



TITLE: EXCEPTIONS TO TUITION REFUND POLICY

POLICY NO: 1-2

EFFECTIVE DATE: 08/23/94

VCCS POLICY NO: [4.3.2](#)

REVISED DATE: 06/05/07

I. Purpose:

To explain and clarify the circumstances under which the college will grant exceptions under the VCCS policy on tuition refunds.

II. Definition:

For the purpose of this policy, an immediate family member is defined as mother, father, guardian, brother, sister, spouse, or children.

III. Policy:

The college complies with VCCS Policies 4.3.2 (Tuition Refunds), 4.3.2.0 (Tuition Refund Eligibility), 4.3.2.1 (Tuition Refund Procedures), 4.3.2.3 (Exceptional Cases Caused by VCCS or College), 4.3.2.4 (Policy on Refunds, Credits, and Reinstatement as a result of a National Emergency), and 4.3.2.5 (Tuition Refund Policy for Certain Federal Student Financial Aid Recipients). The college will publish these policies in their entirety in the catalog.

The college may grant tuition refunds based on the following:

- Administrative error by an employee of the college or VCCS
- Extreme financial hardship experienced by the student
- Major medical emergency experienced by student or immediate family member
- A national emergency or mobilization declared by the president of the United States and in accordance with the Code of Virginia

Extreme financial hardships and major medical emergencies must have occurred no later than the first 25% of a course. Requests for exceptions must document that the event prevented the student from continuing satisfactorily in the course(s) during the semester or term in question. The request for exceptions must be filed by the end of the subsequent semester.

If a tuition refund is requested on the basis of actions by the VCCS or college (administrative error), the president or his designee may review and approve a full refund.

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IV. Procedures:

1. A student requesting an exception to the tuition refund policy must complete the Student's Section of the Tuition Refund/Late Drop Request Routing Form ([JSRCC Form No. 11-0009](#)). In addition, the student must complete an Add/Drop form ([JSRCC Form No. 11-0002](#)) 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, a completed Student Request to Update Information form ([JSRCC Form No. 11-0007](#)) must also be attached.

2. The student must present the Tuition Refund/Late Drop Request Routing Form, a completed Add/Drop form, and all supporting documentation to the coordinator of the Access Center (hereafter referred to as the coordinator) or designee in any Student Access Center. The coordinator or designee will determine that appropriate documentation has been provided, that the Tuition Refund/Late Drop Request Routing Slip has been properly completed, and that the reasons for the request are in accordance with the provisions of this policy. In addition, except for cases in which the reason for the request is administrative error, the coordinator or designee shall determine if the extenuating circumstance has occurred within the first 25% of the duration of prescribed instructional time for the course(s).
3. The coordinator or designee will present the file to a Student Access Center financial aid specialist for review and signature. Upon completion of the Financial Aid section, the coordinator or designee shall indicate that approval of the request is either recommended or not recommended, add any pertinent comments in writing, and sign the Tuition Refund/Late Drop Request Routing Slip. The Tuition Refund/Late Drop Request Routing Slip, along with all supporting documentation, shall be forwarded to the associate vice president of academic affairs (AVPAA) or his/her designee for approval.
4. The college president has delegated authority for approval of tuition refund/late drop requests to the AVPAA. The AVPAA, or his/her designee, shall rule on each forwarded request, add any pertinent comments in writing, and sign the Tuition Refund/Late Drop Request Routing Slip. The AVPAA, or his/her designee, will return the original file to the coordinator or designee. The coordinator, or designee, will notify the student of the decision by mail. The original request and all supporting documentation will be forwarded to the Central Admissions and Records office, and a copy of the complete file will be retained in the coordinator's office. The coordinator will drop the student from the requested course(s) if the request is made during the same term or semester. Drop requests processed after the term or semester has concluded will be processed by Central Admissions and Records. The coordinator will forward a copy of the complete file to the manager of the Central Business Office who shall certify that all repayments owed to any financial aid program(s) have been made.

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5. Refunds shall be issued to the student, third party sponsor(s), or other legal recipient as appropriate. Copies of all correspondence and supporting documentation shall be maintained in the Central Business Office and in the coordinator's office.

V. Other Information:

Attachments

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

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

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