

TECHNICAL COLLEGE OF THE LOWCOUNTRY

PROCEDURE

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PROCEDURE TITLE: STUDENT REFUNDS

BASED ON POLICY:

REVISION NUMBER: 7

OFFICE OF RESPONSIBILITY: Administrative Services



PRESIDENT

December 17, 2014
DATE

PURPOSE

The purpose of this procedure is to provide general guidelines for administering the student refund policy and establish the process for calculation of refund amounts.

PROCEDURE

I. General Provisions

- A. This procedure is applicable only to refunds for tuition for credit classes. Continuing Education program refunds are determined according to policies as published by the Continuing Education Department.
- B. Books will be refunded based on the College bookstore's procedure at the current bookstore published rates and only during buy back days as scheduled by the bookstore.
- C. Other fees are non-refundable.
- D. A 100% refund is applicable for classes cancelled by the College.

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II. Refunds of Tuition

Refunds of tuition to students or sponsoring agencies for students who withdraw from College or complete schedule changes which result in a net reduction of credit hours will be calculated as outlined below and processed according to the indicated criteria.

A. Refund Calculations

A student who withdraws from all classes or drops courses during a semester term is eligible for a percentage refund of the “net balance of tuition paid” based on the official date of withdrawal or drop. The net balance is defined as the total tuition paid on enrolled courses prior to drop less the tuition amount on retained courses at the applicable rate.

<u>Withdrawal or Drop Refund Date</u>	<u>Refund %</u>
”Swap and Drop” Period (1 st -7 th calendar day of term)	100%
8 th -21 st calendar day of the term	50%
After 21 st calendar day of the term	0%

The refund calculation date is the date the drop request was emailed to the instructor from the student’s official TCL email address.

Refunds for terms that vary in length from the semester term will be in proportion to the semester term refund schedule delineated above.

B. Processing of Refunds

1. For a refund to be processed the student must complete the drop/add or withdrawal process as outlined in College procedures 4-1-404.6 or 4-1-404.7.
2. The Business Office will process refund checks to the student or applicable agent within fifteen (15) business days of receipt of the change of schedule request.

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III. Refunds for Federal Title IV and Veterans Administration

The refund schedule delineated above applies in general to students receiving Title IV funds with the following additional considerations relating to schedule changes.

A. Changes in schedules prior to the first official day of classes in the term.

The Financial Aid Office will adjust tentative student financial aid award amounts to reflect applicable changes in students' schedule prior to the beginning of the term. The financial aid award will be verified by the 17th calendar day after the start of the term, based on the student's enrollment status on the first official day of classes in the term and upon appropriate certification of attendance. The Business Office will refund excess Title IV aid to the student within fourteen (14) calendar days of the verification of the award. Tuition adjustments for changes in the student hours taken will be applied to the student account or Financial Aid as appropriate. Mini-semester students will follow the same schedule based on their first official day of class.

B. Changes in schedule on or after the first official day of classes in the term.

1. Reduction in Credit Hours.

Refunds due to credit hour reductions on or after the first official day of classes will be processed and remitted to the student within 30 days of receipt of the official drop/add form. Refunds related to Financial Aid Students will be processed in accordance with both the Title IV Refund Schedule and the TCL refund process or applicable provisions.

2. Withdrawal from all classes.

If a student receiving Federal Financial Aid completely withdraws from the College prior to completing 60% of the semester, a return of "unearned aid" is calculated for the appropriate program in accordance with Federal guidelines. Depending on the withdrawal date (which is defined as the last date of attendance), this may result in a liability of the student for return of "unearned aid" to the appropriate Federal Program and/or a liability to the College for tuition/fees adjustments to the student account.

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The College cannot make adjustments to funding due back to the United States Department of Education. Students that owe a return of funding to the United States Department of Education must return funding to the Technical College of the Lowcountry within 45 days of the notification date. Funding not returned by the 45th day will be reported to the United States Department of Education on the 46th day. Students owing a return of funds to the United States Department of Education are not eligible for financial aid until the matter is resolved and the College has received notification from the United States Department of Education.

Refunds for students in programs who are receiving Veterans Administration benefits are issued as outlined above.

IV. Special Conditions

- A. Refunds for students unable to complete a term because of call to active duty or due to Contingency Military Deployment qualify to be processed under special provision of Policy 5-1-508.
- B. Exceptions to the General Refund Policy may apply to contract classes and special classes with limited enrollment as published by the College and included with registration information.
- C. A student who never attends a class will be considered to have constructively withdrawn before the start of the term for grade and credit purposes. Students who never attend are not eligible for any financial aid on the unattended classes.
- D. Adjustments to the General Refund Policy may be granted in cases of extreme circumstances, and subject to the following conditions:
 - a. Appeals for an adjustment must be submitted in writing to the office of the Vice President for Administrative Services.
 - b. Appeals will be approved only in very limited circumstances; typically for major medical emergencies or when a balance due is the result of a mistake made by the College.
 - c. Adjustments may not exceed the charges applied by the College – i.e. if a student receives Financial Aid in excess of their tuition and fees, and

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that award is later reversed, those “excess” funds cannot be forgiven on appeal and must be returned by the student.

- d. Appeals must be submitted within one calendar year of the end of the semester with disputed charges.
- e. The Financial Appeals Review Committee will rule on appeals. The committee meets monthly to review new appeals, barring unforeseen circumstances.