



Policy No. 5.022

Northwest Louisiana Technical Community College

Refund Policy

Original Adoption: February 10, 2008

Effective Date: February 10, 2008

Last Revision: January 1, 2023

Tuition and fees are assessed to all who enroll at the Northwest Louisiana Technical Community College (NLTC). This policy covers refunds of tuition, fees, and other charges in the event the College cancels a class or a student withdraws from a class or resigns from the College.

A student who resigns from the College may be entitled to some refund of tuition. The amount of the refund, if any, will depend upon the amounts paid by the student and the date of withdrawal.

The College will first apply refunds to outstanding obligations of the student and then any remaining funds will be returned to the student. At the time of withdrawal, students are responsible for any unpaid portion of their accounts and for any other obligations to the College. At no time, will the amount refunded exceed the amount paid by the student.

All refunds shall be made according to this policy and schedule and in accordance with any applicable federal guidelines. Unless otherwise provided by federal guidelines, governing the return to Title IV Funds (Federal Financial Aid), the refund schedule shall not provide for a refund after the official 14th class day for the fall/spring semester or equivalent for the summer semester, or alternative sessions.

GENERAL POLICY & PROCEDURE

Refunds may be subject to an administrative fee of \$15 per refund transaction (regardless of the number of credit hours dropped or upon withdrawal from the College).

Refunds, when due, will be made within 30 days of (1) the withdrawal date as documented on the Drop/Add/Reinstatement form or (2) the date the institution determines the student has withdrawn.

Some fees are non-refundable.

If the College cancels a class, then 100% of all tuition and fees paid will be refunded and an administrative fee will not be assessed.

In accordance with the Council on Occupational Education requirements, students who have not visited the school facility prior to enrollment can withdraw within three days following either attendance at an orientation or a tour of the school facilities and receive a full refund of all tuition and fees paid.

REFUND POLICY

Refund of tuition is made on the following basis upon a reduction in credit hours or official withdrawal from the College:

Prior to the 1st day of class:	100% of tuition and fees
1st-5th day for each parts of term:	100% of tuition and fees

On or beyond the 6th business day for each parts of term, no refund will be given.

NOTE: In accordance with Title IV of the Higher Education Act Amendments, refunds of tuition and fees for Pell Grant recipients shall be made to the Pell Grant program and not to the student.

CONTINUING EDUCATION AND BUSINESS AND INDUSTRY TRAINING

Tuition, fees, and other charges relating to Continuing Education and Business and Industry Training are not refundable unless the training course is canceled by the College.

REFUNDS TO OUTSIDE AGENCIES

Tuition paid by an outside agency will not be refunded to the student. The agency must contact the Office of Student Affairs within the refund period. In accordance with Title IV of the Higher Education Amendments, refunds of tuition and fees for Pell Grant recipients shall be made to the Pell Grant program and not to the student.

SUSPENSION REFUNDS

If a student is suspended within the refund period, the student will be refunded according to the refund schedule.

PROCEDURE FOR RECEIVING REFUND OF TUITION

Students can expedite the handling of tuition refunds by completing forms in the Office of Student Services of each campus. After completion and approval of the necessary forms, a check

will be requested from the Chief Finance Officer and will be mailed to the student's residence within 45 working days.

REFUND APPEALS PROCESS

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. Each Director will appoint members to form a Tuition Refund Committee for their Region. The Regional committee members will be appointed for a minimum term of one academic year. Each Region is responsible for establishing written procedures for a fair and consistent evaluation of refund appeals. Each Region should keep the documentation regarding each appeal. Each Region is responsible for notifying students of Committee decisions within seven days of the decision.

Criteria for Appeals

Personal Emergencies:

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

Medical incapacitation

Administrative errors

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.

Ignorance of the drop/add dates for refunds is not an acceptable justification for an appeal.

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 Refund Committee in the following manner:

Complete and submit a Refund Appeal Form to the Chief Academic Officer within 60 days from the end of the semester and/or session in which the class was offered.

Attach all relevant documentation.

Tuition Refund Committee Rules

Appeals received after the 60 day deadline will not be considered.

Appeals received without the proper documentation and form will not be considered.

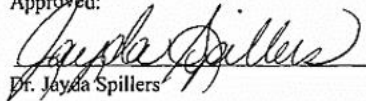
Appeals must be made by the student. Appeals made "on behalf of" a student will not be reviewed unless the student is deceased.

The Tuition Refund Committee does not take phone calls. All appeals must be submitted in writing.

The decision of the Tuition Refund Committee is final.

*Policy Reference: LTC Policy #FS1930.37 Refund Policy
Council on Occupational Education Policy Manual
Higher Education Relief Opportunities for Students Act of the United States
Congress (HR 1412)
LTC Form FS300.36 Tuition Committee Appeal*

Approved:



Dr. Jayda Spillers

Chancellor



Policy No. 5.009
Northwest Louisiana Technical Community College
Tuition Committee

Name: _____

Address: _____

Social Security #: _____ Phone#: _____

Campus: _____ Term: _____ Date: _____

Reason for Appeal:

Death:

Student

Immediate

Medical Incapacitation

Administrative Error

Military Duty

Please include a letter describing the reason for your appeal, as well as any supporting documentation, with this form.

Appeals received without proper documentation and formal refund letter will be returned. Those received after the deadline will not be reviewed.

The Tuition Committee does NOT, under any circumstances, take phone calls or schedule appointments. All appeals must be submitted in writing to the Campus Dean.

Appeals must be signed by the Chief Academic's Officer and a copy of approved appeals should be submitted to the Bursar's office.

To the best of my knowledge, all of the information on this form and attachment(s) is complete and accurate.

Student's Signature

Date

Submitted By on Behalf of:

Date

_____ *Approved* _____ *Denied* _____ *Not Reviewed*

Chief Academics Officer:

Date

Policy Reference: *LTC Policy FS1930.37 & FS300.3*
LCTCS Policy # 5.007
Council on Occupational Education Policy Manual
Higher Education Relief Opportunities for Students Act of 2003 of the United States
Congress (H.R. 1412)
LTC Form FS300.36 Tuition Committee Appeal

Approved:

Dr. Jayda Spillers
Chancellor