

**ADMINISTRATIVE GUIDELINES FOR HANDLING REQUESTS
For a Refund/Adjustment of Financial Liability**

- (1) Additional refunds/adjustments of financial liability will only be considered for a limited number of extenuating circumstances, and then only when the required documentation has been submitted
- (2) Such refunds/adjustments of financial liability will not be considered for students who have attended classes beyond the midpoint of the semester, nor will exceptions be considered if they are filed more than 30 days following the end of the semester of withdrawal.
- (3) Students who satisfy the criteria and documentation requirements will be granted a refund/ adjustment of financial liability that ranges from 25% to 100% of tuition and refundable fees, based on how long the student was able to attend classes before withdrawing (see schedule below).

Fall and Spring Semesters

Weeks 1-3	100% of tuition and refundable fees
Weeks 4-5	75% of tuition and refundable fees
Week 6	50% of tuition and refundable fees
Week 7-midpoint	25% of tuition and refundable fees
After midpoint	0% of tuition and refundable fees

Intersession

First 3 meetings	100% of tuition and refundable fees
4 th & 5 th meetings	75% of tuition and refundable fees
6 th meeting	50% of tuition and refundable fees
7 th meeting	25% of tuition and refundable fees
After 7 th meeting	0% of tuition and refundable fees

Summer

Five Week Sessions

First 4 meetings	100% of tuition and refundable fees
5 th & 6 th meetings	75% of tuition and refundable fees
7 th & 8 th meetings	50% of tuition and refundable fees
9 th & 10 th meetings	25% of tuition and refundable fees
After 10 th meeting	0% of tuition and refundable fees

Eight Week Session

First 6 meetings	100% of tuition and refundable fees
7 th -9 th meetings	75% of tuition and refundable fees
10 th -12 th meetings	50% of tuition and refundable fees
13 th -15 th meetings	25% of tuition and refundable fees
After 15 th meeting	0% of tuition and refundable fees

- (4) Students who believe that their circumstances satisfy the guidelines described above should complete the “Request for a Refund/Adjustment of Financial Liability” form and submit it, with all required supporting documentation, to the Office of the Dean of Student Services on the campus where the classes in question are being taken. The decision of the Office of the Dean of Student Services is final.
- (5) Prior Year Refunds. Students who request a refund beyond the time limit (i.e., 30 days after the semester) should only have their request considered in exceptional circumstances (e.g., student was unavailable or inaccessible due to hospitalization or relocation, student had reason to believe s/he had withdrawn or been descheduled and never attended any classes, etc.). Should the Dean of Student Services believe that special consideration may be warranted, the matter should be referred to the Campus Director of Business Affairs. The Director is authorized to issue a refund/adjustment of financial liability if the student is prepared to immediately resolve any remaining financial obligation. Alternatively, if the Director believes that a refund/adjustment of financial liability is not warranted, s/he may offer a special payment arrangement to the student. In those cases where a decision or resolution cannot be reached, the matter may be referred to the Chief Financial Officer and the Vice President for Student Affairs for a final determination.
- (6) Financial Aid Cases. All cases involving financial aid must be handled on a case by case basis. Should a student receiving financial aid be entitled to a refund/adjustment of financial liability, the Financial Aid Office should be asked to review the individual circumstances and determine the impact that a refund/adjustment would have on both current and future financial aid awards and eligibility. The student should be consulted prior to a final determination if there is any question as to whether or not a refund/adjustment would be in the student’s best interests.
- (7) Special Cases. A 100% refund should be authorized in the event of a military transfer, call to active duty, enlistment during a national emergency, and a student’s death (i.e., at any time during the semester).
- (8) Additional Guidelines for College Errors.
 - a. Administrative/college error includes situations where a late course cancellation resulted in the student hurriedly adding and eventually dropping a replacement course that turned out to be problematic (i.e., only during the first three weeks of the semester).
 - b. In highly exceptional cases, students with complaints about faculty, course content, or methodology may be considered for a refund following a review and recommendation by the Dean of Faculty.
 - c. In cases where an error is thought to have been made by a faculty advisor, the Dean of Faculty or designee should be involved in the investigation and decision-making.
 - d. Appropriate documentation includes such things as a signed registration form, inaccurate SAIN report, counseling notes, etc.

January 29, 2002