

LOS ANGELES COUNTY COLLEGE OF NURSING AND ALLIED HEALTH POLICY & PROCEDURE MANUAL

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Subject: REFUNDS OF STUDENT CHARGES		Original Issue Date: 1995	Policy #: 810
		Supersedes: May 28, 2010	Effective Date: August 23, 2013
		Committees Consulted: Office of Financial Aid Dean, Administrative & Student Services	Reviewed & Approved by: College Operations College Planning Board of Trustees

PURPOSE:

To ensure that the processes for refunding student charges are fair, equitable, and publicized

POLICY:

Students in degree-granting programs are eligible for refunds only upon withdrawal from all classes.

Refund appeals may be made to the Divisional Dean or Director. The Dean or Director's decision is final.

Education and Consulting Services (EDCOS)

The refund policy will be included on course advertisements/flyers.

A full refund will be issued if:

- The class/program is canceled
- Written notification of participant nonattendance is received a minimum of five working days prior to the start of the program.

No refund will be issued if participant cancels less than five working days prior to start of program.

School of Nursing (SON)

SON administrative fee and tuition are refundable. Application fees are returned to applicants who do not meet the requirements to proceed to TEAS testing. All other fees are nonrefundable.

Refunds will be processed upon receipt of completed Refund Request form.

- Refund Request forms are available from the Office of Financial Aid
- Refund Request must be submitted in person after withdrawal from all classes.

No refunds will be made after the third week of the semester.

EXCEPTION:

- \$85 of the administrative fee is refunded if the student withdraws from the program during the first semester of enrollment.
- Students, who receive tuition-only financial aid after they have paid tuition, may receive refunds
- Students in the first semester will be given tuition refunds until the seventh week of the semester according to the schedule below.

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Refund percentages are calculated based on withdrawal dates in accordance with the Academic Failure and Withdrawal policy.

Tuition refund schedule:

Withdrawal Date	Refund of Tuition Charges (%)
On or before 1 st week of semester	100
2 nd – 3 rd week of semester	71
After 3 rd week of semester	0
4 th – 7 th week of semester for 1 st semester only	50

Maximum refund is the amount of tuition paid by the student for the semester withdrawn.

Refunds to students withdrawing from short-term (e.g.: 9 week) courses:

Withdrawal Date	Refund of Tuition Charges (%)
On or before 1 st class meeting	100
2 nd – 3 rd class meeting	71
4 th class meeting	50
After 4 th class meeting	0

Deferred tuition amounts or tuition covered by tuition scholarships/grants will not be refunded to the student.

Refunds will be issued within 60 working days from receipt of the Refund Request.

Students on Leave of Absence (LOA)

A student who has a written, approved LOA but who does not return at the end of the LOA, will be considered withdrawn as of the student's last day of attendance.

The refund amount will be calculated based on the student's last date of attendance, prior to beginning the LOA.

Financial Aid Refunds

Financial aid awarded for the semester in which the student withdraws will be refunded to the appropriate agencies and/or fund accounts as stipulated by federal regulations.

Financial aid awarded for a semester in which the student does not begin classes will be refunded to the appropriate fund accounts and all loan checks received will be returned to the lender(s).

PROCEDURE:

The student requesting the refund:

- Completes Refund Request form
- Submits request to Registrar after officially withdrawing from all classes.

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Registrar/designee:

- Dates/stamps Refund Request upon receipt
- Verifies information entered on Refund Request form:
 - Section A: Student Information
 - Section B: Reason for Refund Request
- Submits form to Financial Aid within five working days of receipt of request
- Verifies refund calculation.

Office of Financial Aid:

- Verifies information entered on Refund Request Section C: Payment Sources
- Calculates refund amount
- Submits refund request to Expenditure Management via a memo including method of disbursement:
 - Student mail box
 - Certified mail to student's address
- Tracks refunds on Refund Log.

EDCOS

Student completes Refund Request sections A, B, & D.

Program coordinator:

- Includes refund policy on all course advertisements/flyers sent to the public
- Returns check/requests refund for to any participant who cancels attendance within specified time frame
- Completes Refund Request section E.

Refund Appeal

Student, who believes that the amount refunded is not fair and equitable, submits a written appeal addressed to the academic Dean or Director stating:

- Reason for disagreeing with the calculated refund
- Expected outcome of the appeal.

The academic Dean or Director reviews all relevant documents and responds with a decision within 30 days from receipt of the letter of appeal.

PROCEDURE DOCUMENTATION:

Refund Request

Refund Log

Memorandum to Expenditure Management requesting refund disbursement

REFERENCES:

Accrediting Commission for Community and Junior Colleges, Western Association of Schools and Colleges: Policy on Refund of Student Charges

SON policy #820: Academic Failure and Withdrawal

SON Catalog

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EDCOS Policy #200: Continuing Education Approval

REVIEW DATES:

September 9, 1995

February 2003

August 10, 2006

May 28, 2010

August 23, 2013