

208-01 REFUND—PROCEDURE

1. PURPOSE

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

2. PROCEDURE

1. 100% of tuition paid for courses will be refunded to students who drop their classes by the published 100% refund deadline. It is the sole responsibility of the student to drop classes they do not attend or do not plan to attend.
2. 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 – withdrawal refund request will be accepted for review by the refund committee for those students suffering from a serious illness or injury that necessitates a withdrawal from class(es). The refund request must be submitted prior to the end of the semester in which the illness/injury occurs.
 - b. Refund for death of student or student's spouse, parent, or child – A 100% refund will be made to the student or the student's estate in the event of death of the student or student's spouse, parent, or child that results in a withdrawal from all of the student's classes. A refund request must be made prior to the end of the semester in which the death occurs.
 - c. Refund for military service – A student belonging to the Armed Forces or the Arizona National Guard who is called to active duty and assigned to a duty station will be allowed to withdraw and receive a full refund of tuition provided the course(s) has not been completed for which refund is requested.
3. 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.
4. Tuition is 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 on a student's behalf with the exception of a deceased student. If a student is deceased, a refund may be issued to a parent or surviving spouse or child
5. Credit card fees paid to a third-party processing vendor are non-refundable.
6. Tuition 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) Refunds for payments made via credit card will 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.

3. BACKGROUND

1. References: 501-11 Student Withdrawal Procedure
2. Revision history: 01/03/2018 (new), 06/18/19
3. Legal review: none
4. Sponsor: Business and Administrative Services

Adopted by College Council: 01/03/2018

Adopted by Executive Leadership Council: 06/18/19

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