

***Policies and Procedures*****Date: June 27, 2019**

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**Subject: Refunds for Courses and Financial Aid Award Credit Balances**

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## 1. Purpose

This policy provides guidelines for refunding tuition and fees for credit and non-credit courses and financial aid award credit balances. It complies with the *Commonwealth's Accounting Policy and Procedures Manual (CAPP)*, Section 20325, Revenue Refunds, and *Virginia Community College System (VCCS)* Policy 4.3.2.3 and 4.3.2.5.

## 2. Policy

Refunds for tuition and fees and financial aid balances shall be made for bona-fide reasons from various federal, state, and local funds received by the college.

### 2.1. Credit Tuition and Fee Refund Eligibility

2.1.1 Students shall be eligible for a refund of credit tuition and fees for those credit hours dropped during the published add/drop period for each term. Payments for courses cancelled by the college shall be refunded automatically. Refunds for a given term shall begin processing after the published "Last Day to Drop for a Tuition Refund."

2.1.2 The college will not issue refunds for amounts less than one dollar.

2.1.3 In compliance with the Department of Defense Memorandum of Understanding, the college shall refund tuition and fees on a proportional basis of unearned Military Tuition Assistance, up to 60% of the period for which the funds were provided.

### 2.2. Credit Tuition Refund Exceptions

Refunds shall not be granted for courses dropped after the add/drop period has passed, except for instances involving: (1) administrative error of the college; (2) extraordinary circumstance involving a major medical emergency; (3) a student's service in the uniformed services that requires the student's sudden withdrawal or prolonged absence in accordance with Section 23-9.6.2 of the *Code of Virginia*; or (4) some other extraordinary circumstance. Service in the uniformed services is defined as service (whether voluntary or involuntary) on active duty in the Armed Forces, including such service by a member of the National Guard or Reserve, for a period of more than 30 days under call or order to active duty of more than 30 days.

Students may petition for a refund in writing to any campus business manager within six months of the beginning of the respective term.

The process for requesting a refund may be found at <https://www.tcc.edu/paying-for-tcc/tuition-refund-appeal>.

### **2.3. Credit Tuition and Financial Aid Refund Methods**

#### **2.3.1 Credit or Debit Card Tuition Payments made via the College's Online Student Information System (SIS) Payment System**

Credit or debit card payments made via the web using the college's SIS system shall be refunded to the cardholder's original card.

#### **2.3.2 On-campus or by mail Tuition Payments and Financial Aid Credit Balances**

The college has partnered with a third party vendor to issue refunds for on-campus or mailed tuition payments and financial aid credit balances. Refunds will be issued electronically to either a prepaid debit card or direct deposited (ACH) to a bank account. A refund in the form of a paper check will be issued if Prepaid Debit Card or ACH is not selected by the student. Information on the electronic disbursement process may be found at <https://www.tcc.edu/paying-for-tcc/tuition-refund-appeal>.

Checks shall be mailed to the student's mailing address on file with the college in the Student Information System (SIS). Refunds shall be issued to the student enrolled at the college rather than the individual who originally made payment to the college if other than the student. An exception is the Parent Loan for Undergraduate Students (PLUS) credit balances in which checks shall be issued to the parent unless otherwise authorized to be issued to the student.

#### **2.3.3 Third Party Sponsored Payments**

Tuition and fees paid by a third party in conjunction with a billable document shall be refunded to the third party by check.

#### **2.3.4 Tuition Deferred Payment Plan**

Students utilizing the college's tuition payment plan shall receive a refund payable to the student, not the responsible party on the payment plan agreement. Refunds shall be processed within four to six weeks of the last payment plan payment date for the term.

### **2.4. Non-Credit Tuition and Fee Refund Eligibility**

2.4.1 Students shall be eligible for a refund of non-credit tuition and fees for those courses, except the Motorcycle Program, that are dropped prior to the first day of class of the course and for any course cancelled by the college.

2.4.2 Students shall be eligible for a refund of non-credit tuition and fees for courses in the Motorcycle Program that are dropped three days prior to the first day of class.

2.4.3 The college will not issue refunds for amounts less than one dollar.

## **2.5. Non-Credit Tuition Refund Exceptions**

- 2.5.1 Except as stipulated in subsection 2.5.2, refunds shall not be granted for non-credit courses dropped after the start of a course. Students may petition for a refund in writing to the Center for Workforce Solutions, Attention: Vice President for Workforce Solutions.
- 2.5.2 Consistent with federal regulations, military-related students enrolled in non-credit courses whose tuition is paid through a third-party (i.e., Veterans Administration, Department of Defense, and/or Department of Homeland Security), shall be eligible for a refund on a proportional basis as delineated in subsection 4.6.4.

## **2.6. Non-Credit Tuition Refund Method**

- 2.6.1 Refunds for non-credit courses initially paid with a credit or debit card will be credited back to the card holder's original card.
- 2.6.2 Refunds for non-credit courses initially paid by check, money order, or third party contract will be issued by check.

