

## Section 4.15 Tuition Refund Policy

### 4.15.1 Purpose

To establish procedures for handling College tuition refund requests and exceptions to policy.

### 4.15.2 Procedure

Virginia Community College Policy 4.3.2 states that students are eligible for refunds for those credit hours dropped during the add/drop period. After the add/drop period has passed, there shall be no refunds, except as provided in subsections 4.3.2.2 (Exceptional Cases), 4.3.2.3 (Military Service), and 4.3.2.4 (Refunds for Certain Federal Student Financial Aid Recipients).

**John Tyler Community College will consider requests for tuition refunds due to a highly unusual emergency or extenuating circumstance.** Such extraordinary circumstances are usually defined as (1) administrative error, (2) documented major medical emergency, extreme financial hardship, or death of an immediate family member, or (3) national emergency.

Requests for exceptions to the refund deadline will be considered by the Dean of Students or Assistant Dean of Students (as the president's designees) upon the students' completion of the College's *Tuition Refund Application*.

**If a tuition refund is approved by the Dean of Students or Assistant Dean of Students, the student will be assigned a grade of 'W' in the refunded course(s).** Requests must be made during the semester in question or the immediate subsequent semester. No requests will be considered after this time. **If the student is a financial aid recipient, he or she should consult the Financial Aid Office to understand any ramifications.**

### Refunds, Credits, and Reinstatement as a Result of Military Service

1. Students in the uniformed services (active duty Armed Forces, including the National Guard or Reserve) who are ordered to active duty (for reservists and National Guard) or deployed (active military) as described in the Code of Virginia, Section 23-9.6:2 and the State Council's Virginia Tuition Relief, Refund, and Reinstatement Guidelines, may request the following accommodations and request an exception per the College's *Tuition Refund Application*:

- a. Tuition and Required Fees

Students may request to be withdrawn from the College after the census date.

The student may request to be administratively withdrawn with a refund and assigned a grade of "W". Students receiving financial aid, tuition assistance and/or Veterans Administration benefits should confer with the Military and Veterans Education Office before withdrawing. The Military and Veterans

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Education Office will notify the Financial Aid Office and the Business Office when students are processed according to this policy so that the College can ensure that the students are forgiven any potential debts owed to the College. Requests for textbook returns should be submitted to the College Bookstore. The College will request that the Bookstore refund any expenses paid by the students who meet the eligibility requirements of this policy.

b. Incompletes and Special Final Examinations

Students who have completed a significant portion of their current course work should have the opportunity to receive and may request grades of incomplete ("I") until released from active duty (for reservists and National Guard) or return from deployment (for active military personnel). All course requirements shall be completed within one year from the date of release from active duty or return from deployment. Students also may be given the option of taking their Final examinations prior to regularly scheduled times as an exception to VCCS policy 5.6.1 in accordance with the Virginia Tuition Relief, Refund, and Reinstatement Guidelines.

c. Reinstatement

Students who are called to active duty or are deployed, who are otherwise academically eligible, will be reinstated in the same programs of study without having to re-apply for admission if they return to John Tyler Community College after a cumulative absence of not more than five years so long as the student provides notice of intent to return to the institution not later than three years after the completion of the period of service.

d. Dissemination of Information

Questions and information regarding the requirements of the Code of Virginia, Section 23-9.6:2, and the Virginia Tuition Relief, Refund, and Reinstatement Guidelines should be referred to the Military and Veterans Education Office.