

CONCORD UNIVERSITY BOARD OF GOVERNORS

Policy No. 26

Policy on Appeal of Non-Renewal of Promise Award

Effective Date: 05/08/2006

Section 1. GENERAL

- 1.1 Scope: This policy governs the appeals process for students whose renewal of the PROMISE scholarship has been denied
- 1.2 This policy is in compliance with West Virginia Code §18C-7-6
- 1.3 Passage Date: April 19, 2006
- 1.4 Effective Date: May 8, 2006

Section 2. POLICY

- 2.1 A Concord University student who has been granted an initial PROMISE scholarship may appeal a non-renewal of the award. Any such appeal must be filed in writing within fifteen (15) calendar days of notification to the student that he or she is not eligible for renewal of the award.
- 2.2 The appeal should be filed with the Director of Financial Aid. The Director of Financial Aid has ten (10) business days to respond in writing to the appeal.
- 2.3 The Director of Financial Aid should take into consideration all extenuating circumstances of the student in making the decision. Written records shall be maintained by the Financial aid Office for a minimum of five (5) years.
- 2.4 The student has five (5) business days to appeal the decision of the Director of Financial Aid to the Vice President of Admissions and Financial Aid. The appeal must be in writing.
- 2.5 The Vice President shall respond to the appeal in writing by certified mail within five (5) business days of receiving the appeal. The decision letter must be postmarked by 4:00 PM on the fifth day. Written records of the appeal must be maintained by the Vice President for Admissions and Financial Aid for a minimum of five (5) years from the appeal.
- 2.6 If the appeal of the non-renewal is denied by the Vice President, the student may appeal that decision to the Executive Director of the PROMISE BOARD. That appeal must be filed within fifteen (15) days of notification to the student of denial of the appeal.
- 2.7 Both the Director of Financial Aid and the Vice President for Admissions and Financial Aid shall follow all federal, state and institutional rules and regulations concerning non-discrimination and equal and fair treatment of students during the appeals process.
- 2.8 In the event that the Director of Financial Aid and/or the Vice President of Admissions and Financial Aid, due to absence or any other reason, are unable to complete the appeal process within the timelines stated herein, the President of

the institution shall name a designee to hear the appeal.