

Piedmont Virginia Community College

Section VII – Fiscal Policy and Procedures

VII – 1.2 Tuition Refunds

Effective Date: January 2007

Last Revised: April 2026

Responsible Dept.: Business Office/Vice President of Finance & Administrative Services

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 on the PVCC Academic Calendar. 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. Definitions

N/A

4. Applicability

This policy applies to all faculty, staff, students, and potential students at PVCC.

5. Responsibilities

Processing is the responsibility of the Department of Finance and Administrative Services, with assistance from the Financial Aid Office.

PVCC does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities. View the full nondiscrimination statement and find contacts at pvcc.edu/nondiscrimination.

6. Procedures for Implementation

6.1 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.

Only significant extenuating 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. Withdrawal and refund requests based on extenuating circumstances must be submitted by **the end of the following semester**, as explained below:

- a) The last day of the spring semester for the previous fall semester,
- b) The last day of the summer semester for the previous spring semester, and
- c) The last day of the fall semester for the previous summer semester.

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's commanding officer.

6.2 Non-Credit Courses

At Piedmont Virginia Community College, we understand that plans can change. Therefore, we offer the following refund policy for non-credit courses to ensure flexibility for our students. Students enrolled in non-credit courses must either drop online through WES or contact the Division of Workforce Services to make the request.

- a) Full Refund - A full refund will be issued if a student cancels their registration at least one week (7 calendar days) prior to the start of the class. Refunds will not be issued for

cancellations made fewer than seven (7) calendar days before the class start date. Refunds paid through QuickPay are returned to the credit card. All other payments are issued through check from the Virginia Department of Treasury.

- b) Processing Time - Refunds will be processed within 10-14 business days from the date of the refund request. Processing times vary based on the payment method:
 - i. Credit card refunds: 3-5 business days.
 - ii. Paper check refunds: 4-6 weeks.
- c) Cancellation by Piedmont Virginia Community College - If Piedmont Virginia Community College cancels the class for any reason, all registered students will receive a full refund regardless of when the cancellation occurs.
- d) Non-Refundable Fees - Any applicable non-refundable registration or material fees will not be included in the refund. Credit card processing fees are non-refundable, regardless of whether the cancellation is initiated by the institution or the student.
- e) Refund Request Procedure - To request a refund, students must submit a written request by completing a refund request form. Contact the office of the Vice President of Finance and Administrative Services to request the form. The request must include the student's name, course details, proof of registration, and any required documentation.
- f) Course Transfers - In lieu of a refund, students may have the option to transfer their enrollment to another available session of the same course or a different course of equal value. Transfer requests must also be submitted in writing and are subject to course availability and approval by the [institution] registration office.
- g) Emergency or Exceptional Circumstances - In cases of documented emergencies, such as medical issues or military deployment, students may submit an appeal for a refund exception. Appeals must be submitted in writing with supporting documentation for review.

7. Sanctions for Violation of the Policy

N/A

8. Other General Information

N/A