



# FLETCHER TECHNICAL COMMUNITY COLLEGE

## Policy # B.O. 23

---

### Title: Refund Policy

---

Authority: Fletcher Business Office

Original Adoption:

Effective Date: 12/01/16

Last Revision: 12/01/16

---

### **STATUTORY REFERENCE**

LCTCS board policy #5.007 requires each LCTCS institution to establish a refund policy for tuition and applicable fees and to post the policy in an appropriate location (i.e. course catalog, bulletins, etc.). In addition, the LCTCS board policy establishes minimum requirements of a refund policy. These minimum requirements are addressed in this policy.

### **POLICY STATEMENT**

Tuition and fees are assessed to all who enroll at Fletcher Technical Community College. This policy covers refunds of tuition and fees in the event the College cancels a class or a student withdraws from a class or resigns from the College.

The college will first apply refunds to outstanding obligations of the student and then return any remaining funds to the student. At the time of withdrawal, students are responsible for any unpaid portion of their accounts. At no time, will the amount refunded exceed the amount paid by the student.

All refunds shall be made according to this policy and schedule and in accordance with any applicable federal guidelines. Unless otherwise provided by federal guidelines governing the return to Title IV Funds (Federal Financial Aid), the refund schedule shall not provide for a refund after the fourteenth instructional day for the fall/spring semesters or equivalent for the summer semester, alternative sessions, or for open enrollment purposes.

### **GENERAL PROCEDURE**

1. Refunds, when due, are made without requiring a request from the student and will be made within 30 days of the withdrawal date or the date the institution determines the student has resigned from the College.
2. Resident and nonresident tuition is refundable. Refundable fees include only the Excess Credit Hour Fee. All other mandatory fees are non-refundable.

3. If the College cancels a class, then 100% of all College-assessed tuition and fees paid will be refunded for the canceled class.
4. All BankMobile/CASHNet/Xendirect assessed fees including but not limited to the credit card convenience fee, the payment plan enrollment fee, applicable finance charges, etc. are considered non-refundable. The College parking permit fee is also non-refundable.
5. All non-credit course tuition and fees are assessed by each class. Tuition, fees, and other charges relating to non-credit classes or any training through Workforce Solutions are not refundable unless the training course is canceled by the College. If the College cancels a class, then 100% of all College-assessed tuition and fees paid will be refunded for the canceled class.

### **REFUND SCHEDULE**

1. Refund of tuition and fees for terms fourteen or more weeks in length is made on the following basis upon a reduction in credit hours or official withdrawal from the college:

Prior to the 1 <sup>st</sup> day of semester through drop/add	100% all tuition and mandatory fees
After drop/add through 14 <sup>th</sup> college instructional day	50% tuition and refundable fees
After the 14 <sup>th</sup> instructional day of the semester	No Refund

2. Refund of tuition and fees for terms six to 13 weeks in length is made on the following basis upon a reduction in credit hour or official withdrawal from the college:

Prior to the 1 <sup>st</sup> day through drop/add	100% all tuition and mandatory fees
After drop/add through 7 <sup>th</sup> instructional day	50% tuition and refundable fees
After the 7 <sup>th</sup> instructional day of the semester	No Refund

3. Refund of tuition and fees for terms less than six weeks in length is made on the following bases upon a reduction in credit hours or official withdrawal from the college:

100% refund of tuition and fees up to the day before the class starts. No refunds when class begins.

### **REFUND APPEALS**

Students may appeal a refund received or request a partial refund after the published deadlines for documented extenuating circumstances.