



# Policies and Procedures

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## TITLE: TUITION REFUNDS

POLICY NO: 1-2

EFFECTIVE DATE: 08/23/94

VCCS POLICY NO: [4.3.2](#)

REVISED DATE: 06/28/11

I. Purpose:

To explain and clarify the circumstances under which the college will grant tuition refunds.

II. Definitions:

Census period: the timeframe marking the first fifteen percent (15%) of a semester/term or course. The census period covers the college's add/drop (late registration) period through the last day to drop with a refund.

Immediate family member: a mother, father, legal guardian, brother, sister, spouse, or children.

III. Policy:

A. Students are eligible for a refund of tuition and fees for those credit hours dropped during the college's published census period for the term or courses in which the student has registered.

B. After the published census period, students may request a late refund of tuition and fees for situations that occurred within the first twenty-five percent (25%) of the semester/term or course if one of the following occurs:

1. an administrative error that affects student enrollment status at the college
2. an event creating an extreme financial hardship for the student (such that the student's enrollment could not continue)
3. a medical emergency affecting the student or an immediate family member, including student deaths

Students must present documentation supporting their request for a refund under any of the aforementioned circumstances. Late tuition refunds may be filed any time after the incident occurs during the term that the student was affected, through the semester immediately following the term in which the incident occurred.

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In the event that a student's active military duty status requires a sudden withdrawal or prolonged absence, that student may be eligible for a refund of tuition and fees if requested. Documentation of the student's call to duty must be provided.

- C. Refunds shall be issued in the manner in which the payment of tuition and fees were transacted. Students should make sure that their address within the Student Information

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System is accurate and reflects where they would like their refund to be mailed.

- D. In accordance with [JSRCC Policy No. 1-3](#), Student Attendance, a student whose enrollment is cancelled as a result of non-attendance, shall be refunded the tuition and fees for the courses(s) in which he/she has been administratively dropped.
- E. Late tuition refund decisions shall be delegated to the college's Academic Standing Committee.
- F. Refund requests for dual enrollment students shall be initiated by the coordinator of dual enrollment in accordance with all provisions and procedures outlined in this policy.

**IV. Procedures:**

**A. General refund procedures**

- 1. Upon receipt of [JSRCC Form No. 11-0002](#), Add/Drop, the Office of Admissions and Records will process a student's drop based on the date of the request.
- 2. Upon processing of the drop(s) in the Student Information System, Financial Operations shall process a refund based on the course(s) dropped in a student's record.

**B. Requests for late tuition refunds**

- 1. A student requesting a late tuition refund must complete the student's section of [JSRCC Form No. 11-0009](#), Tuition Refund/Late Drop Request Routing Slip. In addition, the student must complete [JSRCC Form No. 11-0002](#), Add/Drop form, indicating the course(s) and section number(s) for which the tuition refund/late drop is being requested. The student must also provide appropriate documentation/explanation, in writing, of circumstances of an administrative error by an employee of the college or VCCS, extreme financial hardship experienced by the student, or major medical emergency by the student or an immediate family member.

If the student's current address or telephone number is different from the information on file with the college, [JSRCC Form No. 11-0007](#), Student Request to Update Information form needs to be completed and also must be attached.

- 2. The student must present the Tuition Refund/Late Drop Request Routing Slip, a completed Add/Drop form, and all supporting documentation to the coordinator of the Student Success Center (hereafter referred to as the coordinator) or designee in any Student Success Center. The coordinator or designee will review the forms and submit them to the Academic Standing Committee.
- 3. Prior to the Academic Standing Committee meeting, the financial aid representative on the Academic Standing Committee will review all requests made by financial aid students, contact those students to advise them on the impact of the request, and

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determine if the student wishes to continue with his/her request. The financial aid representative will document decisions made by the students and make recommendations to the committee.

4. The Academic Standing Committee will review the requests and documentation.
5. The Academic Standing Committee will make a recommendation regarding the request for a late tuition refund and forward the packet to the Office of Admissions and Records.
6. The Office of Admissions and Records will notify students in writing of the decision of the committee, and take appropriate actions based on the decision of the committee (e.g., drop courses, etc.).
7. The Admissions and Records Office will communicate decisions to all offices needing to take appropriate actions (e.g., Financial Aid Office, Business Office, etc.)
8. Where needed, the Financial Aid Office will make the appropriate adjustments to student financial aid and send official communication to the student regarding the student's updated award.
9. The Business Office will take appropriate action based on the impact of the tuition refund (e.g., refund tuition, obligate students, etc.), and will document all transactions and correspondence to students.
10. The Admissions and Records, Financial Aid, and Business Offices will retain documentation of transactions in accordance with the college's record retention schedule.

IV. Other Information:

[Virginia Tuition Relief, Refund, and Reinstatement Guidelines](#)

[JSRCC Form No. 11-0002](#), Add/Drop

[JSRCC Form No. 11-0007](#), Student Request to Update Information

[JSRCC Form No. 11-0009](#), Tuition Refund/Late Drop Request Routing Slip