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|----------------------------|---------------|
| <b>Title:</b>              | Refund Policy |
| <b>Effective Date:</b>     | 04/26/2010    |
| <b>Last Revision Date:</b> | 03/08/2017    |
| <b>Cancellation:</b>       | FS1930.372    |
| <b>Office:</b>             | Finance (FIN) |

## *Refund Policy*

### **POLICY STATEMENT**

Tuition and fees are assessed to all who enroll at the Northshore Technical Community College (NTCC). This policy covers refunds of tuition, fees, and other charges in the event the College cancels a class, a student drops credit hours prior to the first day of the semester, or a student resigns from the College prior to the 14<sup>th</sup> instructional day (spring & fall semesters) and 7<sup>th</sup> instructional day (summer semester).

A student who resigns from the College may be entitled to some refund of tuition, and certain fees. The amount of the refund, if any, will depend upon the amounts paid by the student and the date of resignation.

NTCC will first apply refunds to outstanding obligations of the student and then return any remaining funds to the student. At the time of resignation, students are responsible for any unpaid portion of their accounts and for any other obligations to the College. At no time, will the amount refunded exceed the amount paid by the student.

All refunds shall be made according to this policy and schedule and in accordance with any applicable federal guidelines. Unless otherwise provided by federal guidelines, governing the return to Title IV Funds (Federal Financial Aid), the refund schedule shall not provide for a refund after the official 14<sup>th</sup> class day for the fall/spring semester or equivalent for the summer semester, or alternative sessions.

### **LCTCS BOARD POLICY**

LCTCS board policy # 5.007 requires each LCTCS institution to establish a refund policy for tuition and applicable fees and to post the policy in an appropriate location (i.e. bulletin board, student handbook). In addition, the LCTCS board policy establishes minimum requirements of a refund policy. These minimum requirements are addressed in this policy.



**GENERAL PROCEDURE**

- A. Refunds, when due, are made without requiring a request from the student and will be made within 45 days of (1) the resignation date or (2) the date the institution determines the student has resigned from the College.
- B. The following are considered refundable: Tuition, GRAD Act Adjustment, & Non-Resident Fee. All other fees are considered non-refundable.**
- C. If the College cancels a class, then 100% of all College-assessed tuition and fees paid will be refunded for the canceled class, with the following exceptions.
- D. *\*All HigherOne/CashNet/Xendirect assessed fees including but not limited to the credit card convenience fee, the payment plan enrollment fee, applicable finance charges, etc. are considered non-refundable. The College parking permit fee is also considered non-refundable.*

**REFUND POLICY**

- A. Refund of refundable tuition and fees for semesters fourteen or more weeks in length is made on the following basis upon reduction in credit hours or official resignation from the College:

| <b>Resignation Refund Schedule</b>                              |                         |
|---|-------------------------|
| Prior to the 1st day of semester                                | 100% of all fees paid * |
| 1st – 4 <sup>th</sup> college instructional day of the semester | 100% of all fees paid * |
| 5th – 9th college instructional day of the semester             | 50% of refundable fees  |
| 10th – 14th college instructional day of the semester           | 25% of refundable fees  |
| After the 14th college instructional day of the semester        | No Refund               |

- B. Refund of refundable tuition and fees for semesters less than fourteen weeks in length is made on the following basis upon reduction in credit hours or official resignation from the College:

| <b>Resignation Refund Schedule</b>                              |                         |
|---|-------------------------|
| Prior to the 1st day of semester                                | 100% of all fees paid * |
| 1st – 2 <sup>nd</sup> college instructional day of the semester | 100% of all fees paid * |
| 3rd – 7th college instructional day of the semester             | 50% of refundable fees  |
| After the 7th college instructional day of the semester         | No Refund               |



### **NON-CREDIT, CONTINUING EDUCATION, AND BUSINESS & INDUSTRY TRAINING**

All non-credit course tuition & fees are assessed by each class. All non-credit course tuition & fees are non-refundable unless:

- A. The student withdraws from the course at least 2 days prior to the first scheduled class day. Nonattendance does not constitute withdrawing from a class or resigning from the College.
- B. If the College cancels a class, then 100% of all College-assessed tuition, fees, and installments paid will be refunded for the canceled class, with the following exceptions.

*\*All HigherOne/CashNet/Xendirect assessed fees including but not limited to the credit card convenience fee, the payment plan enrollment fee, applicable finance charges, etc. are considered non-refundable. The College parking permit fee is also considered non-refundable.*

- C. A tuition refund appeal form is approved by the College.

