

MCCCD Policy and Business Process for Tuition Credit for Pandemic Response
March 30, 2020
Approved by CEC April 3, 2020

POLICY: 2020 Pandemic Response Refund Exceptions

2.2.10
Refund Policy

2020 Pandemic Response Account Credit

1. Students wishing to withdraw from a college or from any course must contact Academic Advising or Enrollment Services and their faculty member prior to withdrawing. If withdrawn, the student may submit a written request for an account credit exception to the Admissions and Records Office/Office of Student Enrollment Services or designated college official. The following situations only apply to 2020 Pandemic Response student account credit exceptions:
 - a. A student contracting COVID-19 or other serious illness, verifiable by a doctor's written statement that the illness prevents the student from attending **ANY** (but not all, see 3.a below) of the scheduled class sessions or assignment for a course. The doctor's statement must be on file with the college before a credit can be given.
 - b. Serious illness or death of an immediate family member that prevents the student from attending **ANY** (but not all, see 4.b below) of the scheduled class sessions or assignments for a course. Immediate family members include spouse/partner, father, mother, grandfather, grandmother, child, foster child, grandchild, stepchild, sibling, stepsibling, stepfather, stepmother, or spouse's/partner's father, mother, grandfather, grandmother, or in-laws in any one incident. Appropriate documentation must be provided before a credit can be given.
 - c. A student unable to participate in recently converted online or alternative delivery courses.
 - d. A student for whom an expanded class calendar (longer class than originally planned) creates hardship or has other extenuating circumstances.
2. Requests for a total withdrawal from a college or courses for one of the 2020 Pandemic Response credit exceptions may result in nonrefundable tuition and fees credit applied to the student account in the amount of the tuition and fees paid for the course(s) from which the student withdraws, provided the request is submitted prior to the end of the course(s). Withdrawal may affect financial aid eligibility, financial aid awards, and/or eligibility for veterans benefits. All decisions made by the college are final.
Limitation: Never attending is not an allowable student account credit exception or an excuse of the debt incurred through registration.

Refund Policy for Credit/Clock Classes

Students who officially withdraw from credit/clock classes (in fall, spring, or summer) within the withdrawal deadlines listed below will receive a 100% refund for tuition, class and registration fees. Deadlines that fall on a weekend or a college holiday will advance to the next college workday except for classes fewer than 10 calendar days in length or as specified by the college. Calendar days include weekdays and weekends. Refer to individual colleges for withdrawal and refund processes. Never attending is not an allowable refund exemption or an excuse of the debt incurred through registration.

Length of Class

1-9 calendar days

Official Withdrawal Deadlines for 100% Refund

Prior to the class start date

10-19 calendar days	1 calendar day including the class start date
20-29 calendar days	2 calendar days including the class start date
30-39 calendar days	3 calendar days including the class start date
40-49 calendar days	4 calendar days including the class start date
50-59 calendar days	5 calendar days including the class start date
60-69 calendar days	6 calendar days including the class start date
70+ calendar days	7 calendar days including the class start date

**Course fees will be refunded only if the student qualifies for a 100% refund. Debts owed to any MCCCDC college must be satisfied before any refunds are paid to the student. Refunds for students receiving federal financial assistance are subject to federal guidelines and Return of Title IV funds. Requests for exceptions to the refund policy must be filed within one year from the semester in which the course was taken.*

1. **Refund Policy for Non-Credit Classes**
Unless otherwise specified, students must drop non-credit classes prior to the course start date to be eligible for a 100% refund.
2. **Refund Policy for Canceled Classes**
When a class is canceled by the college, a 100% refund will be made.
3. **Standard Refund Exceptions**
Students withdrawing from a college or from courses for one of the following reasons are not required to contact Academic Advising prior to withdrawing, but must submit a written request for a refund exception to the Admissions and Records Office/Office of Student Enrollment Services or designated college official:
 - a. A student with a serious illness, verifiable by a doctor's written statement that the illness prevents the student from participating in the class at any time or through any modality. The doctor's statement must be on file with the college before a refund can be given.
 - b. Serious illness or death of an immediate family member that prevents the student from participating in the class at any time or through any modality. Immediate family members include spouse/partner, father, mother, grandfather, grandmother, child, foster child, grandchild, stepchild, sibling, stepsibling, stepfather, stepmother, or spouse's/partner's

