

## STUDENT REFUNDS

### I. Policy Section

10.0 Tuition, Fees, Scholarships, and Loans

### II. Policy Subsection

10.5 Student Refunds

### III. Policy Statement

Refunds will be made under very limited circumstances. The refund methods are based on the original source of tuition payments. The College allocates a refund in the following order (1) to reimburse Title IV funds; (2) to eliminate outstanding federal loan amounts owed by the student; (3) to repay required refunds of other Federal, State, Third Party Vendors and institutional student financial assistance; and (4) to the student.

### IV. Reason for the Policy

- A. To ensure consistency in administering refunds.
- B. To inform students of the circumstances under which refunds may be granted.
- C. To inform students of the process to seek refunds.

### V. Entities Affected by this Policy

All Students  
Third Party Vendors

### VI. Who Should Read this Policy

All Students  
All Prospective Students  
All Third Party Vendors  
All Employees

### VII. Related Documents

College Catalog  
Student Medical Withdraw Policy

VIII. Contacts

Vice President of Finance and Administration (Policy Owner)  
Director of the Cashier's office

IX. Definitions

N/A

X. Procedures

A. Process to initiate refund:

A student must initiate a refund by dropping a class via the online student center or by going to the Enrollment Center to obtain assistance with the online process. The percentage of tuition refunded to the students who drop classes will be calculated for each class based on (1) the number of calendar days (including weekends) between the class start date and the end date (regardless of the number of days the class has met and/or the student has attended and (2) the date the drop is initiated by the student. Exceptions shall be made when the College cancels a class.

Withdraw before 5% of calendar days.....100% refund  
Withdraw before 10% of calendar days.....50 % refund  
Withdraw after 10% of calendar days.....0% refund

The following College fees will be refunded based on the same percentage as the tuition refund schedule: Technology Fee, Facility Maintenance Fee, Campus Activity Fee and Course Fees.

The Student Records fee is non-refundable.

B. Title IV Funds

For students with federal grants or loans, Return of Title IV Funds regulations determine the amount of aid earned at the point of withdrawal. The federal pro rata schedule is used to determine aid earned for students who withdraw from course(s) on or before the 60% point in the payment period or period of enrollment.

C. Refund Initiation

All refunds must be initiated by the student by dropping a class(es) via the online student center or by going in person to the Enrollment Center to obtain assistance with the online process.

D. Refund Appeals

To be considered for refunds for unusual circumstances, a student must complete the Tuition and Fee Refund Appeal Application. Refer to the Tuition and Fees Refund Appeal Application for appeal guidelines, requirements and the appeal review process. Appeals will be accepted for review for 30 days after the end of each semester. Appeals submitted after this time period will not be accepted.

E. Transcript

Classes for which refunds are issued are removed from the student's transcript.

XI. Forms

Tuition and Fee Refund Appeal Application

XII. Effective Date

Effective beginning with Fall 2016 semester

XIII. Policy History

July 1995  
July 2013  
March 2016

XIV. Next Review/Revision Date

March 2020