

BOARD OF REGENTS  
BRIEFING PAPER  
***Handbook Revision: Refund Policies***

**BACKGROUND & POLICY CONTEXT OF ISSUE:**

Based on a recent review of the provisions of Board policy that govern refunds (*Title 4, Chapter 17, Section 16*), staff recommends providing an overarching refund policy applicable to all NSHE institutions that will provide for the consistent application of the basic policy provisions for refund exceptions. In addition, for audit purposes institution specific guidelines will be removed from the *Handbook* and placed in the *Procedures and Guidelines Manual*. Institutional refund policies will remain subject to Board approval. In the process of reviewing and cleaning up the refund section, the institutions (through Student Affairs Council) were given the opportunity to review current provisions to ensure consistency with current institutional practice. In general, these revisions represent a reorganization of the current provisions; there are no substantive changes.

**SPECIFIC ACTIONS BEING RECOMMENDED OR REQUESTED:**

Amend Title 4, Chapter 17, Section 16, to remove the institutional specific policies and replace with a general refund policy that includes exceptions applicable uniformly to all NSHE institutions. Revise *Procedures and Guidelines Manual*, Chapter 5, Section 11, to include institution specific guidelines for refunds. Institutional refund policies will remain subject to Board approval. (See attached Policy Proposal.)

**IMPETUS (WHY NOW?):**

Based on a recent review of the Board policy staff recommended the institutions review the provisions for consistency with current practice and took that opportunity to remove the institution specific refund guidelines and place them in the *Procedures and Guidelines Manual*.

**BULLET POINTS TO SUPPORT REQUEST/RECOMMENDATION:**

Adopting the policy as recommended will provide for the consistent application of basic refund exceptions (e.g. exception in unforeseen circumstances) across all institutions. Institution specific deadlines will be moved from the *Handbook* to the *Procedures and Guidelines Manual*. The proposed revisions do not impact the currently established protocols for refunds to students with a Millennium Scholarship.

**POTENTIAL ARGUMENTS AGAINST THE REQUEST/RECOMMENDATION:**

None have been brought forward.

**ALTERNATIVE(S) TO WHAT IS BEING REQUESTED/RECOMMENDED:**

Choose not to adopt the recommended changes leaving Title 4, Chapter 17, Section 16 as currently written.

**COMPLIANCE WITH BOARD POLICY:**

- Consistent With Current Board Policy: Title # \_\_\_\_\_ Chapter # \_\_\_\_\_ Section # \_\_\_\_\_  
 Amends Current Board Policy: *Title 4, Chapter 17, Section 16*  
 Amends Current Procedures & Guidelines Manual: *Chapter 7, new Section 17*  
 Other: \_\_\_\_\_  
 Fiscal Impact: Yes \_\_\_\_\_ No   
Explain: \_\_\_\_\_

**POLICY PROPOSAL**  
**TITLE 4, CHAPTER 17, SECTION 16**  
**Refund Policy**

Additions appear in *boldface italics*; deletions are [~~stricken~~ and bracketed]

*DELETE SECTION 16 and INSERT THE FOLLOWING NEW SECTION:*

*Section 16. Refund Policy*

- 1. Each institution shall establish procedures governing the refund of registration fees, non-resident tuition, and other student fees, including special course fees that shall be approved by the Board and published in the institution's course catalog or on its website. These provisions must include a schedule of dates for refunds and the corresponding percentages that may be refunded.*
- 2. Upon presentation of documentation and approval of the institution, a refund of registration fees and non-resident tuition may be given upon official withdrawal from a course(s) at any time during the semester in the following circumstances:*
  - a. Deployment of a student in the United States Armed Forces;*
  - b. Death or incapacitation resulting from an illness or injury of the student; or spouse, child, parent, or legal guardian of the student that prevents the student from returning to school for the remainder of the semester;*
  - c. Verifiable error on the part of the institution;*
  - d. Involuntary job transfer outside the service area of the institution as documented by employer; or*
  - e. Other exceptional circumstances beyond the control of the institution or the student.*
- 3. Each institution may establish procedures for students making even exchanges (credits and dollars) in their registrations that do not affect the net credit load.*
- 4. Each institution shall comply with the refund policies required under Title IV federal financial aid requirements and guidelines.*

