

# Withdrawal & Tuition Refunds

**Withdrawal from a course may negatively affect your financial aid award.** Students should check with the Financial Aid Office to determine the impact of course withdrawal on their financial aid.

**Note:** This policy only relates to tuition, so the student may be responsible for bookstore charges.

Withdrawals can be completed by telephone, online, or in person. If a student withdraws from a class prior to the refund date of the term, the student is removed from the class roll and no grade is awarded. After the add/drop period, but prior to the completion of 60% of a session (nine weeks for regular session), a student who withdraws or is withdrawn from a course will be assigned a grade of "W." A student who withdraws after the last day to receive a tuition refund will receive a "W" grade and will not receive a tuition refund.

If the student is receiving Financial Aid, a Return to Title IV calculation will be completed in the PeopleSoft SIS system, to determine the percent of aid earned by the student based on the withdraw or last date of attendance. The unearned portion of aid will be returned to the Department of Education, and the student will be responsible for any remaining tuition and/or bookstore charges.

After the 60% point, if a student withdraws or is withdrawn from a course(s) or the college, a grade of "F" will be assigned. Exceptions may be made under mitigating circumstances, which must be documented. If mitigating circumstances cause the withdrawal, and the student is making satisfactory progress at the time of withdrawal, the grade of "W" will be given at the determination of the division administrator.

Students withdrawn by the college for disciplinary reasons are not eligible for a refund. A student expelled from the college after the designated refund date forfeits all payments for tuition/fees incurred for the semester the incident occurred.

Effective May 21, 2015, the State Board of Community Colleges approved a revision to the

VCCS Tuition Refund Policy listed in the *VCCS Policy Manual* Section 4.3.2. It directs that course registrations shall not be deleted for students who receive a tuition refund for extenuating circumstances after the end of the add/drop period, but a grade of "W" would be assigned instead.

Students are eligible for a pro-rated tuition refund if they drop classes or withdraw from college **on or before the published refund date** as indicated in the academic calendar. Classes of shorter duration may have a different withdrawal deadline. DCC will not consider tuition refunds after that date except under one of the following circumstances:

- A medical issue that prevents the student from continuing his/her studies,
- The student's death or the death of an immediate family member,
- National emergency declared by the President of the United States,
- An administrative error made by the college, or
- Extreme financial hardship on the part of the student.

**Students who request to be withdrawn with a tuition refund after the stated deadline must submit a request to the Vice President of Academic & Student Services, Dr. Debra Holley (Wyatt Building 211, [dholley@dcc.vccs.edu](mailto:dholley@dcc.vccs.edu))** with supporting documentation. Requests must be submitted within 30 days following the official drop date for the class(es). The student must document extenuating circumstances as follows:

- Medical Emergency, such as:

- An extended illness or major medical issue affecting the student or members of student's immediate family (mother, father, sister, brother, wife, child or grandparent) occurring during the semester in which the student is registered, which requires hospitalization, is life-threatening, or is contagious and a danger to the remainder of the college community. Written

verification on letterhead by the attending physician is required and must include the initial date of the problem, a statement that the student is required not to attend class, and the duration of the problem.

- A psychiatric/psychological emergency or severe, extended illness occurring during the semester the student is registered, which requires hospitalization or that prevents the student from attending classes. Written verification on letterhead by the attending mental health therapist is required and must include the initial date of the problem, a statement that the student is not required to attend class, and the duration of the problem.

- Death of the student or a member of the student's immediate family (mother, father, sister, brother, husband, wife, child or grandparent). A copy of the death certificate or obituary should accompany the request.

- 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. Please see policy on Military Service.

- Administrative error by the college\*. The request should explain the circumstances of the error, including dates, names of employees, and publications, if applicable.

- Extreme financial hardship on the student. The request should explain the circumstances, outlining the financial issues and provide documentation as appropriate. Certain information, such as tax returns, bill copies, foreclosure documents and/or employment termination documentation may be required prior to determination.

***\*Disagreements with faculty, teaching methods or style, treatment, or grading procedures are not considered administrative errors and must be resolved by contacting the division administrator or through the college's student complaint and grievance procedures.***



## **Mitigating Circumstance Tuition Refund Process**

1. Student withdraws from class with mitigating circumstances after the last day to receive a tuition refund as stated in the college calendar.
2. Student submits partial tuition request to the **Vice President of Academic & Student Services, Dr. Debra Holley (dholley@dcc.vccs.edu)**, within 30 days after the official withdrawal date. This request should include a typed letter and supporting documentation.
3. The VP will notify the student of the decision.
4. The VP will notify Admissions via the Withdrawal with Tuition Refund form. Admissions will notify the Business Office if the partial refund is approved.
5. For students receiving Federal Financial Aid, the Return to Title IV process is completed and adjustments are submitted to the Business Office. A write-off entry will be made on the account for the approved tuition refund based on the calculated days of award earned. If a tuition or bookstore balance remains, the student will be notified and billed.
6. For students who have paid out-of-pocket, the withdrawal code will be changed by Admissions upon receipt of the approved Withdrawal with Tuition Refund form. Partial tuition of 25, 50, or 75% will be refunded based on the amount of time the student has remained in the class.

## **Policy on Refunds, Credits & Reinstatement due to Military Service**

This policy concerns military students in the event that military service requires sudden withdrawal or prolonged absence from their enrollment. Military service is defined as service on active duty in the Armed Forces, including by a member of the National Guard or Reserve, when mobilized or deployed for a period of more than 30 days. Dependents of military members may also be given consideration under this policy. Dependents are defined as any civilian qualifying as a military dependent under 37 USC 401 currently or as otherwise amended. DCC shall provide for:

**A. Tuition and Required Fees:** Should a student (as

defined above) request to be withdrawn from the college after the census date, the student may elect either to be deleted from the registration file and be awarded a full refund, or to be administratively withdrawn with no refund and assigned a grade of "W". DCC shall also have a policy regarding the granting of refunds of Misc. Education, General program, Auxiliary Services and Student Activity fees to students. DCC shall provide, at the option of the student, for such refunds to be retained and be applied to tuition and fees charged in the semester/term in which the student returns to DCC.

**B. Deposits:** DCC shall have a policy regarding the granting of refunds of deposits to students.

**C. Textbooks:** DCC shall process refunds for textbooks according to contractual arrangement with local vendors.

**D. Academic Credits and Grades:** Students as defined above should have the opportunity to receive an incomplete grade ("I"). All course requirements shall be completed within one year from the date of release from active duty or mobilization. Students may be given the option of taking their exams prior to regularly scheduled times. Careful consideration should be given and special options are advised for students who receive student financial aid or Veterans Administration benefits.

**E. Reinstatement:** Students as defined above shall be assured a reasonable opportunity to be reinstated in the same programs of study without having to re-apply for admission if they return to DCC after a cumulative absence of not more than five years, so long as the student provides notice of intent to return to the college not later than three years after the completion of the period of service.

**F. Dissemination of Information:** DCC officials shall make every effort to ensure that the aforementioned VCCS policies are well disseminated and carefully explained in accordance with the Code of Virginia, Section 23-9.6:2, and the Virginia Tuition Relief, Refund, and Reinstatement Guidelines in the appropriate college publications. DCC's Student Support Services office ensures that these policies are properly disseminated and administered.