

PROCEDURE

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LEGAL AUTHORITY	P6Hx23-5.19	P5.19-1 6/19/12 Revision #12-6

P6Hx23-5.19 PROCEDURE: STUDENT FEES - TRANSFERS AND REFUNDS

I. Credit Courses:

A. Transfers will be made as follows:

The President or designee is authorized to make a 100% nonrefundable transfer of matriculation/tuition fees to the subsequent session for documented extenuating circumstances in accordance with Procedure P6Hx23-5.19. Such transfer is permitted between the end of the drop-add period, as defined in (C) below, and the last day to voluntarily withdraw from classes.

B. Refunds will be made as follows:

1. The President or designee is authorized to make a 100% refund of matriculation/tuition fees prior to the end of the drop-add period, as defined in (C) below.
2. The President or designee is authorized to make a 100% refund of matriculation/tuition fees for documented extenuating circumstances in accordance with Procedure P6Hx23-5.19 to students who will be unable to attend the session due to these extenuating circumstances. Such refund is permitted between the end of the drop-add period and the last day to voluntarily withdraw from classes.
3. The President or designated appeals committee is authorized to make a 100% refund of matriculation/tuition fees for documented extenuating circumstances in accordance with Procedure P6Hx23-5.19 to students who will be unable to attend the session due to these circumstances and have requested the refund between the last day to voluntarily withdraw from classes to the last day of the regular session.

C. The drop-add period for credit courses shall be designated as follows:

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1. Session I, II, III, IV, and express session(s) courses - the dates specified in the official college calendar.
2. Modmester courses – 1 week after the beginning date of courses scheduled to run longer than 1 week. Prior to the second class meeting for courses scheduled to run less than 1 week.
3. Open enrollment courses – 1 week after the student's registration or the appropriate dates specified under (1) above, whichever is later.

D. Refunds to eArmy students will be made as follows:

Before class commences	100%
1—6 Days*	100%
7—13 Days*	50%
14—21 Days*	25%
22 Days or more*	0%

*for 16-week classes; days prorated for different term lengths

II. Non-credit courses:

The President or designee is authorized to make the following refunds:

- A. A 100% refund for seminars and institutes (meetings for one day or several successive days) if the request is received prior to the first class meeting.
- B. A 100% refund for non-credit classes (meeting once or twice a week for several weeks) if the request is received prior to the second class meeting.
- C. A 100% refund of matriculation/tuition fees for documented extenuating circumstances in accordance with Procedure P6Hx23-5.19.

III. All registration fees will be refunded in full in cases of College error.

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- IV. Application fees will be refunded in cases:
 - A. of College error;
 - B. where the class for which the applicant registered is cancelled;
 - C. where the class is full.

- V. Deduction from authorized refunds will be made for unpaid accounts due the College.

- VI. In addition the President, upon the advice of legal counsel, may authorize a transfer or refund of student fees.

- VII. Refunds to students will be made only for fees actually paid by or on behalf of the student from a source other than financial aid.

- VIII. Refunds of \$5.00 or less will be paid upon request only. When such refunds are not claimed within 1 year, the College may assess an unclaimed refund fee of \$5.00 or the amount of the refund, whichever is less.

- IX. Transfers and refunds of student matriculation/tuition fees will be in accordance with the transfer and refund policy as established by the Board of Trustees. The amount owed for unpaid obligations due to the college will be deducted from the amount of the transfer or refund.

- X. The Students Fees - Transfers and Refunds Form AC 307 must be completed by the student dean or site administrator and forwarded to the district Business Office for processing of a transfer or refund.

- XI. Transfers made in accordance with BOT Rule 6Hx23-5.19 will be to the subsequent session, excluding Session III and modmester unless the student plans to attend such session. Fees transferred to such subsequent session will be credited to the college if not utilized by the student during that session.

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- XII. Acceptable documentation from a creditable third party must be submitted with Form AC 307 before a transfer or refund of fees will be approved.
- XIII. Full-Time Equivalencies (FTE's) will not be counted for reporting purposes following the transfer or refund of fees under BOT Rule 6Hx23-5.19 and this procedure.

XIV. EXTENUATING CIRCUMSTANCES

The President or designee is authorized to transfer and refund fees beyond the deadline date as published in the college catalog in the following extenuating circumstances:

- A. Serious illness of the student;
- B. Serious injury to the student;
- C. Death of the student;
- D. Incapacitation of a close family member;
- E. Death of a close family member; or
- F. Orders to active military duty as a result of national, state, or local emergency.

Students desiring a transfer or refund of fees due to such circumstances should contact the Dean of Student Services or site administrator.

XV. CREDIT COURSES

The procedure for processing the transfer or refund of credit course fees for extenuating circumstances will be as follows:

- A. The Dean of Student Services or Center Administrator will either approve or disapprove the request of a student for a transfer or refund of fees in accordance with BOT Rule 6Hx23-5.19 and this procedure. If approval is granted, the dean of student services or center administrator should prepare Form AC 307, Student Fees - Transfers and Refunds, and forward it to district business services for processing.

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- B. If a refund or transfer is approved, the Dean of Student Services or Center Administrator will communicate the approval to the student.
- C. Transfers will be non-refundable in the subsequent session unless a refund is approved in the subsequent session pursuant to this procedure.

XVI. NON-CREDIT COURSES

The President or his designee is authorized to refund non-credit course fees, in accordance with BOT Rule 6Hx23-5.19 II.C., in the extenuating circumstances listed in Section VI. above.

Non-credit students desiring a refund of fees due to such circumstances should contact the Dean of Open Campus.

XVII. REFUND CHECKS - RETURNED FOR INCORRECT ADDRESS

- A. All refund checks returned for incorrect address must be returned to Accounts Payable, District Business Services.
- B. A "Request for Address Verification" should be sent to Open Campus or Business Services and the address from the last registration form should be entered on the "Request for Address Verification" form and returned to Accounts Payable.
- C. If the original address and the verified address are different then the verified address should be used and the refund check remailed.
- D. If the original address and verified address are the same then the check should be cancelled and entered into unclaimed checks accounts.

History: Amended 5/24/83, 11/27/84 (effective Session I, 1985-86), 12/17/85 (effective 1/6/86 for Session II, 1985-86), 8/21/90. Effective 8/28/90; 6/19/12. Filed – 6/19/12. Effective – 6/19/12.