

# Refund Guidelines

The following guidelines apply to refunds of tuition and fees:

Students who are delinquent in the payment of any financial obligation(s) will be placed on "Hold" and will not be allowed to register until all delinquent fees are paid. In addition, students will not be allowed to access grade reports or other student records until all delinquent fees are paid. Students may incur additional fees if the debt is turned over to a collection agency.

All tuition and fees, excluding the application fee, shall be refunded if a student does not commence class attendance.

Students withdrawing from a course by the end of the fifth day of the term (excluding Saturday and Sunday) and no-shows shall receive a 100% refund of applicable tuition (hours below the 15-hour tuition cap) and applicable refundable fees, excluding the application fee. Exceptions may be allowed for customized courses that do not follow the CPTC's standard academic calendar. Students must be notified of each semester or module's deadline.

Students who withdraw from a course **after the fifth day** of the term shall receive **no refund**.

Students utilizing Tuition Assistance (TA) through the Department of Defense (DOD), who withdraw from any course before the 60% point of the term, will have unearned funds returned on a proportional basis to the TA program. The calculation will be based on the number of days completed divided by the total days in the enrollment period (semester).

For those students receiving federal financial aid, Coastal Pines Technical College shall make available Consumer Information that may be found at <https://fsapartners.ed.gov/knowledge-center/fsa-handbook>

under the appropriate aid year's Handbook. Although there will be no refund of tuition and fees after the fifth day, withdrawing students receiving Federal Pell Grant will have awards adjusted in compliance with the Return to Title IV process (R2T4) outlined in the Federal Student Aid Handbook.

## Return to Title IV Funds Policy

Students who are receiving assistance from federal financial aid, Federal Pell Grant, or Federal Supplemental Education Opportunity Grant (FSEOG), and withdraw from all classes prior to completing more than 60 percent of the semester will have their eligibility for financial aid recalculated and may be required to repay all or a portion of any federal financial aid funds received for that semester. This policy applies to all students who withdraw, drop out, or are suspended or expelled from CPTC and who have received Title IV funds. Students are responsible for paying this debt. Students' records will be placed on hold and he/she will not be allowed to register for classes until this amount owed is paid in full.

## Non-Credit Courses

- Persons enrolled in non-credit courses that are canceled due to insufficient enrollment at the discretion of the College will receive a 100% refund of all fees.
- Persons providing written notification to the Economic Development Department at least 48 hours prior to the beginning of a course will receive a 100% refund of all fees.
- No refunds will be made after the course begins without the written approval of the Vice President for Economic Development.

## Bookstore

- No refunds shall be made for used supplies and equipment such as cosmetology kits, jump drives, and tools. CPTC logo items are also not eligible for a refund. Exchanges may be allowed for a limited time.

- Refunds shall be made for books and/or codes that are returned in new condition with seals and shrink wrap (if applicable) intact and accompanied by the receipt in accordance with the CPTC Book Refund Procedure. The Book Refund Procedure shall be prominently posted in the College Bookstore.
- No refund shall be made for books issued to students participating in the Dual Enrollment program.

## National Emergencies

- All tuition and fees will be refunded to any student who is required to withdraw from courses as a result of being called into active duty.
- All tuition and fees will be refunded to any student required to relocate in response to a national emergency.

## Special Conditions

- No refund of tuition and fees shall be made to any student who has commenced attendance and does not formally withdraw, is suspended for disciplinary reasons, or leaves the college as a result of disciplinary action.
- No refund of tuition and fees shall be made for reducing course load after the first five instructional/business days of the term unless the college is at fault.

## Disbursement

- Refunds shall be made without requiring a request from the student.
- Refunds shall be made within 30 days of the last day of attendance if written notification of withdrawal has been provided to the College by the student or within 30 days of the date the institution was made aware of an unofficial withdrawal.