

MANUAL OF PROCEDURE

PROCEDURE NUMBER: 3251

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PROCEDURE TITLE: Refunds of Student Fees

STATUTORY REFERENCE: STATE BOARD OF EDUCATION RULE 6A-14.0541

BASED ON POLICY: I-35 Refund of Student Fee

EFFECTIVE DATE: May 18, 1971

LAST REVISION DATE: October 11, 2005

LAST REVIEW DATE: October 11, 2005

I. PURPOSE

To provide guidelines for the handling of requests for refunds prior to and after expiration of a prescribed refund period.

II. PROCEDURE

A. The following schedule for refund of registration charges shall be in effect:

Number of Weeks in Term	Number of Class Days Student has to Make an Official Withdrawal to Receive a 100% Refund*
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1 - 3	1
4 - 5	2
6 - 10	3
11 - 14	4
15 - 16	5
17 - 20	6
21 - 23	7
24 - 26	8
27 - 29	9
30 - 32	10

*Or until the date of the first class meeting, whichever is later.

Thus, no refund is granted if withdrawal is made after 5 consecutive days of the college calendar in 16-week terms, after four consecutive days of the college calendar in 12-week terms, or after three consecutive days of the college calendar in 6-week terms.


- B. Refunds for withdrawal from courses prior to the expiration of the prescribed refund period will be processed by an automated accounting system refund process.
- C. Refunds due to administrative action, which shall include death of the student, schedule changes by the College, withdrawal of pre-registered students placed under Academic Suspension or Dismissal, correction of residency status, change in financial aid status, improper advisement, or clerical error, shall be authorized by the Student Deans, Financial Aid Directors, Registrars, or other individuals designated by the Campus President. An explanation of the refund will be provided on the Schedule Change Card or the Official Withdrawal Card maintained by the Registrar's office. If needed to document the refund, a separate signed memorandum will be provided.
- D. Exceptions to the refund policy may be authorized for certain events occurring prior to the mid-point of the term. The events for which a student may submit a written petition for an exception are as follows:
 - 1. Illness or injury to the student or immediate family member
 - 2. Involuntary work schedule change or transfer
 - 3. Death of a member of the student's immediate family
 - 4. Jury duty or direct involvement by the student with a current legal action
 - 5. Call to military active duty.

Supporting documentation must be provided. The event must result in an extended absence of not less than two weeks of classes. The instructor must agree that the course cannot be completed.

Requests for refunds based on events occurring after the mid-point of the term will not be accepted.

- E. For the events described in II-D which occur after the mid-point of the term, students may petition for a "WN" withdrawal without refund. The course(s) will appear on the student's transcript with a "W" grade, but no refund will be given and the withdrawal will not be included in the Standards of Academic Progress calculation of the total number of credits registered.
- F. Student requests for refunds or for withdrawal without refund, based on the events described II-D, must be submitted through a formal petition prior to the end of the next major term. For this purpose, Summer Terms will not be considered as a major term.

- G. Petitions based on the events described in II-D may be authorized by the Student Dean or designee, or may be referred to a campus Petitions Committee for review. Guidelines for the operation of the Petitions Committee are provided in College Procedure 4480.
- H. Supporting documentation for all refunds, including refunds based on administrative action and refunds authorized through petition, will be maintained in the Registrar's office. Supporting documentation will also be maintained by the Registrar for all petitions for a "WN" withdrawal without refund.
- I. Refunds approved through administrative action or through petition shall be recorded in the student's record and the resulting refund of fees will be processed through the automated refund process.
- J. In processing refunds, the automated refund program will determine the method of the original fee payment. Generally, any financial aid monies originally allocated to the student will be returned to the financial aid account or to the student as appropriate. Any funds due the College will be automatically deducted from the refund amount any remaining balance will be forwarded to the student.
- K. Checks for refunds will be processed as soon as possible after the withdrawal period, as published each term, and will be mailed within 14 days to the last address furnished by the student to the Registrar, following approval of the request.

	10/11/05
PRESIDENT	DATE