

**CAROLINAS COLLEGE OF HEALTH SCIENCES
POLICY AND PROCEDURE**

Section III – Business/Financial

SUBJECT: REFUNDS

REVIEWER(S): Dean of Administrative and Financial Services*
Dean, Student Affairs & Enrollment Management
Financial Aid Coordinator
Director, Continuing Education

Related Policies To Consult:
[Nurse Aide Programs \(Sec. VI\)](#)

I. POLICY

- A. Carolinas College of Health Sciences (CCHS) will maintain a policy which governs tuition refunds to students who register and pay for a period of enrollment but who do not begin, or begin but do not complete that enrollment period. The refund schedule will apply to all standard and nonstandard academic terms with the exception of specific courses indicated as non-refundable and short workshop type classes such as continuing education classes, which are non-refundable. Nonstandard term programs which are billed in standard semester increments will be calculated according to the standard term schedule. Student fees, *books, course packs, etc.* are not refundable. Administrative fees may be withheld from the refund as described below.
- B. In most cases, for a student who officially withdraws, ceases attending, or is withdrawn from CCHS courses, the College will refund tuition according to the last date of attendance (LDA) based on the schedule *below*. The College will retain a minimum tuition amount of \$100 for withdrawals after the semester begins. Percentage of term attended is calculated based upon total number of calendar days in term.
- Prior to the first day of the term, 100% of tuition and course fees will be refunded. (Does not apply to nurse aide or phlebotomy.*) Fees associated with the admission process such as application fees, background check fees, and tuition deposits are not refunded.
 - Within the first 10% of term, 75% of tuition is refunded**
 - Between 11% and 25% of term, 50% of tuition is refunded**
 - After 25% of term, 0% refunded.
- *Tuition will be retained for nurse aide and phlebotomy classes when an enrolled student does not officially withdraw within two business days prior to the class start date. Background check fees are not refunded.
- C. If a student officially withdraws from different classes on different dates, and if the difference in dates impacts the percentage of refund owed, the business office will calculate the refunds separately, per class. But if the student does not officially withdraw and course last dates of attendance are different, all refunds are calculated according to the last LDA. Faculty records will be the determinant of the official LDA. For distance education classes *or any classes for which attendance records are not available*, the LDA will be one of the following, whichever occurs last: last date of log-on, last contact with the instructor, or the last date a test or assignment was *submitted*.
- D. If a student begins a class in which a textbook, course pack, or other *non-refundable* fees are included in course tuition, the cost of those materials will be deducted from the base fee before the refund calculation is performed.
- E. Official withdrawal is defined as providing notification of withdrawal to student services.

II. PROCEDURE

- A. The refund policy calculation will be incorporated into the withdrawal process.
- B. Students of the college are informed that it is the responsibility of the student to initiate withdrawal procedures by notifying student *services* that it is his/her intention to withdraw.
- C. When a student withdraws from a program or class, a withdrawal form will be initiated by student *services* or by the academic program.
- D. For non-financial aid students, the business office will calculate the refund that the student is eligible for per the terms of the policy and will apply that dollar amount to the student's tuition account.
- E. For continuing education workshops and classes, a two business day notice of cancellation prior to class start is required in order to receive a refund.
- F. If the student is a financial aid recipient and withdraws from all courses, the financial aid coordinator will perform the federal Return to Title IV Funds calculation. The student's tuition refund may be used to offset any Return to Title IV Funds.
- G. Should a credit balance on the student's tuition account be created by the application of the refund policy, the financial aid coordinator will initiate the paperwork to refund the appropriate federal or non-federal sources. Refunds for financial aid recipients will be subject to federal refund distribution order.
- H. Credit balances resulting from a refund calculation for students who are sponsored for 100% of their tuition by an agency or business, will be refunded to the source of the tuition payment.
- I. Application fees are not subject to the college refund policy.
- J. The Refunds policy and procedure will be reviewed bi-annually.

III. APPROVAL

Name: _____ Title: President Date: _____