FINANCIAL AID
All issues regarding financial aid should first be discussed at the College Financial Aid Office. Forgiveness of debt will NOT be considered if the student has already received financial aid funds. Final decisions for approval of requests involving financial aid funds require the consent of the College Financial Aid Office.

BOOK REFUNDS
Refunds for books are handled directly through the campus bookstore and are subject to Barnes and Noble refund policies.

DECISIONS
Students will be sent a letter via U.S. Mail, advising them of the approval or denial (with an explanation) of their request. Appeals to a denial must be submitted to the campus business manager within 30 days of the notification of the denial, and will be reviewed and processed by a higher authority. Appeal requests must include factual information as to why the student feels the denial is considered incorrect. All appeal decisions routinely take a minimum of 10 business days to be determined. You will be sent a letter advising you whether or not your appeal has been approved.

If a refund/forgiveness of debt is approved, it may be prorated. For an issue that occurs in the first quarter of the course, a full refund/forgiveness of debt may be approved. For a problem that occurs in the second quarter of the course, a refund/forgiveness of debt of 50% may be approved. No exceptions are granted for issues occurring in the second half of a course, regardless of the justification, with the exception of death of the student.

If a refund/forgiveness of debt is granted and approved, it will be for tuition only. If it is for a documented administrative error, the course will be dropped from the official transcript. Requests granted and approved for all other reasons will not include dropping the course from the official transcript; courses will remain marked as a withdrawal.

If a refund is approved, the student will receive a refund via direct deposit, a check mailed to the student at the address on their student account or a credit applied to the credit card used to pay the original tuition, depending upon the form of initial payment and selection made when the student enrolled in Refund2Card (TMS). It is the student’s responsibility to make sure the College has a current and correct address on file, which can be accomplished using NOVAConnect.

OFFICE OF BUSINESS SERVICES
Alexandria Campus 703–845–6211
Annandale Campus 703–323–3132
Loudoun Campus 703–948–7744
Manassas Campus 703–257–6625
Medical Education Campus 703–822–2000
Woodbridge Campus 703–878–5605
COLLEGE TUITION REFUND POLICY

Tuition refunds and forgiveness of debt (for tuition due) are not automatic, except for courses canceled by the College. Students will receive a refund for credit courses dropped by the Census Date or “last day to drop with tuition refund or change to audit” as published in the Schedule of Classes each semester. For special session classes (dynamic session classes), the refund period (Census Date) is proportionate to the length of the class; specifics are published in the Schedule of Classes.

Students will be issued a refund for courses or sections canceled by the College unless another course or section carrying the same number of credits has been added prior to the processing of the refund. In this case, the refund will be applied to the tuition cost of the added course or section. In order to avoid financial responsibility, students must drop classes they decide not to attend. Students should never assume their courses will be dropped automatically, or by someone else; it is the student’s responsibility to make sure their course is dropped.

Approval of a refund or forgiveness of debt for classes dropped after the drop deadline (Census Date) is not guaranteed. All requests must meet specific criteria for special circumstances as established by the State Board of the Virginia Community College System (VCCS) and Northern Virginia Community College. Please note that it may take up to thirty (30) business days from receipt of request to review, investigate, make a decision and respond.

NOTE – Financial aid recipients, prepaid tuition recipients and those whose tuition is paid by a third party should contact the Financial Aid Office or the third party organization before withdrawing from courses. This will determine the impact the withdrawal and refund will have upon current and/or future assistance.

TO BE ELIGIBLE FOR CONSIDERATION:

All requests for refund/forgiveness of debt after the drop deadline (Census Date) are exceptions to the VCCS policy. There is no refund of tuition or forgiveness of debt after the Census Date has passed except in special circumstances. The following procedure must be followed to request a refund or forgiveness of debt:

1. The student must withdraw from all pertinent classes for the semester before submitting a request. However, prior to withdrawal, we recommend you meet with an advisor to discuss possible options.

2. The student must write a letter, including appropriate supporting documentation, to the business manager at the campus where the course is located. The request must include an explanation of at least one of the following circumstances:

   a. **Medical Emergency** defined as an extended illness or major medical event affecting the student or members of the student’s immediate family (mother, father, sister, brother, wife, child or grandparent) occurring after the Census Date. Include a letter signed by the physician (on letterhead – not a prescription pad) attesting to date of injury or illness, requirement that student not continue classes and the duration of required absence. Requests must be submitted within 90 days of the date of problem as per physician’s letter. Proration applies to requests based on medical emergency.

   b. **Death** of the student or a member of the student’s immediate family (mother, father, sister, brother, husband, wife, child or grandparent). Attach to the request a copy of the death certificate, obituary or applicable court documents. Requests must be submitted within 90 days of the date of death. With the death of the student, if it is necessary to process a refund via check, the check will be made payable to the “Estate of (student’s name).” Proration applies to requests based on death of immediate family members only.

   c. **National Emergency or Mobilization** declared by the President of the United States and in accordance with Section 23-9.6.2 of the Code of Virginia. Attach a copy of military activation orders. Requests must be submitted within 90 days of the date of orders.

   d. **Administrative Error of the College.** The request should explain the circumstances of the administrative error, including dates, names of employees and publications if applicable. Requests must be submitted within 90 days of the date the error was first discovered or made known. Disagreements with faculty teaching methods or style, treatment, or grading procedures are not considered administrative errors by the College and must be resolved by contacting the division dean or through the College’s student complaint/grievance procedures found in the Student Handbook.

   e. **Extreme Financial Hardship** on the part of the student. The request should explain the circumstances, outlining the financial issues and provide documentation as appropriate. The student should be advised that in some cases information such as tax returns, eviction/foreclosure documents and/or employment termination documentation may be required. No refund of previously paid tuition will be granted. This exception applies only to forgiveness of existing, unpaid tuition debt.

The following circumstances do NOT qualify for a refund or forgiveness of debt:

- Failure to drop classes, assuming the courses would be dropped automatically because of nonpayment or non-attendance.
- Misinterpretation or lack of knowledge of College policies and procedures.
- Dissatisfaction with course content or instructor, and/or academic progress in course.
- Inadequate investigation of course requirements, including prerequisite requirements.
- Requests based on a pre-existing medical condition prior to the census date.
- Change in personal work schedule/hours, geographic location or available transportation.

NOTE – Official communications will be transmitted only by U.S. mail or to the student’s NOVA email address. Communications with individuals other than the student require written consent of the student in accordance with the Family Educational Records and Privacy Act of 1974 (FERPA).