



## **Procedure 208-01 Tuition Refund**

**Sponsor: Business and Administrative Services**

### **Purpose**

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

### **Definitions**

**Refund Request Workgroup**—The group that reviews and makes the final decision regarding refund requests. The Workgroup consists of the Registrar, Student Accounts Manager, one staff member from Financial Aid, one Faculty representative and one staff member from Student Success. The Workgroup reserves the right to add additional members as appropriate.

### **Procedure**

100% of tuition paid for courses will be refunded to students who drop their classes by the published 100% refund deadline (See Procedure 501-11 Withdrawal). It is the sole responsibility of the student to drop classes they do not attend or do not plan to attend.

A student may request a refund outside of the refund deadlines under the following circumstances, and with the proper supporting documentation:

1. Refund for serious illness –refund request will be accepted for review by the Refund Request Workgroup for those students suffering from a serious illness or injury that necessitates a withdrawal from class(es).
2. 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. 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 above but must still provide supporting documentation. The Refund Review Workgroup will review these requests on a case-by-case basis.

The student must have withdrawn from the course(s) for which they are requesting a refund. Requests made after a grade has been issued will not be refunded. Students seeking to appeal a grade should review Procedure 303-06 Student Academic Appeals.

If a student withdraws from a class by the published withdrawal deadline and submits a refund request which gets approved, the student will receive a 100% refund and the “W” will remain on their transcript.

The deadline to file a refund request is the end of the following semester provided the student meets the refund request criteria. For example, if the course for which a student was requesting a refund occurred in the Fall semester, the refund request would have to be filed before the end of the Spring semester (the end of Summer for a Spring course, and the end of Fall for a Summer course).

The Refund Request Workgroup may reach out to students for clarification on their request, or to have the student supply additional supporting documentation. Once deliberation has occurred, Workgroup decisions are final.

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

Credit card fees paid to a third-party processing vendor are non-refundable.

Tuition refunds: If a student has a credit balance on their account, a refund will be processed based on the following criteria:

1. 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.
2. Refunds for payments made via credit card will be issued via check or direct deposit to the student.
3. 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.
4. Payment made by a third-party agency will be returned to the third-party agency if so required.

### **References**

Procedure 303-06 Student Academic Appeals  
Procedure 501-11 Withdrawal

### **Procedure History**

01/03/2018 New and approved by College Council  
06/18/2019 Revised and approved by Executive Leadership Council  
02/25/2021 Revised, Renamed (was Refund), and approved by Executive Leadership Council

### **Legal Review**

None