

**SOUTHWEST TENNESSEE COMMUNITY COLLEGE****SUBJECT:** Refund of Registration Fees and Tuition**EFFECTIVE DATE:** July 1, 2010

Southwest Tennessee Community College students are eligible to receive full, partial, or no refunds of registration fees and tuition based on the date of their request for a refund. Under exceptional circumstances, normal refund deadlines or guidelines may be waived or modified. All dates and deadlines are established in calendar days (including weekends) in relation to the first day of class offerings each school term.

**A. Refunds for Enrollment in Credit Courses*****Refund Period***

The refund period is 25% of the length of the term. Different percentages of refunds apply to different dates before or after the first college class day of the term. The current Academic Calendar should be consulted for specific dates pertaining to each term. Courses with beginning and ending dates that are outside of the regular term dates will be adjusted accordingly for refund percentages.

100% Refund Period—Prior to the term's first class day

75% Refund Period—From the term's first class day to the fourteenth calendar day of the term

25% Refund Period—From the term's fifteenth calendar day to 25% of the length of the term

***Refund Calculations***

Refunds are calculated based on the actual per credit hour rate and not the assessed rate. For this reason some withdrawals/drops will not yield a refund credit. For example, a full-time student who drops a class but still remains a full-time student will not receive a refund.

All tuition paid by the student is subject to refund. Not all fees paid by the student are subject to refund, however. A current list of refundable fees will be found online, in the current catalog, and in other college publications. For example, the application for admission fee is not refundable.

Only during the 100% refund period will all refundable registration fees be returned. Only maintenance charges, out of state tuition, and technology access fee are refunded during the 75% or 25% refund periods.

### ***Percentage of Refund***

Students may receive 100%, 75%, 25% or 0% refund when officially withdrawing from classes depending upon the dates of withdrawal.

A 100% refund will be provided to students for the following:

- reduction in enrollment hours before the first college class day of the term
- cancelled classes
- deceased during the term
- administrative withdrawal from classes
- on documented active military duty (absent in excess of 30 days)

A 75% refund will be provided to students for the following:

- reduction in enrollment hours (see refund calculations)

A 25% refund will be provided to students for the following:

- reduction in enrollment hours (see refund calculation)

A 0% refund will be provided to students who withdraw after the 25% refund period.

### ***Refund Disbursements***

The processing of refunds will start the first day after the 14<sup>th</sup> calendar day (75% refund period) of each term. The refund of all tuition payments received in the form of a check are subject to a four (4) week waiting period.

### ***Appeal Procedures for Fees and Refund***

A student may appeal the assessment, application, calculation or interpretation of any Southwest fee, charge, deposit, or refund, or any action by the college connected with fees and charges. Questions should be directed to personnel in Cashier's Office. If a student is not satisfied with the resolution made by the Cashier's Office, a written appeal can be made to the Director of Cashiering or the Executive Director of Finance. Further appeals may be made to the Vice President for Financial and Administrative Services and then to the President of the College.

**B. Refunds for Enrollment in Non-Credit (Continuing Education) Courses**

A full refund of non-credit course fees will be granted if requested at least two business days prior to the course start date. There are no refunds thereafter. Students should contact the Continuing Education Office to cancel their enrollment and request a refund. If for any reason the college cancels the class or is unable to fulfill a registration request, students will receive a full refund of non-credit course fees four to six weeks from the date the payment was processed. Any exceptions to this stated refund policy must be submitted using the refund appeal process above.

Source: TBR Guideline Ref-B060; Vice President for Financial and Administrative Services: July 1, 2010