

Policy Procedure: Tuition Refunds

Procedure Number: 611P

Contact Information: 703.323.3000 or 877.408.2028, information@nvcc.edu

Forms:

Last Reviewed Date: 1/1/2022

1. Requests for Refund

- a. All requests for refund after the drop deadline (Census Date) are exceptions to the VCCS policy. There is no refund of tuition after the Census Date has passed except in very special circumstances (occurring after the Census Date and prior to the last day of classes). The following procedure must be followed to request a refund:
 - i. The student must withdraw from all pertinent classes for the semester before submitting a request. However, prior to withdrawal, it is recommended that the student meet with an advisor to discuss possible options.
 - ii. The student must write a letter/email, including appropriate supporting documentation, to tuition-exceptions@nvcc.edu/ The request must include an explanation of at least one of the following special circumstances:
 1. Medical Emergency defined as an extended illness or major medical issue 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 date of problem as per physician's letter. Requests based on medical emergency will be pro-rated.
 2. 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. Requests regarding the death of an immediate family member are pro-rated. Requests for death of the student are not.
 3. National Emergency or Mobilization declared by the President of the United States and in accordance with Section 23.1-207 of the Code of Virginia. Attach a copy of military activation orders. Requests must be submitted within 90 days of the date of orders. Requests based on military activation orders are not pro-rated.
 4. 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 Student Grievance procedure. Requests based on College Error are not pro-rated.

5. 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 eviction/foreclosure documents, and/or employment termination documentation may be required prior to determination. No refund of previously paid tuition will be granted.

iii. The following circumstances do NOT qualify for a refund:

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

2. Communication

- a. Students will be sent a letter, via U.S. Mail, advising them of the approval or denial (with an explanation) of their request. It is the student's responsibility to make sure the College has a current and correct address on file, which can be accomplished using NOVACConnect.
- b. Official communications will be transmitted only by U.S. mail or to the student's NOVA e-mail address. Communications with individuals other than the student may require written consent of the student in accordance with the Family Educational Records and Privacy Act of 1974 (FERPA).

3. Refunds

- a. If a refund is approved, it may be prorated.
 - i. For an issue that occurs in the first quarter of the course, a full refund may be approved.
 - ii. For an issue that occurs in the second quarter of the course, a refund of 50% may be approved.
 - iii. No refunds are granted for issues occurring in the second half of a course, regardless of the justification, with the exception of death of the student.

- iv. In the case of the death of the student, a full refund will be approved. In the case of death of a family member, a refund may be pro-rated. In the case of 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)". If payment was made by someone other than the student, the check will be made payable as appropriate.
 - b. If a refund is approved, the student will receive a refund check mailed to their address or a credit applied to their credit card, depending upon the form of initial payment.
- 4. Grades
 - a. If a refund is granted for a documented administrative error, the course will be dropped from the official transcript.
 - b. Requests granted for any other reason will remain on the student's official transcript, but those courses will be marked as an approved withdrawal with the appropriate indicator added.
- 5. Financial Aid
 - a. All issues regarding financial aid should first be discussed at the College Financial Aid Office, as enrollment adjustments can/will impact the amount of final award. Final decisions for approval of requests involving financial aid funds require the additional consent of the College Financial Aid Office, as well as the return of unearned Financial Aid Refunds
- 6. Refunds for books
 - a. Book refunds are handled directly by the campus bookstore and are subject to Barnes and Noble refund policies.
- 7. Appeals
 - a. Appeals to denials must be submitted through tuition-exceptions@nvcc.edu within 30 days of the notification of the original request denial and will be reviewed and processed by a higher authority.
 - b. Appeal requests must include factual information as to what basis the denial is considered incorrect.
 - c. All decisions routinely take a minimum of 10 business days to be determined. Students will be sent a letter advising them whether the appeal has been approved.