Piedmont Virginia Community College

Section VII – Fiscal Policy and Procedures

VII – 1.2 Tuition Refunds

Policy #:	VII – 1.2
Effective:	January 31, 2007
Revised:	February 20, 2025
Responsible Dept:	Business Office

1. Purpose

This policy outlines college policy and procedures for refunds of tuition and fees for credit and non-credit courses.

2. Policy Statement

Refunds will be made for withdrawal from a course up to the published deadline for withdrawing with a refund. There will be no refunds after the date listed. Partial or pro-rated refunds are not authorized.

The college does not issue refunds directly. All refunds are made through Nelnet. The college is not responsible if a refund is seized by the state debt set-off program.

3. Procedures for Implementation

Credit Courses

Students are encouraged to enroll in direct deposit. Refunds are issued either by direct deposit or mailed to the student's address on file for those that pay in person or by e-check online.

Non-Credit Courses

Students enrolled in non-credit courses must either drop online through WES or contract the Division of Workforce Services to make the request. Refunds paid through QuickPay are returned to the credit card. All other payments are issued through check from the Virginia Department of Treasury.

Exceptions

Only the most extraordinary circumstances can justify the granting of a refund after the deadline has passed. If a student or course participant believes that such circumstances exist, a written request should be made to the Vice President for Finance and Administrative Services (VPFAS) explaining the circumstances of the request and including appropriate documentation. The request and appropriate documentation should be made no later than the end of the semester in

which the refund is being requested.

The Vice President for Finance and Administrative Services (VPFAS) is the sole approving authority for such requests. If the request involves an instructional or student services issue, the VPFAS will confer with the Vice President for Academic Affairs and Workforce Development and/or appropriate instructional or student services officials prior to rendering a decision.

Exceptions will not be granted for circumstances that involve the convenience of the student or course participant.

Exceptions will be granted for requests that involve the activation of reserve military personnel or the deployment of active-duty military personnel during times of national emergency.

Documentation must be provided in the form of written military orders or a letter from the student commanding officer.

Reviewed: 02/2025