## **2.7. Tuition Refund and Indebtedness**

Any outstanding indebtedness to the college shall be deducted from a student's refund (with the exception of federal financial aid) before it is processed. Debts may include but not be limited to tuition, bad check fees, and non-returned library materials. The college shall comply with VCCS policy and procedure with regards to the Virginia Department of Taxation's Setoff Debt Collection Program which verifies any outstanding debts with agencies of the Commonwealth of Virginia, Virginia local governments, the Virginia court system, and the Internal Revenue Service prior to issuing refunds.

## **3. Responsibilities**

The Vice President for Finance shall develop and maintain procedures that are consistent with this policy and that comply with applicable policies and procedures of the Virginia Community College System and the Commonwealth of Virginia.

## **4. Procedures**

The college will refund tuition, fees, and other revenue, and financial aid credit balances in accordance with the terms and conditions of applicable policies and contracts, for funds received in error, and for overpayments. Information regarding tuition refunds may be found at <https://www.tcc.edu/paying-for-tcc/tuition-refund-appeal> or by contacting any campus Business Office. Inquiries regarding non-credit refunds may be directed to the college's Center for Workforce Solutions, Attention: Vice President for Workforce Solutions.

#### 4.1. Refunds of Credit Tuition and Fees

To establish eligibility for refunds for dropped classes, students must drop the class(es) on or before the published [last date to drop](#) for tuition refund each semester/session by one of the following methods:

- Drop the class(es) through the web in the [Student Information System](#);
- Submit (in person) the [College Enrollment Worksheet](#) to any campus Enrollment Services/Records Office for processing; or
- Submit (via mail) the College Enrollment Worksheet to any campus Enrollment Services/Records Office for processing, along with a letter verifying inability to drop courses via web or in person as described above. The envelope must be postmarked on or before the published refund date.

Students may also provide written permission for a third party to carry-out the above actions on their behalf. Students should refer to the [college calendar](#) for the published deadline for tuition refunds for the semester. This deadline should not be confused with the last date to withdraw without academic penalty.

#### 4.2. Credit Class Cancellations

If the college cancels a credit class and the student elects not to add another course, the student will receive a full refund of tuition and fees for that class. Refunds for a given semester are scheduled to begin processing after the published “Last Day to Drop for a Tuition Refund.”

#### 4.3. Credit Tuition Refund Appeals

Tuition refund appeals submitted on the [Tuition Refund Appeal Form](#) are accepted at any campus Business Office during normal hours of operation, by email, or by mail, and are reviewed on a continuous basis.

#### 4.4. Lost Checks - Credit Courses and Financial Aid

Inquiries related to lost checks for tuition refunds (for credit courses) and financial aid credit balances should be directed to the college’s third party vendor. More information may be found at <https://www.tcc.edu/paying-for-tcc/tuition-refund-appeal>.

#### 4.5. Credit Course Cancellations with Military Tuition Assistance

In the event that a student is using tuition assistance provided by the Department of Defense or Department of Homeland Security through a military service to attend a credit course and that person fails to enter the course or withdraws or is discontinued therefrom at any time up to 60% of the course length, the unused portion of the costs paid will be refunded.

#### 4.6. Refunds of Non-Credit Fees

- 4.6.1 Except as described in subsection 4.6.2 and 4.6.3, students must notify the Center for Workforce Solutions in writing of the intent to withdraw before the first day of class in order to be eligible for a refund.
- 4.6.2 If the courses are included in the Motorcycle Program, students must notify the Center for Workforce Solutions in writing of the intent to withdraw at least three days before the start of class.
- 4.6.3 If a third-party provider is paying for a student's course, the student must notify the third-party provider and the Center for Workforce Solutions in writing before the first class meeting of his/her intent to withdraw from the course. If the student fails to notify the third-party provider and the Center for Workforce Solutions before the first class day, the course charge will remain the responsibility of the third-party provider. Exceptions to these conditions may be granted only by the Vice President for Finance upon the recommendation of the Vice President for Workforce Solutions.
- 4.6.4 Military-related students whose non-credit course fees are being paid with veterans benefits and/or tuition assistance provided by the Department of Defense or Department of Homeland Security through a military service must notify the Director of Military Contract Programs in the Center for Military and Veterans Education in writing of their intent to withdraw. Such notification must be made prior to the first class meeting or prior to withdrawal thereafter in order to be eligible for a refund. Withdrawals will be reviewed and processed in accordance with the then-current third-party provider's rules and regulations.
- 4.6.4.1 Veterans Benefits. In the event that a veteran or a spouse, surviving spouse, or child of a veteran is using veterans educational benefits to attend a non-credit course and that person fails to enter the course or withdraws or is discontinued therefrom at any time prior to the completion of the course, the unused portion of the costs paid shall be refunded. The amount to be refunded will be determined based on the ratio of the number of hours of instruction the student completed to the total number of instructional hours in the course. For example, if a student attended five (5) hours of instruction in a twenty (20) hour class, the student completed 25% of the course and 75% of the total cost of the course would be refunded.
- 4.6.4.2 Military Tuition Assistance. In the event that a student is using tuition assistance provided by the Department of Defense or Department of Homeland Security through a military service to attend a non-credit course and that person fails to enter the course or withdraws or is discontinued therefrom at any time up to 60% of the course length, the unused portion of the costs paid shall be refunded. The amount to be refunded will be determined based on the ratio of the number of hours of

instruction the student completed to the total number of instructional hours in the course. For example, if a student attended seven (7) hours of a ten (10) hour class using military tuition assistance, he/she completed 70% of the course and would not normally be entitled to a refund.

