



EL PASO COMMUNITY COLLEGE PROCEDURE

For information, contact Institutional
Effectiveness: (915) 831-6740

FD-2 Refunds for Continuing Education Classes

APPROVED: May 13, 1980 **REVISED:** September 1, 1995
Year of last review: 2021
AUTHORIZING BOARD POLICY: FD

Classification: Institutional
Vice President or Associate Vice President: Vice President of Financial and Administrative Operations
Designated Contact: Comptroller

OBJECTIVE: To establish guidelines for the processing of refunds for Continuing Education classes.

PROCEDURE:

I. General Provisions

- A. All refunds must be made in person or a letter describing the reason for the refund must be received by the Continuing Education Department.
- B. The student must present either a cash receipt or registration slip as proof of enrollment.
- C. The refund schedule is as follows:
 - 1. 100% refund - cancelled class
 - 2. 100% refund - student formally drops prior to first class meeting
 - 3. 80% refund - student formally drops prior to third class meeting
 - 4. Requests for refunds are not granted after the third class meeting

II. Specific Process

- A. Dropping a class by a student:
 - 1. Refunds are processed through the Continuing Education Department. Students are not to present refund authorizations directly to the cashier.
 - 2. The Continuing Education Department gives the Head Cashier a notification that a student has dropped a class at which time the Head Cashier will date stamp received.
 - 3. The cashier prepares a Check Authorization for the fees to be reimbursed from the information received from the Continuing Education Department.
 - 4. The student receives his/her refund check through the mail approximately fifteen (15) days from the date received in the Cashier's Office.
 - 5. If payment was made by credit card, the card presented is issued a credit. The copies of the credit and registration drop/cancellation are mailed to student address on registration. In the event a company or other individual pays for a student's classes, that company or individual is refunded.
- B. Cancellation of a class by the District:
 - 1. Refunds are processed through the Continuing Education Department. Students are not to present refund authorizations directly to the cashier.
 - 2. The Continuing Education Department gives the Head Cashier a notification that a student has dropped a class.
 - 3. The cashier prepares a check authorization for the fees to be reimbursed from the information received from the Continuing Education Department.
 - 4. The student receives his/her refund check through the mail in approximately fifteen (15) days from the date received In the Cashier's Office.

- C. Under no circumstances is a refund given in cash. The student should be made aware by the Continuing Education Department at the time he/she drops the class(es), that the time frame for a refund is fifteen (15) days from the date received in the Cashier's Office.

NOTE: Under special or extenuating circumstances these percentages may be waived/adjusted by the Head Cashier.

- D. In the event of an overpayment, the cashier will:

1. Prepare a tuition receipt for the amount received
2. Note on the receipt the amount for non-credit tuition and Student Activity Fee (if applicable) and the amount of the overpayment
3. If the overage is less than one dollar (\$1), not issue a refund
4. If the overage is one dollar (\$1) or larger, prepare a check authorization according to established procedures for the overage.
5. Attach a Notice of Overpayment to the student's copy of the cash receipt.