Frequently Asked Questions
I dropped my class before it even met. Why did I receive only a partial refund?

College service and student activity fees are non-refundable. Tuition charges are 100% refundable but only if you drop your class before the first day of the semester, which may take place before the first day of your class.

I never attended my class. Do I really still owe the charges?

Yes, you do still owe the charges. Charges are based on the number of credits you register for, not the number of credits you complete. Failure to attend is not considered an official drop or withdrawal. Once you register, you are obliged to pay for all charges whether you attend the class or not.

My charges didn’t change even though my status changed from full-time to part-time. How come?

Reducing your course load does not entitle you to an automatic refund. Some charges are non-refundable while others are only 50% refundable if you officially drop the class by the published deadlines (first 14 calendar days of the semester).

When and how do I receive my refund?

Refunds are automatically paid by check at the end of the official add/drop period unless you direct us otherwise. Checks are processed in Hartford and mailed to your permanent mailing address on file in the Registrar’s Office. Please verify your address when you drop/withdraw to assure prompt payment.

Policy Appeal Procedures
Students are required to officially drop/withdraw prior to submitting an appeal.

Appeals will only be considered for the following extraordinary circumstances: severe illness documented by a physician’s certificate, administrative error by the college, or military transfer documented by a copy of transfer orders.

The following circumstances will not be considered: change in employment situation, misunderstanding of start date or dates of class, inability to transfer course, normal illness, transportation issues, poor decision or change of mind by student regarding course selection, or dissatisfaction with course content or instructor.

All appeals must be submitted in writing to the Refund Appeal Committee and include student ID, contact information and appropriate documentation. Appeals must be received within 10 days of the official drop date of the course to be considered. Forms are located in the Form Depot at www.mcc.commnet.edu or can be obtained from the Registrar’s Office.

Submit to:
Refund Appeals Committee
Registrar’s Office, L-157, Lowe Building
Great Path, MS #13, P.O. Box 1046
Manchester, CT 06045-1046

The Committee meets twice per month. You will receive a written response notifying you of the outcome.

For registration hours, please visit us at: www.mcc.commnet.edu
Refund Policies*

Course Cancellations
If the college cancels a course, you will automatically be granted a 100% adjustment of associated charges except the application fee.

Tuition, Laboratory and Studio Fees
- If you officially drop prior to the 1st day of the semester — 100% refund
- If you officially drop on the 1st day of the semester through the 14th calendar day — 50% refund
- If you officially drop/withdraw on the 15th day of the semester or later — no refund

College Service, Student Activity & Clinical Fees Charges – No Refund
You may request a full refund of the clinical fee if you drop out of an allied health program entirely or are not enrolled in any credit courses at the end of the add/drop period.

Extension Fees
Fees for Summer, Winter, College by Design sessions and Corporate and Continuing Education credit and non-credit courses.
- If you officially drop on the last business day before the first class meeting or prior — 100% refund. Requests must be made by Friday for courses starting Saturday-Monday.
- If you officially withdraw on the day of the first class meeting or later — no refund

Other Non-Refundable Fees
- Installment Plan
- Late Payment
- Graduation Application

*Policy Notes:
1) Refund policies assume that all charges have been paid in full prior to drop/withdrawal. In some cases an account adjustment may not entitle student to an actual refund.
2) Students are required to officially drop class(es) by the official deadline published each semester in the Refund Section of the Course Schedule.
3) Deadlines for Summer, Winter and College by Design sessions are based on the start date of courses and are adjusted appropriately.
4) Refund/returns of Title IV funds are made in accordance with applicable Federal rules and regulations that take precedence over college refund policies.

More Questions? We Can Help!
View your account and financial aid award, make payments, etc. at https://my.commnet.edu

Cashiers/Payment Office
L-165, Lowe Building • 860-512-3637

Financial Aid Office
L-131, Lowe Building • 860-512-3380

Dean of Student Affairs
L-287, Lowe Building • 860-512-3203

Dean of Continuing Education
B-147, Learning Resource Center • 860-512-2803

Financial Aid/Loan Students
If you drop or withdraw, you may be subject to a financial aid award reduction. This can result in you personally owing money to the college. Contact the Financial Aid Office at 860-512-3380 before reducing your course load.

Installment Plan Students
You may still owe a balance on your Installment Plan even though you have reduced your course load or withdrawn. Contact the Cashier’s Office at 860-512-3637 first to determine the effect on your balance.

All Students
Once the regular semester begins, the Registrar’s Office requires you to make all schedule changes in person. You will not be able to reduce your course load on myCommNet.