- 4.6.4.3 Procedures for Refunds. To request a refund, students using veterans' benefits and/or military tuition shall submit such request by e-mail addressed to [military@tcc.edu](mailto:military@tcc.edu). The request must be submitted prior to the first class meeting or prior to the student's withdrawal thereafter. The Director of Military Contract Programs will review the request and, if consistent with federal and college requirements, recommend approval of the request to the Vice President for Workforce Solutions. If approved, the Vice President for Workforce Solutions will notify the student and appropriate staff in the Office of Fiscal Services. Refunds of costs paid by a third-party provider in conjunction with a billable document shall be refunded to the third party. Otherwise, the refund will be made to the student or to the cardholder in the event that payment was made by credit card. By federal regulation, refunds of veterans' benefits must be made within forty (40) days of the approval of the request to withdraw.

#### **4.7. Non-Credit Class Cancellations**

A refund will be issued to the individual or third party provider that paid for the class in the event that a non-credit class is cancelled. Refunds for courses initially paid with a credit or debit card will be credited back to the card holder's original card. Refunds for courses initially paid by check, money order, or third party contract will be issued by check. All refunds for non-credit classes must be coordinated through the Center for Workforce Solutions.

#### **4.8. Non-Credit Tuition Refund Appeals**

Tuition refund appeals for non-credit classes must be submitted in writing to the Center for Workforce Solutions, Attention: Vice President for Workforce Solutions.

#### **4.9. Lost Checks – Non-Credit Refunds**

Inquiries related to lost checks for refunds of non-credit courses should be directed to the Center for Workforce Solutions.

### **5. Definitions**

**Add/Drop Period** – designated period of time during which students may add/drop courses for a tuition refund.



**Billable Document** – an authorized contract, agreement, and/or letter of commitment from a sponsoring company/agency to pay for tuition, fees, or other services rendered by the college.

**Military-related Student** – any student affiliated with the U.S. uniformed services to include active duty (Army, Navy, Air Force, Marine Corps, and Coast Guard), reserves, National Guard, veterans, their families, and employees of the U.S. departments of Defense and Homeland Security.

**Setoff Debt Collection Program** – Virginia Department of Taxation program to ensure compliance with the Virginia law requirement to verify any outstanding debts with agencies of the Commonwealth of Virginia, Virginia local governments, the Virginia court system, and the Internal Revenue Service prior to issuing refunds.

## 6. References

[VCCS Policy Manual, Section 4 Administration and Finance](#)

[Setoff Debt Collection Program](#)

[CAPP Manual, Section 20325 Revenue Refunds](#)

[38 CFR 21.4255 – Refund Policy; Non-accredited courses](#)

## 7. Review Periodicity and Responsibility

The Vice President for Finance shall review this policy annually on the anniversary of its approval and, if necessary, recommend revisions. The policy shall also be reviewed when changes to the relevant policies and procedures are made.

## 8. Effective Date and Approval

This policy is effective upon its approval by the College President on June 27, 2019.

Policy Approved:

Procedure Developed:

Gregory T. DeCinque, Ph.D.  
Interim President

Phyllis F. Milloy  
Vice President for Finance

## 9. Review and Revision History

The initial version of this policy was approved January 20, 2011.

- Revision 1

Section 2.2 Tuition Refund Exceptions

- To align college policy with current SCHEV Tuition Relief, Refund, and Reinstatement guidelines pertaining to service in the uniformed services.

Approved July 21, 2011 by President Deborah M. DiCroce.



- Revision 2
  - Deleted references to Touchtone Telephone System.Approved December 5, 2011 by President Deborah M. DiCroce.
- Revision 3
  - Added provisions for 1) electronic refunds to debit card or ACH; 2) refunds of less than one dollar; and 3) non-credit refunds, including for military-related students using veterans benefits and/or military tuition assistance.Approved March 2, 2015 by President Edna V. Baehre-Kolovani, Ph.D.
- Revision 4

Section 2.4 Non-Credit Tuition and Fee Refund Eligibility

  - Updated to allow for a separate refund policy requirement for the Motorcycle Program courses.

Section 4.5 Refunds of Non-Credit Fees

  - Updated to allow for a separate refund process requirement for the Motorcycle Program courses.Approved March 21, 2019 by Interim President Gregory T. DeCinque, Ph.D.
- Revision 5

Section 2.1 Credit Tuition and Fee Refund Eligibility

  - Updated to document the refund policy for Military Tuition Assistance.

Section 4.5 Credit Course Cancellations with Military Tuition Assistance

  - Updated to add a section to document the refund procedures for Military Tuition Assistance.Approved June 27, 2019 by Interim President Gregory T. DeCinque, Ph.D.