

College Operating Procedures (COP)



Procedure Title: Refund of Student Fees
Procedure Number: 04-0310
Originating Department: Office of Financial Services

Specific Authority:

Board Policy 6Hx6:4.11
Florida Statute 1009.25, 1001.64
Florida Administrative Code 6A-14.0541

Procedure Actions: Adopted: 06/93; 06/09

Purpose Statement: This procedure establishes guidelines for refunding student fees in accordance with Florida Statutes, Department of Education rules and District Board of Trustees policies.

Guidelines:

This procedure applies to refunds made to a student for any amount paid by, or on behalf of, the student related to student fees.

Procedures:

I. REGULAR REFUND

A. COURSE DROPPED/CANCELLED ON OR BEFORE PUBLISHED DROP DATE

1. Refunds for courses dropped or cancelled on or before the last day to register and pay for classes as published in the College Course Catalog will be automatically refunded to the student.
2. Automatic refunds will be processed after the last day to register and pay for classes unless a written request approved by the Bursar is received prior to that date.
3. Students receiving financial aid need to contact the Financial Aid Office if the total amount of credit hours has been changed as a result of courses being dropped or cancelled as their financial aid eligibility may be affected.

II. ADMINISTRATIVE REFUND

A. COURSE DROPPED AFTER PUBLISHED DROP DATE

Refunds are not permitted after the last day to register and pay for classes unless approved in writing by the District Dean of Student Services.

B. REFUND REQUEST

After the published drop/add period, students may request a refund for the following reasons:

1. The college initiated a change to the student's schedule or fees,
2. An error was made by the college in the student's schedule or fees,
3. A student had an illness or other medical emergency affecting the student's ability to attend class or otherwise complete the course(s),
4. A death of an immediate family member prevented the student from attending class or otherwise completing the course(s),
5. Other reasons must be fully substantiated and submitted to the District Registrar for review. The District Dean of Student Services may approve the request if, in his/her opinion, the circumstances warrant a refund or may submit the request for refund.
6. All requests for refunds must be supported by written documentation which substantiates the reason for the refund.

C. TIME LIMIT TO REQUEST A REFUND

An Administrative Refund must be requested in writing from the appropriate Department Dean. Final approval of the refund shall be approved by the District Dean of Student Services.

- D. The Office of the District Registrar will forward all approved Administrative Refunds to the Office of Financial Services to the attention of the Bursar.

III. REFUNDS

A. AUTOMATIC REFUNDS

1. After the College's published Add/Drop date the Office of Financial Services generates a report of those students who have credit balances on their accounts as a result of Financial Aid Office disbursing aid or changes to students' course schedules that have already paid.

2. The refund process may take up to six weeks before all refunds are issued, depending on the volume. Electronic refunds are processed via a third party to the student's debit card at which point they also have the options to receive their refund by check or ACH. If a student requires a check from the college due to extenuating circumstances exceptions may be made at the Bursar's discretion. If a student paid fees by credit card, a student may request the refund to be issued to the credit card by contacting the Cashier's Office who will then forward those requests to the Bursar.
3. All refund checks will be mailed to the student's home address as it is recorded on the Student Master File at the time the refund check is issued.

B. STUDENT FEE REFUNDS - INTER-TERM

1. A student may request the cashier to apply his/her student fee refund to student fees owed by the student for a subsequent academic period. If an amount is owed for a previous period the refund will automatically be applied to this balance.

NOTE: The student must be registered for courses before the refund can be applied and the fees to be refunded must not have been paid by financial aid.

2. If the amount to be refunded is insufficient to pay all outstanding fees, the student must pay the balance prior to the Drop Date. Partial payment of fees is not acceptable.