***NSHE Procedures and Guidelines Manual***  
**CHAPTER 7, new SECTION 17**  
**Refund Procedures**

Additions appear in ***boldface italics***; deletions are [~~stricken~~ and bracketed]

***Section 17. Refund Procedures***

***As required by Board policy (Title 4, Chapter 17), each institution shall adhere to the following procedures when issuing refunds to students:***

***1. UNLV Refund Procedures.***

***a. Resident Fees (Does not apply to credit courses offered by the summer term or the Division of Continuing Education.)***

- 1) One hundred percent (100%) of resident fees shall be refunded for net credit load reductions completed within the first week of the beginning of instruction. No refund shall be granted thereafter.***
- 2) One hundred percent (100%) of resident fees shall be refunded for withdrawal from the University completed within the first week of the beginning of instruction. For withdrawals after the last day of late registration and prior to the end of the sixth calendar week of instruction, a fifty percent (50%) refund of fees shall be granted. No refund shall be granted thereafter.***

***b. Nonresident Tuition (Does not apply to credit courses offered during a summer term or the Division of Continuing Education.)***

- 1) One hundred percent (100%) of nonresident tuition shall be refunded for net credit reduction to six credits or less or withdrawal from the University within the first week of the beginning of instruction.***
- 2) No refund of nonresident tuition shall be granted for courses dropped after two weeks from the beginning of instruction.***
- 3) A fifty percent (50%) refund of nonresident tuition shall be granted for withdrawals made from the University after the last day of late registration but prior to the end of the sixth calendar week of instruction. No refund shall be granted thereafter.***

***c. Date of Refunds***

***Refunds of registration fees and nonresident tuition shall be issued near the end of the first six weeks of instruction.***

**d. Insurance and Special Fees**

- 1) The optional hospital and accident insurance premium is nonrefundable, but shall remain in force for the duration of the policy.***
- 2) Refund of course related special fees shall be prorated on the basis of actual usage or date of withdrawal, whichever is appropriate. Authorization for a refund of special fees must be originated by the department chairman.***

**e. Summer Term and the Division of Continuing Education**

- 1) A one hundred percent (100%) refund of registration fees may be authorized to a student officially dropping a course before the day instruction for that course begins. A fifty percent (50%) refund of registration fees may be authorized to a student officially dropping a course during the first twenty percent (20%) of the course. Thereafter, no refund will be made.***
- 2) For non-credit courses, or for credit courses taught as part of a conference or institute, or for some short intensive courses, the refund policy will be described in the publicity material for the course and may vary from course to course depending upon the circumstances.***

**2. UNR Refund Procedures**

**a. Resident Fees**

- 1) One hundred percent (100%) of resident fees shall be refunded for net credit load reductions made on or before the last day of registration. Only in exceptional circumstances may a refund of registration fees be granted for courses dropped after the last day of late registration.***
- 2) One hundred percent (100%) of resident fees shall be refunded for withdrawal from the University completed by the last day of registration. For withdrawals after the last day of late registration and prior to the end of the sixth calendar week of instruction, a fifty percent (50%) refund of fees shall be granted. Only in exceptional circumstances may a refund be granted thereafter.***

