



## **POLICIES & PROCEDURES**

**Title: Tuition and Fee Refund Policy**

**Document Number: FN\_107**

**Effective Date: 7/01/2014**

**Revised Date: 06/26/2023**

**Department: Finance**

### **Purpose**

To provide guidelines regarding the tuition and fee refund schedule and tuition appeals process.

### **Scope**

Entire College community.

### **Compliance**

In accordance with LCTCS Policy #5.007, each LCTCS institution shall have a refund policy for tuition and applicable fees and shall have a tuition refund policy and schedule posted in the appropriate location or locations (i.e. course catalog, bulletins, etc.). This policy also aligns with SACSCOC Standard 10.2 which requires the institution to make available to students and the public current cost of attendance and refund policies.

Pursuant to the Louisiana Community and Technical College System Policy # 5.007, a formal appeals process shall be in place for hearing complaints due to denial of all or part of a student's refund.

### **General Guidelines**

The assessed value of tuition and applicable fees to be refunded shall be refunded according to the below refund schedule and in accordance with any applicable federal guidelines. However, the amount refunded shall not exceed the amount paid by the student.

### **Refund Policy**

- A. Refund of refundable tuition and fees for fall and spring semesters is made on the following basis upon reduction in credit hours or official resignation from the College:

<b>FALL AND SPRING SEMESTERS</b>	<b>AMOUNT OF REFUND</b>
Prior to the 1 <sup>st</sup> day of semester	100% of all fees paid

1 <sup>st</sup> – 4 <sup>th</sup> college instructional day of the semester	100% of all fees paid
5 <sup>th</sup> – 9 <sup>th</sup> college instructional day of the semester	50% of tuition
10 <sup>th</sup> – 14 <sup>th</sup> college instructional day of the semester	25% of tuition
After 14 <sup>th</sup> college instruction day of the semester	No Refund

- B. Refund of refundable tuition and fees for summer semester is made on the following basis upon reduction in credit hours or official resignation from the College:

<b>SUMMER SEMESTER</b>	<b>AMOUNT OF REFUND</b>
Prior to the 1 <sup>st</sup> day of semester	100% of all fees paid
1 <sup>st</sup> – 2 <sup>nd</sup> college instructional day of the semester	100% of all fees paid
3 <sup>rd</sup> – 7 <sup>th</sup> college instructional day of the semester	50% of tuition
After 7 <sup>th</sup> college instruction day of the semester	No Refund

- C. Refund of refundable tuition and fees for parts of term is made on the following basis upon reduction in credit hours or official resignation from the College:

<b>PARTS OF TERM</b> ( <i>terms 8 weeks or greater</i> )	<b>AMOUNT OF REFUND</b>
Prior to the 1 <sup>st</sup> day of part of term	100% of all fees paid
1 <sup>st</sup> – 2 <sup>nd</sup> college instructional day of the part of term	100% of all fees paid
After 2 <sup>nd</sup> college instruction day of the part of term	No Refund

<b>PARTS OF TERM</b> ( <i>terms less than 8 weeks</i> )	<b>AMOUNT OF REFUND</b>
Prior to the 1 <sup>st</sup> day of part of term	100% of all fees paid
1 <sup>st</sup> college instructional day of the part of term	100% of all fees paid
After 1 <sup>st</sup> college instruction day of the part of term	No Refund

- D. No refund shall be made for a non-credit course unless the class is cancelled.

### **Cancelled Class**

When LDCC cancels a course, 100% of tuition and course related fees are refunded with the exception of the credit card convenience fee and payment plan enrollment fee.

### **Refund Appeals Process**

The Tuition Appeals Committee is responsible for establishing written procedures for a fair and consistent evaluation of refund appeals. The committee should keep the documentation regarding each appeal. The committee is responsible for notifying students of committee decision within seven days of the decision.

#### **A. Criteria for Appeals**

1. Personal Emergencies:

- a) Death of the student or death in the student's immediate family (parent, sibling, offspring, spouse). Next of kin may file an appeal for a deceased student.
  - b) Medical incapacitation
  - c) Unexpected financial crisis
- 2. Verifiable error of LDCC
  - 3. Military Duty - orders must accompany appeal. In accordance with the Higher Education Relief Opportunities for Students Act of 2003 of the United States Congress (H.R. 1412), students who are called to active duty or active service are entitled to a full refund of all tuition and fees.
  - 4. Students not admitted due to inadmissible background check.

**B. Non-Qualifying Circumstances**

- 1. Personal misjudgments or irresponsibility involving the following:
  - a) Transportation
  - b) Availability of finances
  - c) Time management
  - d) Academic Ability
- 2. Misinterpretation or lack of knowledge of College policies/procedures
- 3. Dissatisfaction of instructor, course content, delivery of instruction, academic progress
- 4. Missing a deadline
- 5. Change of major
- 6. Voluntary change in employment

**C. Appeals Process**

If a student feels he or she has an extenuating circumstance which justifies an exception to the refund policy, he or she may appeal to the Tuition Appeals Committee in the following manner:

- 1. Appeals must be submitted within 45 days from the initial notification date of the debt.
- 2. Complete the Tuition Appeal dynamic form located on the Bursar's page on the LDCC website. Attach a typed statement detailing the

situation/circumstance that meets one of the allowable reasons on the appeal form. Attachments may include medical/hospital documentation (if applicable), death certificate/obituary (if applicable), and any additional, pertinent information that may be beneficial to the committee.

3. The committee will review the appeal and the student will be notified both by postal mail and email when a decision is made.
  - a. If the appeal is approved, the student's tuition and fee account will be automatically adjusted within 1 business week.

**D. Tuition Appeals Committee Rules**

1. Appeals received after 45 days from the initial notification of debt will not be considered.
2. Appeals received without the proper documentation will not be considered.
3. Appeals must be made by the student. Appeals made "on behalf of" a student will not be reviewed unless the student is deceased.
4. The decision of the Tuition Appeals Committee is final.