

## **208-01 REFUND—PROCEDURE**

### **1. PURPOSE**

The purpose of the Refund Procedure is to establish criteria for the refunding of tuition and fees so that refunds are processed in a fair and consistent manner.

### **2. PROCEDURE**

1. A refund of tuition and fees is made only to students who follow official withdrawal procedures. A withdrawal is not official until cleared through the Office of Registration and Enrollment Services.
2. 100% of tuition and fees paid for regular semester and summer session courses will be refunded to students officially withdrawn through the 5<sup>th</sup> business day of the semester/summer session. There will be no refund after the 5<sup>th</sup> business day.
3. 100% of tuition and fees paid for short courses will be refunded to students officially withdrawn up to and including the first class session. The withdrawal must be initiated no later than the 1<sup>st</sup> business day following the first class session. There will be no refund after the 1<sup>st</sup> business day following the first class session.
4. A student may request a refund outside of the refund deadlines under the following circumstances, and with the proper supporting documentation:
  - a. Refund for serious illness – may be prorated from the date of withdrawal
  - b. Refund for death of student or student's spouse, parent, or child – may be prorated from the date of withdrawal
  - c. Refund for military service – 100% refund
5. A student may petition for an exception to the refund procedure for circumstances not included in the Refund Procedure. The Refund Review Committee will determine refunds requested through the petition process.
6. Tuition and fees are refunded in the student name only, and refunds cannot be issued to anyone other than the student or authorized third party payer (only when required). Parents, guardians, or other private individuals may not be refunded a student's behalf.
7. Credit card fees paid to a third party processing vendor are non-refundable.
8. Tuition and fee refunds: If a student has a credit balance on their account, a refund will be processed based on the following criteria:
  - a) Credits in one term will first be applied back to any allowable outstanding charges in an earlier term before the refund is calculated. Allowable charges are determined by payment type guidelines.

- b) The College may refund payments made via credit card back on to the original card used for payment. Refunds for payments made via credit card may also be issued via check or direct deposit to the student.
  - c) Payments made by check, debit card, or through a payment plan will be refunded back to the student in the form of a check or direct deposit. Checks will be mailed to the student's mailing address that is on file with the College.
  - d) Payment made by a third party agency will be returned to the third party agency if so required.
9. Vending machine refunds: Vending refunds due to machine failure will be processed upon request. The person requesting a refund must sign that they experienced a loss of cash due to machine failure. In the event a credit or debit card was used, the person must provide documentation the charge was fully processed without refund.

### **3. BACKGROUND**

- 1. References: Procedural Guidelines
- 2. Revision history: 12/1998, 01/2001, 04/2008, 04/13/2010 (reformatted), 01/03/2018
- 3. Legal review: none
- 4. Sponsor: Business and Administrative Services

Adopted by College Council: 01/03/2018

**COCONINO COMMUNITY COLLEGE**