

	ADMINISTRATIVE PROCEDURE MANUAL		
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Purpose

The purpose of this procedure is to describe the process for refunding overpayments of tuition and fees and all other types of student refunds.

Procedure

A. Refund of Tuition, Assessments, and Other Fees

1. Tuition refunds greater than five dollars (\$5) will be disbursed through the approved student payments process. An exception may be requested to return funds received by credit card or third party billing.
2. All outstanding debt must be satisfied before refunds are released.
3. Refunds for amounts originally paid by check should be held for ten (10) business days before a refund is issued. If the original check is returned for insufficient funds, a refund will not be processed.

B. Overpayments

1. When a student pays and subsequently drops one or more courses, an overpayment of tuition will result. A one hundred percent (100%) refund of matriculation and tuition fees will be granted to a student who officially drops a course prior to the end of the College's published drop/add period. Refunds are subject to applicable federal and state guidelines and laws.
2. Refunds resulting from overpayment of tuitions are automatically processed beginning two (2) calendar weeks from the 100% refund date for the main session of the term. After this date, refunds are processed weekly. Refunds are not processed automatically before this date to allow students the maximum flexibility in modifying their schedule.
3. Students who desire to receive refunds before the automatic processing is scheduled may request a refund from any Campus Student Financial Services Office. Refunds requested in this manner will be processed within five (5) business days as long as all other requirements for processing a refund are met.

C. Student Appeals Refund

1. The Executive Chairs may approve disenrollment and a refund of matriculation and tuition fees for a course or courses after the official drop/add period. Approval will be granted based on documented extenuating circumstances beyond the control of the student such as involuntary call to active military duty, college error and extensive hospitalization.



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2. Students will complete a Finance Related Appeal form. Refunds shall be processed through the approved student process within six (6) weeks of the Campus President's approval date. If a refund is not approved, the student will be notified.
3. The Executive Chairs may deny the request, approve disenrollment and a refund of tuition or approve a waiver for the class to be repeated.
4. Requests for Finance Related Appeals must be received by the Campus Student Success Office before the official withdrawal date of the following term.

D. Refunds Due to Third Party Guarantors

1. The same procedures will be used to refund Third Party Guarantors as students.

E. Miscellaneous Refunds

1. Refunds for library charges, assessments and other fees may be granted by the appropriate budget administrator. Approval will be granted based on documented extenuating circumstances.

REFERENCES: F.S. 1001.64, 1001.65, 1009.22, 1009.23, SBE Rule 6A-14.054, 6A-14.0541

Adopted Date: November 2, 1987

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