

Name of Change Proposal

2.2.10 Refund Policy -

Initiating Council:

Admissions & Records (A&R) Council

Submitting Council:

Vice Presidents of Student Affairs

Justification for Proposed Changes:

Background Information:

(Provide a brief overview of the issue and/or historical information important in considering the change.)

Clarifying Changes:

- Add where a student can find a refund deadline for a class: In the student's Student Center under "Account Inquiry > Account Summary," the student can see their balance due date by college and refund deadline date.
- Reverse Table for Length of Class since most classes are over 70+ calendar days: Regarding the length of the class, discuss flipping the Length of the Class and start with 70+ calendar days, then 60-69 calendar days, etc.
- Add Definitions to Differentiate Drop and Withdrawal:

Drop - within the refund period, no tuition and fees assessed; class and grade will not appear on academic transcript

Withdrawal - W or Y grades appear on the academic transcript when a student is withdrawn past the refund deadline; tuition and fees are assessed for the class
- Updated where requests are directed: *Requests for refund should be referred directly to the Admissions And Records Office/Office of Student Enrollment Services or designated college official at the college of enrollment.*

NOTE: There was also a request to "Update language to match earlier suggestion under #1 Refund Policy for Credit/Clock Classes, also in #2. Refund Policy for Non-Credit Classes. Because course fees are often fully expended on materials before a class starts, they will be refunded only if the student qualifies for a 100% refund. debts owed to any of the Maricopa Community Colleges must be satisfied before any refunds are paid to the student. Refunds for students receiving federal financial assistance are subject to federal guidelines. Appeals to the refund policy, including course fees outside of the 100% refund period, must be filed at the Maricopa Community College where the student attended the class within one year from the semester in which the class was taken. The decision made by the committee was to not change any language for noncredit because refunds for students receiving federal financial assistance are subject to federal guidelines. The reason why this language should not be added is because "noncredit courses are currently not financial aid eligible, nor do we foresee that they will. In addition, non-credit classes should not be combined with credit or clock classes due to the funding source and directive of a non-credit class being self-sustaining.

Supporting Documentation and Rationale for Change:

(Provide any supporting documentation such as new legislation, legal/statutory or regulatory changes, data, or key findings that would support the need for the change.)

Noncredit - "Refund for students receiving federal financial assistance are subject to federal guidelines." The reason why this language should not be added is because "noncredit courses are currently not F/A eligible, nor do we foresee that they will. In addition, non-credit classes should not be combined with credit or clock classes due to the funding source and directive of a non-credit class being self sustaining.

Areas, Councils, or Committees Impacted:

(List the constituency groups that may be impacted by the proposed change and that reviewed the proposal and provided feedback.)

Council	Distribution List
Accreditation Liaison Officers	dl-alo@memo.maricopa.edu
ASA District Directors	dl-asa-district-directors@domail.maricopa.edu
Center for Curriculum and Transfer Articulation	dl-dssc-ccta@domail.maricopa.edu
Curriculum & Schedulers Council	dl-currtechs@memo.maricopa.edu
Curriculum Development Facilitators	dl-cdfs@memo.maricopa.edu
Department/Division Chairs	Via Deans
Directors of Academic Advisement Council	dl-daac@memo.maricopa.edu
Directors of Admissions and Records Council	dl-dar@memo.maricopa.edu
District Curriculum Committee	dl-dcc@memo.maricopa.edu
Dual Enrollment Council	dl-dssc-dual-enrollment@domail.maricopa.edu

FEC	dl-facexec@memo.maricopa.edu
Financial Aid Managers Council	dl-fam-dir-all@memo.maricopa.edu

Financial or Budget Implications:

None

Other Considerations:

None

Implementation Impacts:

None

Recommended Effective Term:

2025-2026

Dissemination/Communication:

(Identify the dissemination/communication needs related to the proposed change)

Disposition History:

Date	Status
September 24, 2024	Called together initiators and Common Pages committee members facilitating language development
November 12, 2024	Presented to A&R Council.
November 20, 2024	Sent to initiators and Common Pages committee members facilitating Presented to the Common Pages Committee. Shared with stakeholders.
November 20, 2024	Shared with VPSA Council; no objections with proposed changes
December 3, 2025	Shared with stakeholders; no objections with proposed changes.

PROPOSED CHANGES:

2.2.10 Refund Policy

1. **Refund Policy for Credit/Clock Classes**

Students who officially withdraw from credit/clock classes (in fall, spring, or summer) within the **withdrawal REFUND** deadlines listed below will receive a 100% refund for tuition, course and registration fees. Students should refer to the Student Information System (SIS), **STUDENT CENTER, ACCOUNT SUMMARY center** for specific refund dates. Deadlines that fall on a weekend or a college holiday will advance to the next college workday except for classes fewer than 10 calendar days in length or as specified by the college. Calendar days include weekdays and weekends. Refer to individual colleges for withdrawal and refund processes. Never attending is not an allowable refund exemption or an excuse of the debt incurred through registration.

