CCS Administrative Procedure
5.05.10-B   Refund Processing Fee

Implementing Board Policy 5.05.10
Contact: District Director of Fiscal Services, 434-5210

1.0   Purpose

CCS charges a refund processing fee to recover a portion of the administrative costs associated with issuing refunds. This procedure provides the steps to process the fee resulting from a student's add/drop transactions or withdrawal from college.

2.0   Limitations and Requirements

2.1   CCS incurs labor costs when processing credit balances as well as significant banking fees. Unclaimed property liability and processing costs are created when students fail to cash refund checks. The refund processing fee is intended to help offset some of these administrative costs.

2.2   Student registration add and/or drop transactions often change the amount due for tuition and fees.

2.2.1   Drop transactions usually reduce the amount due, thus creating a credit balance on the student's cashiering account.

2.2.2   CCS refunds credits according to the established refund schedule in effect at the time of the add/drop.

2.3   The CCS Business Office processes and mails student refunds. A processing fee based on the current fee schedule is deducted from the refund amount.

3.0   Fee Assessment and Exceptions

3.1   The processing fee applies to all refunds except:

3.1.1   Refunds generated from classes cancelled by the college.

3.1.2   Student transfers from one class to another resulting in no refund.

3.1.3   Class changes by the college impacting the student's ability to attend; e.g., date, time, location, or quarter.

3.1.4   Refunds of $10 or less will not be assessed the fee.

3.2   All other exceptions to this fee will be considered only, if in the judgment of the college/district, an extreme hardship has been caused by serious illness, injury, hospitalization, death, military transfer, or other unforeseen circumstances.

3.3   A student must submit a written appeal for an exception to the fee to the appropriate chief student services officer.

3.3.1   The chief student services officer shall provide written notification of approved fee waivers to the Student Financial Services department, MS 1006.

3.3.2   The processing fee will not be assessed to students with approved waivers.

4.0   Fee Processing Procedures

4.1   The Student Financial Services department routinely processes the Credit Balance Report ensuring all refunds are processed before the end of the 100% and 50% withdrawal periods. Credit balances on student accounts are processed by Student Financial Services.

4.2 Prior to completing the refund transaction a processing fee is added to the student's account. The fee is then netted against the total refund due. This example assumes a $7.00 fee:

Credit Balance: $ 35.00
Fee: $ 7.00
Net Refund: $ 28.00

5.0 Related Information

5.1 CCS Administrative Procedure 5.05.10-A - Refunds