**b. Non-resident Tuition**

- 1) One hundred percent (100%) of non-resident tuition shall be refunded for net credit reduction to six credits or less or withdrawal from the University on or before the last day of late registration.***
- 2) No refund of non-resident tuition shall be granted for courses dropped after the last day of late registration.***
- 3) A fifty percent (50%) refund of non-resident tuition shall be granted for withdrawals made from the University after the last day of late registration but prior to the end of the sixth calendar week of instruction. A refund may be granted only in exceptional circumstances.***

c. **Date of Refunds**

*Refunds of registration fees and non-resident tuition shall be issued near the end of the first six weeks of instruction.*

d. **Insurance and Special Fees**

- 1) *The optional hospital and accident insurance premium is non-refundable but shall remain in force for the duration of the policy.*
- 2) *Refund of course related special fees shall be pro-rated on the basis of actual usage or date of withdrawal, whichever is appropriate. Authorization for a refund of special fees must be originated by the department chairman.*

e. **Continuing Education**

*For continuing education and summer session academic credit classes, a one hundred percent (100%) refund may be authorized to students officially dropping a class(es) or withdrawing from the University on or before the day instruction begins for each class; a fifty percent (50%) refund may be authorized to students officially dropping during the first twenty percent (20%) of the scheduled class time; thereafter, no refund will be made.*

*For non-credit classes and for academic credit classes taught as part of a conference, institute, or intensive course, the refund policy will be described in the publicity material for the course and may vary from course to course depending upon the circumstances.*

3. **NSC Refund Procedures**

a. **Resident Fees**

- 1) *One hundred percent (100%) of resident fees shall be refunded for net credit load reductions made on or before the last day of registration. Only in exceptional circumstances may a refund of registration fees be granted for courses dropped after the last day of late registration.*
- 2) *One hundred percent (100%) of resident fees shall be refunded for withdrawal from the College completed by the last day of registration. For withdrawals after the last day of late registration and prior to the end of the sixth calendar week of instruction, a fifty percent (50%) refund of fees shall be granted. Only in exceptional circumstances may a refund be granted thereafter.*

b. **Nonresident Tuition**

- 1) *One hundred percent (100%) of non-resident tuition shall be refunded for net credit reduction to six (6) credits or less or withdrawal from the College on or before the last day of registration.*

- 2) *No refund of nonresident tuition shall be granted for courses dropped after the last day of late registration.*
- 3) *A fifty percent (50%) refund of non-resident tuition shall be granted for withdrawals made from the College after the last day of late registration but prior to the end of the sixth calendar week of instruction. Only in exceptional circumstances may a refund be granted thereafter.*

c. *Date of Refunds*

*Refunds of registration fees and non-resident tuition shall be issued near the end of the first six weeks of instruction.*

d. *Insurance and Special Fees*

- 1) *The optional hospital and accident insurance premium is non-refundable but shall remain in force for the duration of the policy.*
- 2) *Refund of course related special fees shall be pro-rated on the basis of actual usage or date of withdrawal, whichever is appropriate. Authorization for a refund of special fees must be originated by the department chair.*

e. *Continuing Education*

*For continuing education and summer session academic credit classes, a one hundred percent (100%) refund may be authorized to students officially dropping a class (es) or withdrawing from the College on or before the day instruction begins for each class; a fifty percent (50%) refund may be authorized to students officially dropping during the first twenty percent (20%) of the scheduled class time; thereafter, no refund will be made.*

*For non-credit classes and for academic credit classes taught as part of a conference, institute, or intensive course, the refund policy will be described in the publicity material for the course and may vary from course to course depending upon the circumstances.*

4. *CSN Refund Procedures*

- a. *The refund policy for all students in a 16 week course for withdrawal or net credit reduction shall be:*
  - 1) *One hundred percent (100%) if withdrawal is completed prior to the first day of the semester;*
  - 2) *Seventy-five percent (75%) if withdrawal is completed by the end of the seventh day of the semester;*
  - 3) *No refund shall be given after the period outlined in subsection 4a; and*
  - 4) *No refund shall be given for the application or admission fee.*

- b. The refund policy for all students in a course that meets for less than 16 weeks (a short-term course) shall be:*
- 1) One hundred percent (100%) if withdrawal is completed prior to the first day of the semester; and*
  - 2) Seventy-five percent (75%) if withdrawal is completed one day after the first meeting day of the course; and*
  - 3) No refund of any amount shall be given after the period outlined in subsection 4b.*
- c. Nonresident tuition shall be refunded in conformity with the above schedule for a load reduction to six (6) credit hours or less and for withdrawal.*