FINAL LANGUAGE APPROVED BY COMMITTEE:

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CREDIT AND CLOCK CLASSES	Official Withdrawal Deadlines for 100% Refund
Length of Class	
1-9 calendar days	Prior to the class start date
10-19 calendar days	1 calendar day including the class start date
20-29 calendar days	2 calendar days including the class start date
30-39 calendar days	3 calendar days including the class start date

CREDIT AND CLOCK CLASSES	OFFICIAL DROP DEADLINES FOR 100% REFUND
LENGTH OF CLASS	
70+ calendar days	7 calendar days including the class start date
60-69 calendar days	6 calendar days including the class start date
50-59 calendar days	5 calendar days including the class start date

40-49 calendar days	4 calendar days including the class start date	40-49 calendar days	4 calendar days including the class start date
50-59 calendar days	5 calendar days including the class start date	30-39 calendar days	3 calendar days including the class start date
60-69 calendar days	6 calendar days including the class start date	20-29 calendar days	2 calendar days including the class start date
70+ calendar days	7 calendar days including the class start date	10-19 calendar days	1 calendar day including the class start date
		1-9 calendar days	prior to the class start date
CREDIT AND CLOCK CLASSES	OFFICIAL DROP DEADLINES FOR 100% REFUND	<p><i>Because course fees are often fully expended on materials before a class starts, they will be refunded only if the student qualifies for a 100% refund. Debts owed to any of the Maricopa Community Colleges must be satisfied before any refunds are paid to the student. Refunds for students receiving federal financial assistance are subject to federal guidelines. Appeals to the refund policy, including course fees outside of the 100% refund period, must be filed at the Maricopa Community College where the student attended the class within one year from the semester in which the class was taken.</i></p> <p>DEFINITIONS: <i>Drop - Within the refund period, no tuition and fees assessed; class and grade will not appear on academic transcript</i></p> <p><i>Withdrawal - W or Y grade appears on the academic transcript when a student is withdrawn past the refund deadline; tuition and fees are assessed for the class</i></p>	
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20-29 CALENDAR DAYS 2 CALENDAR DAYS INCLUDING THE CLASS START DATE

10-19 CALENDAR DAYS 1 CALENDAR DAY INCLUDING THE CLASS START DATE

1-9 CALENDAR DAYS PRIOR TO THE CLASS START DATE

Because course fees are often fully expended on materials before a class starts, they will be refunded only if the student qualifies for a 100% refund. Debts owed to any of the Maricopa Community Colleges must be satisfied before any refunds are paid to the student. Refunds for students receiving federal financial assistance are subject to federal guidelines. Appeals to the refund policy, including course fees outside of the 100% refund period, must be filed at the Maricopa Community College where the student attended the class within one year from the semester in which the class was taken.

DEFINITIONS:

DROP - WITHIN THE REFUND PERIOD, NO TUITION AND FEES ASSESSED; CLASS AND GRADE WILL NOT APPEAR ON ACADEMIC TRANSCRIPT

WITHDRAWAL - W OR Y GRADE APPEARS ON THE ACADEMIC TRANSCRIPT WHEN A STUDENT IS WITHDRAWN PAST THE REFUND DEADLINE; TUITION AND FEES ARE ASSESSED FOR THE CLASS

2. Refund Policy for Non-Credit Classes

Unless otherwise specified, students who officially withdraw from non-credit classes prior to the class start date are eligible for a 100% refund, including any course fees. Debts owed to any of the Maricopa

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3. Canceled Classes

When a class is canceled by the college, a 100% refund will be made for tuition, course fees, and registration fees.

4. Refund Appeals

Students withdrawing from a college or from classes for one of the following reasons must submit an appeal for a refund to the Admissions and Records Office/Office of Student Enrollment Services or designated college official at the college of enrollment within one year from the semester in which the class was taken:

- A. A student with a serious illness, verifiable by a doctor's written statement that the illness prevents the student from attending all classes for the semester. The doctor's statement must be on file with the college before a refund can be given.
- B. Serious illness or death of an immediate family member that prevents the student from attending all classes for the semester. Immediate family members include spouse/partner, father, mother, grandfather, grandmother, child, foster child, grandchild, stepchild, sibling, stepsibling, stepfather, stepmother, or spouse's/partner's father, mother, grandfather, grandmother, or in-laws in

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- C. Death of a student. Appropriate documentation must be provided before a refund can be given.
 - D. A student in the Armed Forces or the Arizona National Guard who is called to active duty and assigned to a duty station, verifiable by a copy of the orders, will be allowed to withdraw and receive a 100% refund of tuition, provided classes have not been completed.
5. Requests for a total withdrawal from a college or classes for one of the above reasons may result in a partial prorated refund of tuition, provided classes have not been completed. All decisions made by the college are final.

Limitation: Never attending is not an allowable refund exception or an excuse of the debt incurred through registration.

6. **Refund Policy for Department of Defense Tuition Assistance Funds**

Students who receive tuition assistance (TA) funds for a class or classes from the Department of Defense (DOD) may have a refund processed and returned to the student's DOD branch of service in the following situations. Refer to individual colleges for withdrawal and refund processes.

- A. Per Refund Appeals D, a student who is called to active duty and assigned to a duty station, verifiable by a copy of the orders, will be allowed to withdraw, provided classes have not been completed. A 100% refund of TA funds will be issued to the student's DOD branch of service.
- B. A student who withdraws for reasons other than those outlined above within the first 60% of the period for which funds were received will have the

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- B. A student who withdraws for reasons other than those outlined above within the first 60% of the period for which funds were received will have the proportional amount of unearned TA

proportional amount of unearned TA funds returned to the student's DOD branch of service. Refer to individual colleges and DOD branch of service for potential student financial responsibility as a result of withdrawal.

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