



CCPE Refund Policy:

All students are subject to the applicable CCPE Terms and Conditions regarding course withdrawal and tuition refunds. Full policy information can be found at https://static.scs.georgetown.edu/upload/kb_file/noncredit_student_ha ndbook.pdf

Instructions for Submitting an Appeal:

Appeal Criteria:

Students may request exceptions to the published policy due to extenuating circumstances including but not limited to death in the immediate family, serious medical emergencies, military deployment, or natural disaster. Exceptions to the policy must meet the following criteria:

- A demonstrated direct cause-and-effect relationship between the extenuating circumstances and the student's ability to persist in his/her course(s).
- Circumstances experienced and their resulting impact were not foreseeable and/or could not have been reasonably prevented.
- Relevant documentation is provided from an appropriate authority to support the claim.

The following examples *do not* qualify as extenuating circumstances: Change in work schedule, poor time management, or misunderstanding or lack of knowledge of University policies and procedures.

Steps To Complete The Appeal Process:

1. If you are currently enrolled in course(s) or program(s) that you do not intend to complete, please contact the Enrollment Management Team at ccpeprograms@georgetown.edu for information on dropping or withdrawing immediately. Submitting an appeal does not constitute a drop or withdrawal and you may receive a tuition bill and recorded grade for any course you do not drop. Likewise, submitting an appeal will not stop collections activity or remove registration holds from your student account. If you have used military/VA benefits or employer assistance to finance your courses, contact these parties to determine your next steps.
2. Complete the form below and supply any supporting medical or other documentation to help evaluate your appeal. Please note that documentation must be on official letterhead of the issuing authority and include the contact information for this authority. All forms and supporting documentation must be typewritten.

Appeal Submission

All requests for exceptions to the CCPE drop and withdrawal and/or refund policies must be submitted within one calendar year from first day of class during which the circumstance occurred. All appeals must be submitted via email to the Georgetown CCPE Appeals Committee at ccpeprograms@georgetown.edu.

Appeal Decisions

Students will be notified of the Appeals Committee's decision within 30 calendar days of receipt of all required appeal documentation. Notification of the decision will be sent via email. Decisions of the Appeals Committee are final.



GEORGETOWN UNIVERSITY
School of Continuing Studies
Center for Continuing and Professional Education

CCPE Appeal Form

Date: _____

(Note: If you wish to request a grade change, you **must** submit a grade appeal in writing to the assistant dean.)

Name: _____
 Last First MI

Phone _____ Mailing Address _____

Email Address _____ NetID: _____

Course Information:

Indicate the course number, title, and dates of the course(s) for which you are submitting an appeal:

Course Number	Course Name	Start Date	End Date
XCPD-123	Example Course Name	01/01/2016	12/31/2016

Regarding the course(s) listed above, check only ONE box regarding the requested outcome:

___ Refund/credit of 100% or 50% or 25% of tuition for the course (Circle only one)

___ Re-enrollment in a later section of the same course. (Students granted the opportunity to re-enroll will have one year to complete the course.)

___ Transfer to a new course. (Students who transfer to a different course will be responsible for any tuition or fees in excess of the cost of the original course.)

Payment Method for course(s): Self-pay (Credit Card) _____ Military/VA _____
 Employer/Third Party ___ Other _____

Please be advised that refunds awarded by the Appeals Committee are limited to tuition costs. The University is not responsible for and will not provide compensation for travel or lodging expenses, nor for textbook or materials costs. Students granted the opportunity to re-enroll or transfer enrollment have one year from the date that the appeal decision is issued to complete the new course or they will forfeit their tuition credit.

Appeal Checklist

You must provide information regarding each item (1-3) below. Failure to complete each step and to include documentation of your extenuating circumstances will result in the denial of your appeal. Please attach a separate sheet of paper if your responses exceed the space allowed.

1. Describe the extenuating circumstances associated with your appeal (include relevant dates)

2. Please list supporting documentation included in your appeal packet (such as email correspondence, death record/obituary, military deployment orders, letter from a physician, etc.) and provide a brief explanation of how the documentation supports your appeal for exception to policy. Please be advised that all documentation must be on official letterhead from the issuing authority and include the contact information for this authority.

3. Describe the action(s) that you took to address the above circumstances. Include the names, dates, and the results of your discussions with University departments/individuals you contacted.

All appeals must be typewritten and must be submitted via email. Handwritten documents will not be accepted. Save this form, scan any supporting documentation, and email to the Georgetown CCPE Appeals Committee at ccpeprograms@georgetown.edu with the subject line "Appeal Packet_YourFirstName_YourLastName."

Decisions of the Georgetown CCPE Appeals Committee are final.