

## Tuition Refund Request

### I. Authority for Policy

This policy is established in accordance with Virginia Community College Policy 4.3.2 - Tuition Refunds. The Vice President of Finance and Administration at Blue Ridge Community College has been delegated authority by the State Board for Community Colleges to consider requests for and, if appropriate, approve refund requests.

### II. Submitting a Request

1. Tuition refund requests are accepted by the Vice President of Finance and Administration during normal hours of operation, or by mail. Notification to the requester of the approval/declining of a request normally occurs by mail within one week. Blue Ridge Community College will promptly refund tuition and/or cancel a financial charge from a student's account provided the student meets the requirements outlined below.
2. Refund requests will not be considered unless the student has officially withdrawn from the class(es). If a student has a grade other than a "W", the student must first contact the instructor and/or the academic dean to determine whether or not the student is eligible to have the grade in question changed to a "W". If the change is granted, a tuition refund request may then be submitted to the Vice President's office.
3. All tuition requests must be in writing and submitted with written supporting documentation to the Vice President's office within six months from the beginning of the semester for which the charge was incurred.
4. Refunds may be granted for the reasons listed below, and will do so, as long as the appropriate written supporting documentation is provided:
  - A. Major medical emergency -- involving the extended incapacitation / hospitalization of the student, documented by a physician's statement or other medical support. This must be an unscheduled medical emergency diagnosed after the last day to drop for tuition refund. Pre-existing conditions are not allowable as a reason for refunds.
  - B. Extreme financial hardship – involving the sudden, unforeseen loss of an extreme nature. An example of such an extreme hardship would be that caused by the loss of the student's owned home through fire or flood.
  - C. Death of a student's immediate family member -- with certification. A student's immediate family is defined as father, mother, stepfather, stepmother, spouse, sibling, stepbrother, stepsister, stepchild, or your child.
  - D. Administrative errors by BRCC personnel -- The request for refund in these instances must be initiated through, and with the concurrence of, the BRCC office where you were advised.

- E. A student ordered to active duty (for reservists) or be mobilized (active military) as described in the Code of Virginia, Section 23-9.6:2.

### **III. Request Denial - Tuition requests will not be approved in the following instances:**

1. Personal errors in judgment or irresponsibility involving transportation, availability of finances, academic ability, time management.
2. Misinterpretation of college policies and procedures as published in the BRCC Catalog, BRCC Student Hand book, BRCC Schedule of Classes or the BRCC webpage.
3. Lack of knowledge of college policies and procedures as published in the BRCC Catalog, BRCC Student Hand book, the BRCC Schedule of Classes or the BRCC webpage.
4. Dissatisfaction with course content. Issues concerning academic instruction must be addressed with the appropriate academic dean.
5. Dissatisfaction with academic progress in course.
6. Non-attendance or minimal attendance of class.
7. Inadequate investigation of course requirements prior to registration and attendance.
8. Non-qualification, late application, or loss of eligibility for financial aid or scholarships.
9. Non-receipt of mail due to obsolete address on file with the Enrollment Services Office.
10. Notification of domicile status after the refund period.
11. Changes of, or personal conflicts with, the instructor of record.
12. Student errors resulting in the delay of administrative processes relative to registration or the delivery of financial aid funds.
13. Voluntary/involuntary acceptance of employment or other activity impacting ability to attend class (i.e., lack of child care; work schedule/hours changed; vacation).
14. Incarceration in a civilian or military facility.

### **IV. Refund Appeals Process**

1. Initial Determination - The Vice President of Finance and Administration is responsible for making an initial refund decision. The decisions shall be based on information provided on the "Request for Tuition Refund for a Class Dropped After the Published Last Date for Refund", supporting documents, and supporting information as may be provided by college faculty or staff. The Vice President shall follow guidelines issued by the State Council of Higher Education in making determinations of eligibility for refund. The initial determination made by Vice President shall be in writing.
2. Appeal - A student who is not satisfied with the outcome of the decision by the Vice President of Finance and Administration may appeal to the Appeals Committee. The Appeals Committee shall consist of three members of the Blue Ridge Community College faculty and/or staff appointed by the college President. No member of the committee may be a person who serves at a lower level of the determination process. The student must file a

written appeal to the chairperson of the Appeals Committee within five calendar days of notification. Within ten calendar days of receipt of an appeal, the chairperson of the Appeals Committee shall schedule a meeting to review the initial determination and intermediate review. The chairperson may determine that additional refund appeal information is necessary. The student shall be provided with the opportunity to present information to the committee, either in person or in writing. The committee shall maintain a written record of the proceedings of the meeting. In making their determination, the committee shall follow VCCS policy. The decision of the committee shall be in writing, and a copy of the decision shall be sent to the student via certified mail with return receipt requested. The letter shall clearly explain that the decision is final. Notification shall be within thirty calendar days of receipt of the appeal.

3. Extension of Time - It is important to good relationships that appeals be processed as rapidly as possible. Every effort shall be made by all parties to expedite the process. The time limitations specified for either party may be extended by written mutual agreement.
4. Effect of Failure to Appeal Within Time Limit - If there is no written mutual agreement to extend the time limits set herein it shall be determined settled on the basis of the last decision rendered.

Approved John A. Downey  
Dr. John Downey, President

Date 8/12/11

v. 08/11/11



Please **place a check in the box** by the reason that pertains to your request:

- Major medical emergency -- involving the extended incapacitation / hospitalization of the student, documented by a physician's statement or other medical support. This must be an unscheduled medical emergency diagnosed after the last day to drop for tuition refund. Pre-existing conditions are not allowable as a reason for refunds.
- Extreme financial hardship – involving the **sudden, unforeseen** loss of an extreme nature. An example of such an extreme hardship would be that caused by the loss of the student's owned home through fire or flood.
- Death of a student's immediate family member -- with certification. A student's immediate family is defined as father, mother, stepfather, stepmother, spouse, sibling, stepbrother, stepsister, stepchild, or your child.
- Administrative errors by BRCC personnel -- The request for refund in these instances **must be initiated through**, and with the concurrence of, **the BRCC office where you were advised**.
- A student ordered to active duty (for reservists) or be mobilized (active military) as described in the Code of Virginia, Section 23-9.6:2.

10/04

Revised 08/03/11