- father, mother, grandfather, grandmother, or in-laws in any one incident. Appropriate documentation must be provided before a refund can be given.
- c. Death of a student. Appropriate documentation must be provided before a refund can be given.
 - d. A student in the Armed Forces or the Arizona National Guard who is called to active duty and assigned to a duty station, verifiable by a copy of the orders, will be allowed to withdraw and receive a 100% refund of tuition, provided courses have not been completed.
4. Requests for a total withdrawal from a college or course(s) for one of the Standard Refund Exceptions may result in a partial prorated refund of tuition, provided the request is submitted prior to the end of the course(s). All decisions made by the college are final.
Limitation: Never attending is not an allowable refund exception or an excuse of the debt incurred through registration

Refund Policy for Department of Defense Tuition Assistance Funds

Students who receive tuition assistance (TA) funds for a course or courses from the Department of Defense (DOD) may have a refund processed and returned to the student's DOD branch of service in the following situations. Refer to individual colleges for withdrawal and refund processes.

- A. Per Refund Exception D, a student who is called to active duty and assigned to a duty station, verifiable by a copy of the orders, will be allowed to withdraw, provided courses have not been completed. A 100% refund of TA funds will be issued to the student's DOD branch of service.
- B. A student who withdraws for reasons other than those outlined above within the first 60% of the period for which funds were received will have the proportional amount of unearned TA funds returned to the student's DOD branch of service. Refer to individual colleges and DOD branch of service for potential student financial responsibility as a result of withdrawal.

Requests for refund should be referred directly to the College of Enrollment.

AMENDED by Direct Approval of the Chancellor, April 7, 2020

AMENDED by Direct Approval, January 14, 2020

AMENDED by Direct Approval of the Chancellor, October 5, 2018

AMENDED through the Administrative Regulation Process, May 5, 2017

AMENDED through the Administrative Regulation Process, May 20, 2014

AMENDED through the Administrative Regulation Process, March 25, 2013

AMENDED through the Administrative Regulation Process, June 27, 2012

AMENDED through the Administrative Regulation Process, March 13, 2012

AMENDED through the Administrative Regulation Process, May 17, 2011

AMENDED March 22, 2011, Motion No. 9791, 9792, 9793

AMENDED through the Administrative Regulation Process, March 4, 2011

AMENDED through the Administrative Regulation Process, February 23, 2010

AMENDED through the Administrative Regulation Process, March 5, 2009

AMENDED December 9, 2008, Motion No. 9524

AMENDED through the Administrative Regulation Process, August 18, 2008

AMENDED through the Administrative Regulation Process, June 12, 2008

AMENDED through the Administrative Regulation Process, January 24, 2008

PROPOSED BUSINESS PROCESS:

[Link to FAQs](#)

Student Process

- Students must connect with faculty member (to discuss withdrawal) or advisor or other enrollment services team member prior to submitting the form as part of the request
- Student initiated process; will be requested using the [COVID tuition credit online form](#)
- Student must be passing and eligible for a W grade at the time of the request to be eligible for a tuition credit.
- Student must submit tuition credit request by May 8 ; colleges will retain the option to process special circumstances on case by case basis beyond this date
- Student will receive a communication outlining the timeline for a decision (10 business days)

Staff Processes

Admissions & Records/Enrollment Services:

- Students must connect with faculty member (to process the grade of W if passing) or advisor or other enrollment services team member prior to submitting the form as part of the request
- Student must submit tuition credit request by May 8; colleges will retain the option to process special circumstances on case by case basis beyond this date
- Requests will be processed by college teams, the COVID tuition credit form will be processed within 10 business days.
- Any requests for anything other than the Tuition Credit will be processed as exceptions using the existing (not new) refund policy language and process.
- Students will receive a communication notifying them of the decision.

Faculty

- Student must contact their faculty member regarding the W for tuition credit
- Student must be passing and eligible for a W grade at the time of the request to be eligible for a tuition credit.
- If drop is approved, instructor will provide W ; and will drop using the new COVID-19 drop code, and this will serve as the faculty documentation for the request.

Fiscal:

Primary process is based on tuition and fees credit and anything else would follow the normal refund policy process with proration etc.

- Once student request is approved, form will be routed to [Fiscal for processing of the credit.](#)
- The tuition credit will be good for one academic year and if not used within that time, the credit is lost. Credit is applicable across colleges for any tuition and fees.
- Credit can not be used for a prior term debt and is not transferable to another person.
- Student will be notified once the credit or refund is processed.

Communication

Multiple new communication will be developed to support this business process

- FAQs will be added and will include links to the student process and form

- Student specific communication will be added at major points in process
 - When student initiates the form
 - When decision complete or appeal is required
 - When credit is posted to student account