

Procedures for Determining Refunds of Tuition and Fees

A. General

1. Students wishing to withdraw officially from a course or courses should consult with the Records and Registration Office on their campus to ensure that the required procedures are followed.
2. Students who receive financial aid must inform the Student Financial Aid Office if their withdrawal or change of schedule changes the number of credit hours in which they are enrolled. If they have paid their tuition using financial aid funds, they normally will receive no refund since the amount of the refund will be returned to the appropriate financial aid account.
3. The effective date for the calculation of a refund will be the date that an appropriate change of schedule or notification of withdrawal form is received in the respective campus Records and Registration Office. Except in cases where courses are administratively cancelled, no refund will be made unless the required forms have been completed and received in the appropriate campus Records and Registration Office.

B. Administrative Cancellation

1. When a course is administratively cancelled by the College, students who do not replace the cancelled courses are eligible for a refund of 100 percent of the total tuition and fees that they have paid for the course.
2. Students enrolled in courses that are cancelled by the College are not required to withdraw officially from the courses, as they are required to do in the case of student-initiated withdrawals, either voluntary or involuntary. Appropriate adjustments, including refunds, will be made to their accounts.

C. Involuntary Withdrawal

1. A refund resulting from an involuntary withdrawal will, as appropriate, be prorated based on the total number of scheduled class meetings and the total number of expired class meetings. The refund is based on tuition only and will not include fees. In order to be eligible for a refund under the conditions listed below, the student must submit to the campus Records and Registration Office the required notification of withdrawal form and the appropriate substantiating data to support such a withdrawal. All fees must be paid prior to receiving a tuition refund.
2. A withdrawal is considered involuntary if it results from one of the following:
 - a. Entering involuntarily on active duty into the armed services--The request for withdrawal must be substantiated with copies of military orders signed by the individual's commanding officer or another appropriate official to show proof of date of entry.
 - b. Illness of the student or in the immediate family of the student (immediate family includes a child, parent, spouse, or other regular member of the individual's household)--A physician's certification must be provided

stating that the student's or family member's illness requires the student's withdrawal.

- c. Death of the student or in the immediate family of the student--Appropriate substantiation must accompany the request for withdrawal.
- d. Involuntary transfer/change in work hours by the student's employer which precludes continued attendance (military branches of service are considered employers under this section)--The request for withdrawal must be substantiated by appropriate documentation.

D. Voluntary Withdrawal

1. Voluntary withdrawal is one that results from causes other than those defined above as involuntary. Applicable tuition is refundable only after the student has paid all fees. The College must meet its responsibilities and commitments for faculty, staff, equipment and supplies based on original registration data. However, the Board of Trustees recognizes that there may be occasions when students have made commitments by registering but, for some personal reason, must of their own volition withdraw during the semester.
2. The percentages of refunded tuition vary according to the following:
 - a. Withdrawal prior to the day of the first class meeting--Students are eligible to receive a refund of 100 percent of the total tuition and consolidated fee that they have paid for the course or courses from which they are withdrawing, *if their withdrawal is effective prior to the first day the class meets*. The first day the class meets for each course is established in the appropriate class schedule for each campus and the student schedule/invoice.
 - b. Withdrawal prior to the published deadline date of a course--Students are eligible to receive a refund of 100 percent of the tuition and consolidated fee that they have paid for the course or courses from which they are withdrawing, *if the withdrawal is effective the first day the class meets or a subsequent day, but before the date specified as the deadline for receiving refunds in each course for which a withdrawal is made*. The last day for receiving a refund will be shown in each course section on the student schedule/invoice.
 - c. Withdrawal after the published deadline date of a course--Students withdrawing from a course after the published deadline date of that course are not eligible to receive a refund for that course.

E. Established Refund Policy Appeal Process

Appeals for exception(s) to the established refund policy, as detailed above, may be made to the Chief Business Officer by completing a refund appeal form. This form is available in the Office of Records and Registration located on each campus. **Note:** Appeals will not be considered if entered more than 45 days after the close of the semester for which the student is claiming a refund. Campus academic appeals committees hear appeals on academic matters and have no authority to authorize refunds.