



Title: Physical and Financial Hardship

Policy Date Implemented:

Revised Date:

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Purpose

The institution is committed to complying with local, state, federal, and accrediting agency requirements. Section 20 (a) of The Illinois Student Debt Assistance Act requires higher education institutions to have a policy outlining a process in the event a student experiences a physical or financial hardship that leads to a withdrawal. Per the Act, the institution's Physical and Financial Hardship Policy must aim to reduce the amount of debt owed by students who need to withdraw due to significant financial or physical challenges, and to support their re-enrollment when they choose to return.

Financial Hardship Withdrawal Policy

In the event that a student is unable to satisfactorily complete their courses due to documented financial, physical, or mental health reasons, students can request a hardship withdrawal through the Director at the main office. Such a withdrawal may be requested when a student is facing an emergency or situation that renders it impossible for them to continue in the registered program.

Examples of financial hardship include, but are not limited to:

- Serious injury or illness;
- Chronic illness;
- Medical issue of a family member in which the student has to become a part-time or full-time caretaker of that family member;
- Mental health condition;
- A sudden or consistent lack of transportation issue; and
- A significant cost of living increase;
- Other situations at the institution's discretion which are deemed to result in a significant hardship to the student.

Before requesting a physical or financial hardship withdrawal, students need to understand the following:

- As a general rule, students are not eligible for hardship withdrawals if they have completed the module/level requirements (e.g., modules, NCCER levels, EPA exams).
- Please ensure that hardship requests are submitted promptly. Although there are no set deadlines, there are cases where delays may lead to denial of the requests because of accounting considerations.
- A student receiving federal and/or state financial aid may not be eligible for a credit. You should contact the Financial Aid office to address any possible financial implications related to the Return of Title IV policy.
- Students may be asked for an interview as part of the process.
- A student who submits, or attempts to submit, a false application for a hardship withdrawal (for example, to avoid a possible or pending poor grade, evade potential disciplinary action,

or circumvent current policies or procedures) will be considered to have violated the Rules of Conduct. This will result in a denial of the hardship request.

- Incomplete forms and requests made without proper documentation will not be considered.



Hardship Withdrawal Process

Students experiencing physical or financial hardship and wishing to request a credit on the tuition charges or fees need to complete the **Physical and Financial Hardship Request Form**. They must submit significant supporting documentation from a qualified medical or relevant professional. The documentation must illustrate how the student's specific situation affected some, but not all, of the program.

The Campus Director will thoroughly review the form and documentation, promptly contact the qualified medical or relevant professionals, diligently gather information from the administration office and faculty, and decisively determine the approved amount of tuition credit, if any. All decisions will be promptly communicated to students via the email account they used to register for the program within 30 days of the request.

- If approved, the tuition charge would be based on the last completed module. Any charges after that date would be waived. The approval letter would specify the credited amount of the tuition.
- If the request is denied, the letter will provide an explanation for the denial. This may include reasons such as insufficient documentation, unconfirmable information, inaccurate documentation, or a request made over 12 months after the last date of attendance.

Note: If it is determined by the Director that a student is not capable of completing this process, the student's parent, guardian, or legal next of kin may act on behalf of the student.



HARDSHIP WITHDRAWAL REQUEST FORM – ILLINOIS RESIDENTS ONLY

The Illinois Hardship Withdrawal Policy may be applied when a student seeks to withdraw from Illinois Media School based on one of the hardship reasons listed below and student's withdrawal occurs after the 100% tuition refund date has passed. A student who lives in Illinois or who attends an academic program on-ground in Illinois who faces a severe financial or physical hardship may be considered for hardship withdrawal. Types of hardship are:

- serious injury or illness of the student;
- chronic illness of the student;
- a serious medical issue of a family member (spouse or partner, child, parent or guardian, grandparent, or sibling) for which the student is a part-time or full-time caretaker of that family member;
- a mental health condition of the student;
- a sudden or consistent lack of transportation that prohibits student presence in class; and
- a significant, non-elective cost of living increase for the student.

To request an Illinois hardship withdrawal, complete and submit this form with clear, complete documentation proving the severe financial or physical hardship. Supporting documentation is required.

STUDENT INSTRUCTIONS:

1. Complete this form, including the reason for hardship withdrawal.
2. Attach clear, legible documentation proving severe financial or physical hardship.
3. Submit the signed form and documentation to your Student Support Counselor.

CHICAGO CAMPUS
105 W. Adams St. Suite 1900
Chicago, IL 60603
(312) 884-8000
lmueeller@beonair.com

O'HARE CAMPUS
8501 W Higgins Rd, Suite 450
Chicago, IL, 60631
(630) 916-1700
rclyman@beonair.com

STUDENT NAME: _____

STUDENT ID: _____

STATE OF RESIDENCE: _____

TCSPP E-MAIL: _____

PHONE: _____

DEGREE LEVEL: _____ CAMPUS: _____

TERM/SEMESTER & YEAR: _____ PROGRAM: _____

CURRENT ENROLLMENT (check one)

☐ I plan to **complete** the courses I am enrolled in before withdrawal OR

☐ I plan to immediately **withdraw** from my current courses

STATUS (check all that apply)

☐ Active Military/Veteran

☐ Not a Veteran

REASON FOR WITHDRAWAL: ☐ Serious Injury or Illness ☐ Chronic Illness ☐ Mental Health Issue ☐ Lack of Transportation ☐ Cost of Living Increase
☐ Caretaker of Family Member with Serious Medical Issue

Please read and sign below:

"I understand that I am responsible for returning all other borrowed materials and for fulfilling all financial obligations to the institution as outlined in the Student Handbook. I understand that withdrawing from the institution means that I will no longer have access to electronic resources, including my school email account."

STUDENT SIGNATURE: _____

DATE: _____

FOR OFFICE USE ONLY

I. DSO NOTIFICATION (International Student Only)

Comment: _____ Signature: _____ Date: _____

II. OFFICE OF THE REGISTRAR: ☐ Official Withdrawal ☐ Unofficial (Administrative) Withdrawal-indicate reason in comment section

Signature: _____ Date: _____

III. FINANCIAL AID

Comment: _____ Signature: _____ Date: _____

IV. STUDENT ACCOUNTS

Balance Due? ☐ No ☐ Yes (Amount: _____) Signature: _____ Date: _____

FOR USE BY THE OFFICE OF THE REGISTRAR

DOD: _____	LDA: _____	NSLDS WDRWL: _____	Processed by: _____ Date: _____	Course(s) Unregistered: _____ ☐ Yes ☐ No	Grade Assigned: _____ ☐ W ☐ N/A ☐ WF/NC/NP
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Week: _____	Refund %: _____	Notifications: ☐ IT ☐ Facilities ☐ ISA ☐ Library ☐ OPT ☐ HR (Student Employees Only) ☐ Dept Chair
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