



System Procedure 5.12.4 Refund of Tuition and Fees

Part 1. Purpose

To outline the circumstances and parameters by which tuition and fees can be refunded.

Part 2. Refunds

Subpart A. Refunds for dropped classes

Students may attend one class session for each registered for-credit course without obligation. Students are financially obligated for any classes dropped after the fifth day of the term, or one business day after the first class session, whichever is later. For the purposes of this procedure, business days are defined as Monday through Friday (excluding college or university holidays).

For courses less than three weeks in length, colleges and universities shall establish the no-obligation drop and refund period as not more than one business day after the first class session for each for-credit course.

Subpart B. Refunds for withdrawals

Upon expiration of the no-obligation period defined in Subpart A, colleges and universities shall refund tuition and fees for students who totally withdraw from courses for-credit in accordance with the following schedule:

1. Fall and Spring Academic Terms
 - a. 1st through 5th business day of term – 100 percent refund
 - b. 6th through 10th business day of term – 75 percent refund
 - c. 11th through 15th business day of term – 50 percent refund
 - d. 16th through 20th business day of term – 25 percent refund
 - e. After 20th business day of term – 0 percent refund
2. Summer sessions and other terms at least 3 weeks but less than 10 weeks in length
 - a. 1st through 5th business day of term – 100 percent refund
 - b. 6th through 10th business day of term – 50 percent refund
 - c. After the 10th business day of term – 0 percent refund

3. Class term less than three weeks in length
 - a. 1st business day of term – 100 percent refund
 - b. 2nd and 3rd business day of term – 50 percent refund
 - c. After the 3rd business day of term – 0 percent refund

Subpart C. Authorized waivers that result in a refund

In the event a student experiences extraordinary circumstances that necessitates their withdrawing from a course or courses beyond the allowable drop period, a petition for an appeal that includes the appropriate documentation should be submitted within 10 business days from the date of withdrawal. For purposes of this procedure, extraordinary circumstances include, but are not limited to, medical reasons, college or university error, an employment related condition, military duty, change in course conditions, or other significant personal circumstances.

Subpart D. Refund method

Where tuition and fees were paid through use of a credit card or debit card and a refund has been approved in accordance with the requirements outlined in Subpart B of this procedure, the refund must be processed using the original credit card or debit card account, and the same processor and merchant agreement as used for the original transaction.

Refunds of tuition and fee payments made by check or cash must be made by direct deposit, check, or external payment provider.

Procedure History:

Date of Adoption: 12/20/05
Date of Implementation: 01/01/06
Date of Last Review: 05/19/22

Date and Subject of Amendments:

- 5/19/22 – Reviewed as part of the five year review cycle. Part 2 amended to include a new Subpart C Authorized waivers that result in a refund.
- 8/8/16 - Amended the content to include refund terms that formerly resided in the Policy 5.12. Additional changes for format consistency and clarity.
- 8/26/13 - Amended Part 3 from “refund must be processed” to “shall be processed” to be consistent with other policies/procedures/guidelines. Also amended the last sentence to include additional payment methods that align with current ISRS system programming.

No Additional HISTORY