withdrawal or refund procedures. *LifeLong Learning reserves the right to verify the authenticity of submitted documentation.*
- Other: Provide a detailed explanation of the situation and include any relevant documentation.

Include a letter of explanation explaining your situation and the reasons why you feel the course fee should be refunded or a retake credit issued in your case. Please be as complete as possible. Also, submit the appropriate documentation needed to support the reason you checked above. If submitting the form electronically, you may attach supporting documentation via email to lifelonglearning@delta.edu. The responsibility for ensuring that LifeLong Learning has received the needed documentation rests with the student filing this request.

- ✓ By signing this request I understand that I am requesting the College to conduct a thorough investigation of my account. The college will notify me via e-mail of the findings and action taken.
- ✓ I have reviewed the information contained in this document and **BY SIGNING BELOW, I UNDERSTAND THE IMPLICATIONS OF MY REQUEST.**

Student Signature: _____ Date: _____

Exception: _____ Approved _____ Denied _____ Tabled pending receipt of further documentation

- Retake Credit: Student will receive re-take credit and must use the credit through LifeLong Learning within six months of the date below.
- Full Refund of Course Fees: Any payment due back to student will be mailed to address on record in the Registrar's Office within 2-3 weeks.
- Partial Refund of Course Fee:
Percentage _____: Any payment due back to student will be mailed to address on record in the Registrar's Office within 2-3 weeks.

LifeLong Learning Signature: _____ Date: _____/_____/_____