**5. GBC Refund Procedures**

- a. The refund policy for withdrawal or net credit load reduction for all students in all programs, except summer session courses and courses of 12 weeks in duration or less, shall be:*
- 1) One hundred percent (100%) if initiated by the end of the first week of the term;*
  - 2) Fifty percent (50%) if initiated during the second week of instruction and before the end of the third week of the term;*
  - 3) No refund after the third week of instruction; and*
  - 4) No refund shall be given for the application for admission fee.*
- b. The refund policy for summer session and courses of 12 weeks duration or less shall be:*
- 1) One hundred percent (100%) if withdrawal or net credit load reduction is initiated before second class meeting or for internet courses the Monday of the second week of classes;*
  - 2) Fifty percent (50%) if withdrawal or net credit load reduction is initiated prior to the first twenty percent (20%) of the session or course elapsing; and*
  - 3) No refund after twenty percent (20%) of the term has elapsed.*
- c. The refund policy for community education courses shall be:*
- 1) No refund shall be issued unless the college cancels the class.*
  - 2) If a student withdraws from a community education class at least 10 days prior to the first day of class, the student is eligible to receive credit in the amount of the class that may be used toward another community education class within the next six months.*
- d. Non-resident tuition shall be refunded in conformity with the above schedule for load reduction to six (6) credits or less and for withdrawal.*

*e. No refund shall be given for health and accident insurance premiums.*

*f. Exceptions require the approval of the President or his designee.*

#### **6. TMCC Refund Procedures**

*a. The refund for all students in all credit programs, with the exceptions of short courses, intensive courses and summer session, for withdrawal or net credit load reduction shall be:*

*1) One hundred percent (100%) if initiated prior to the beginning of the second calendar week of instruction;*

*2) Fifty percent (50%) if initiated prior to the end of the third calendar week of instruction;*

*3) No refund after the end of the third calendar week of instruction.*

*b. The refund for short-term courses (6-11 sessions or calendar weeks) and for summer session courses shall be:*

*1) One hundred percent (100%) if withdrawal or net credit reduction is initiated before second class meeting;*

*2) Fifty percent (50%) if withdrawal or net credit reduction is initiated during the first twenty percent (20%) of a class but after the second-class meeting;*

*3) No refund after twenty percent (20%) of the class has elapsed.*

*c. The refund for intensive courses (5 or less sessions or calendar weeks) shall be:*

*1) One hundred percent (100%) if withdrawal or net credit reduction is initiated before the first class meeting.*

*2) The laboratory or special fees portion of the fees paid for intensive courses is non-refundable.*

*3) No refund after the first class session.*

*d. Nonresident tuition shall be refunded in conformity with the above schedule for load reduction to six (6) credits or less and for withdrawal during the refund period.*

*e. No refund shall be given for health and accident insurance premiums.*

*f. No refund shall be given for the application for admission fee.*

*g. Exceptions require the approval of the President or designee.*

#### **7. WNC Refund Procedures**

*a. The refund policy for fall, spring, and summer semesters' withdrawal or net credit load reduction shall be:*



1) *One hundred percent (100%) if withdrawal is completed prior to the first day of the semester.*

2) *Ninety percent (90%) if withdrawal is completed by the end of late registration (five working days into semester).*

3) *No refund shall be given after the period outlined above.*

4) *Courses that are scheduled to begin at a date different from the regular semester and/or after the beginning of the semester must be dropped prior to the first class session for a 100% refund. Once the class has started, no refund of any amount will be given.*

b. *A refund is not permissible if withdrawal is after the first half of the semester.*

c. *on-resident tuition shall be refunded in conformity with the above schedule for load reduction to six (6) credit hours or less and for withdrawal during refund period.* N