

CCS Administrative Procedure

5.05.10-A Refunds

Implementing Board Policy [5.05.10](#)
Contact: Chief Financial Officer, 434-5275

1.0 Purpose

This procedure provides the process to obtain a refund resulting from a student's withdrawal from college or the cancellation of a program or class.

2.0 Limitations and Requirements

- 2.1 All course offerings are subject to change. The college cannot guarantee class offerings, designated times, or specific instructors as funding levels and student interest may affect whether or not an offering is available.
- 2.2 If a program or class is cancelled, the student will be officially withdrawn from the class and granted a full 100% refund unless the student enrolls in a course to replace the cancelled course. If the new course is for fewer credits, the student will receive a refund for the difference.
- 2.3 Students who withdraw from college in accordance with withdrawal regulations may apply for a refund according to the schedule in sections 3.0 or 4.0, below.
- 2.4 A reduction in enrollment level may affect financial aid eligibility.
- 2.5 Students who are dismissed for disciplinary reasons are not eligible for a refund.

3.0 Refund Schedule: State-Support Credit and Noncredit Classes

The following schedule prevails whether a student attends class or not.

- 3.1 100% refund for classes cancelled or for college-initiated changes of days or time.
- 3.2 100% refund before the sixth day of instruction of the regular quarter for withdrawal from all classes or if a student's credit hour load is reduced below 10 credits or if a paid overload is reduced to 18 or less credit hours.
- 3.3 50% refund beginning the sixth day of instruction through the 20th calendar day of the quarter for withdrawal from all classes or if a student's credit hour load is reduced below 10 credits or if a paid overload is reduced to 18 or less credit hours.
- 3.4 No refund is granted after the 20th calendar day of the quarter.
- 3.5 Refunds for classes which do not follow the regular college calendar are based on a proportionate relationship to the length of a standard quarter.
- 3.6 Refunds for lab and course fees will be in the same proportion as the tuition refund schedule except books included in lab fee charges are nonrefundable.
- 3.7 Refunds for parking permits will only be granted during the appropriate refund period. A charge will be created for parking permits that were paid for by financial aid, if the virtual permit cannot be cancelled when the withdrawal is processed.
- 3.8 Summer quarter refund rates are changed proportionately to the reduced summer quarter.

4.0 Refund Schedule: Student-Funded Classes

The following schedule prevails whether a student attends class or not.

- 4.1 100% refund for classes and workshops cancelled by the college.
- 4.2 100% refund for student-initiated withdrawals three business days prior to the first day of class, including online classes, unless noted in the class description.
- 4.3 No refund granted two business days or less prior to the start of a class.
- 4.4 A business day is 8:00 a.m. – 5:00 p.m., Monday through Friday, in accordance with WAC 132Q-01-006.

5.0 Obtaining a Refund

- 5.1 To obtain a refund, the student must drop themselves from classes via ctcLink or registration transaction form.
 - 5.1.1 It is the student's responsibility to initiate the refund process and obtain the necessary signatures.
 - 5.1.2 The refund is processed through the District Business Office.
- 5.2 Debts owed to the college must be paid in full before the refund is issued.
- 5.3 The refund check will be mailed to the student approximately 10 business days from the date the enrollment change is processed. A \$7.00 processing fee will be deducted from the refund amount.
 - 5.3.1 Tuition and fees paid by credit card are credited to the credit card.
 - 5.3.2 Tuition and fees paid by agency, scholarship, financial aid, student loan or private grants are refunded in accordance with the Title IV federal student aid refund policy. Contact the college Financial Aid Office for additional information.

6.0 Exceptions to the Refund Policy

- 6.1 Exceptions to the refund policy will be considered only if, in the judgment of the institution, an extreme hardship exists such as illness, hospitalization, or military transfer.
- 6.2 A student must submit an appeal for an exception to the refund policy in the form of written documentation to the registrar.

7.0 Related Information

- 7.1 Registration Transaction form, [CCS 40-164](#)
- 7.2 CCS Administrative Procedure [5.05.10-B – Refund Fee Processing](#)
- 7.3 [WAC 132Q-01-006](#) – Organization and operation
- 7.4 [RCW 28B.15.605](#) – Refunds or cancellation of fees – community and technical colleges