### **REFUND APPEALS PROCESS**

Pursuant to the Louisiana Community and Technical College System Policy # 5.007, a formal appeals process shall be in place for hearing complaints due to denial of all or part of a student's refund. The NTCC Chancellor will appoint members to form a Tuition Refund Appeal Committee. The committee members will be appointed for a minimum term of one academic year. The committee is responsible for establishing written procedures for a fair and consistent evaluation of refund appeals. The committee should keep the documentation regarding each appeal. The committee is responsible for notifying students of Committee decisions within seven days of the decision.

#### **A. Criteria for Appeals**

1. Personal Emergencies:
  - a) Death of the student or death in the student's immediate family (parent, sibling, offspring, spouse). Next of kin may file an appeal for a deceased student
  - b) Medical incapacitation
2. Administrative errors
3. Military Duty - orders must accompany appeal. In accordance with the Higher Education Relief Opportunities for Students Act of 2003 of the United States Congress (H.R. 1412), students who are called to active duty or active service are entitled to a full refund of all tuition and fees.
4. Health Sciences – students not admitted due to inadmissible background check.
5. Ignorance of the drop/add dates for refunds is not an acceptable justification for an appeal.



**B. Process**

If a student feels he or she has an extenuating circumstance, which justifies an exception to the refund policy, he or she may appeal to the Tuition Refund Committee in the following manner:

1. Complete and submit a Tuition Refund Appeal Form (Form FIN 010) to the Vice Provost of Student Affairs within 90 days from the end of the semester and/or session in which the class was offered.
2. Attach all relevant documentation.

**C. Tuition Refund Committee Rules**

1. Appeals received after the 90 day deadline will not be considered.
2. Appeals received without the proper documentation and form will not be considered.
3. Appeals must be made by the student. Appeals made "on behalf of" a student will not be reviewed unless the student is deceased.
4. The Tuition Refund Committee does not take phone calls. All appeals must be submitted in writing.
5. The decision of the Tuition Refund Committee is final.
6. Examples of some reasons not accepted are:
  - a. Appealing for non-refundable registration fees
  - b. Voluntary employment change
  - c. Class assignments not met
  - d. Issues between the student and instructor
  - e. Instructor says they will take care of it. Student is responsible for changes to his/her schedule
  - f. Disciplinary Action
  - g. Unaware of drop schedule
  - h. Non attendance
  - i. Did not like the course for which you registered
  - j. Incorrect course advising recommendations provided by "other" college



**Policy & Procedure No. FIN-012**  
**Northshore Technical Community College**

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*Policy Reference:* [LCTCS Tuition Refund Policy # 5.007](#)  
Council on Occupational Education Policy Manual  
Higher Education Relief Opportunities for Students Act of 2003 of the United States  
Congress (H.R. 1412)  
NTCC Form FIN 010 Tuition Committee Appeal

*Review Process:*

| <b>X</b> | <b>Reviewing Council/Entity</b> | <b>Review Date</b> | <b>Effective Date</b> |
|----------|---------------------------------|--------------------|-----------------------|
| X        | Finance Office                  | 04/07/2010         | 04/26/2010            |
| X        | Deans of Campus Admin           | 04/07/2010         | 04/26/2010            |
| X        | Chancellor                      | 04/07/2010         | 04/26/2010            |
| X        | Chief Student Affairs Officer   | 04/07/2010         | 04/26/2010            |

*Distribution:* Distributed Electronically via College's Internet  
Hard Copy Distribution to NTCC Deans of Campus Administration



**Tuition Refund Appeal Form**

Name: \_\_\_\_\_ LoLa or Xendirect #: \_\_\_\_\_

Address: \_\_\_\_\_

Social Security Number: \_\_\_\_\_ Phone Number: \_\_\_\_\_

Campus: \_\_\_\_\_ Term/Semester: \_\_\_\_\_ Date: \_\_\_\_\_

**Reason for Appeal:**

- Death**
  - Student       Immediate family member
- Medical Incapacitation**
- Administrative Error**
- Military Duty**
- Inadmissible Health Sciences background check**

Please include a letter describing the reason for your appeal, as well as any supporting documentation, with this form.

Appeals received without proper documentation and formal refund letter will be returned. Those received after the 90 day deadline will not be reviewed. The decision of the Tuition Refund Committee is final.

The Tuition Committee does NOT, under any circumstances, take phone calls or schedule appointments. All appeals must be submitted in writing to the NTCC Vice Provost of Student Affairs.

To the best of my knowledge, all of the information on this form and attachment(s) is complete and accurate.

\_\_\_\_\_  
Student's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Submitted By on Behalf of:

\_\_\_\_\_  
Date

|  |
|--|
| _____ <i>Approved</i> _____ <i>Denied</i> _____ <i>Not Reviewed</i>                                      |
| _____<br><i>NTCC Vice Provost of Student Affairs (decision by refund committee)</i> _____<br><i>Date</i> |