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
Third Party Vendors
All Employees

VII. Related Documents

College Catalog
Student Medical Withdraw Policy
8.8 Attendance Policy
Attendance Agreement
Tuition and Fees Refund Appeal Application
Withdraw and Return of Title IV Funds (R2T4) Policy
(http://www.grcc.edu/financialaidscholarships/applicationsoffunds)

VIII. Contacts

Policy Owner:  Vice President of Finance and Administration
Director of the Cashier's Office

IX. Definitions:  See Procedures

N/A

IX. Procedures

A. Process to initiate a refund:

A student must initiate a refund by dropping a class via the online student center or by going to the Enrollment Center or other College Service Office 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 withdraw from class(es), then complete the Tuition and Fee Refund Appeal Application. Class(es) must be dropped by the 70% drop deadline in order to be considered for a tuition and fee refund. 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. Failure to Initiate Attendance – Administrative Cancellation

At the beginning of each semester, students are required to initiate attendance in all of their courses (physically attend or participate online as appropriate). Student attendance is tracked and reported by faculty (refer to 8.8 Attendance Policy). If a student does not initiate attendance within 14 days in any of the courses they are registered for within a given term, the courses for that student will be administratively cancelled (i.e., removed from the student’s record). These students will receive a one-time 100% refund of eligible tuition and fees, and will have restrictions placed on their account which must be cleared before any future enrollment will be permitted. Students are only eligible for this 100% refund one time.

If a student initiates attendance in at least one course, they will have established attendance and will be subject to the Attendance Policy (8.8). In this instance, students will only be eligible for a refund if they self-withdraw and are within the refund policy parameters.

If a student who never attended a specific semester is receiving aid or payment from third party, their aid or payment will be cancelled and/or returned to the appropriate party. Students who never attended will have a hold placed on their accounts that prevents future course registration. To resolve this hold and reinstate course registration, students must make an appointment with an Admission Specialist, review cause for non-attendance, and sign an Attendance and Enrollment Reinstatement Agreement. By signing the Attendance and Enrollment Reinstatement Agreement, the student agrees that they must self-withdraw from any future course registrations in which they are unable to initiate attendance.
Failure to self-withdraw and not establish initial attendance will result in the student being responsible for any tuition and fees incurred.

F. Transcript Implications
For students who self-withdraw, their class(es) will remain on their transcript with “W” grade.

For students that are withdrawn through an administrative cancelation process:
1. They will have all courses removed from their transcript if they did not establish attendance in any of their courses for that given term.
2. They will receive a ‘DR’ grade for any course in which they establish attendance but ceased attending for 14 days or longer (per 8.8 Attendance Policy).

X. Forms

Tuition and Fee Refund Appeal Application
Attendance and Enrollment Reinstatement Agreement

XI. Effective Date
Effective beginning with Fall Semester 2018

XII. Policy History
Revision: July 11, 1995
Revision: July 12, 2013
Revision: March, 2016
Revision: August 9, 2017
Revision: August, 2018

XIII. Next Review/Revision Date
March, 2020