

REFUNDS OF STUDENT TUITION/FEES

POLICY NUMBER: ADM-STUDENTREFUNDS

POLICY TYPE: ADMINISTRATIVE

RESPONSIBLE OFFICIAL TITLE: CHIEF FINANCIAL OFFICER

RESPONSIBLE OFFICE: STUDENT ACCOUNT SERVICES

EFFECTIVE DATE: UPON PRESIDENTIAL APPROVAL – 2/19/2020

NEXT REVIEW DATE: PRESIDENTIAL APPROVAL PLUS TWO (2) YEARS – 2/19/2022

SUPERSEDES POLICY DATED: 7/1/2012

BOARD OF REGENTS REPORTING (CHECK ONE):

☐ PRESIDENTIAL RECOMMENDATION (CONSENT AGENDA/VOTING ITEM):

☒ PRESIDENTIAL REPORT (INFORMATION ONLY)

I. POLICY STATEMENT

By registering for courses at NKU, a student enters into a legally-binding contract to pay all tuition and fees, including any non-refundable fees. A refund of tuition depends on when a student drops classes and whether the student adds other classes. Whether a student withdraws from a single course or withdraws from the university completely, refunds are directly tied to the University Academic Calendar as published on the Registrar's website: <https://inside.nku.edu/registrar/calendars.html>. Refunds are calculated based on the number of **financially equivalent hours**. Financially equivalent hours depend on when a student drops and adds classes. For example, if a student originally had 15 credit hours and dropped 5 credit hours during the 50 percent tuition adjustment period, the student would be charged for 12.5 hours (15 credits less half of 5 credits = 12.5 credits). If the student added five credits at the same time, the student would be charged for 17.5 hours. The formula to determine financially equivalent hours can be found on the Student Account Services website: <http://studentaccounts.nku.edu/refunds.html>.

There are three types of student refunds:

1. Tuition and Fee Refunds

To be eligible for a refund of tuition, program fees, and mandatory fees, students must drop courses by the specified refund dates published for each semester in the Academic Calendar posted on the Registrar's website: <http://inside.nku.edu/registrar/calendars.html>. Sessions with beginning/ending dates different from the standard term schedule will have refund schedules specific to each session. Class start/end dates will identify the proper refund calendar to follow. Students withdrawing from classes because of military service should refer to the Student Absence Due to Military Service policy (see section VIII below). Students seeking refunds of Military Tuition Assistance should refer to the Military Tuition Assistance (TA) Refund Policy and Schedule on the Student Account Services website (see Section VIII below).

2. Excess Financial Aid/Credit Balance Refunds

A credit balance refund occurs when the posting of all aid (e.g., grants, loans) or any other method of payment (e.g., out of pocket, credit card) exceeds the total charges posted to the student's account.

All financial aid and other payments will be applied to outstanding charges on the student account before being refunded to the student. Students may still owe parking, library, pre-enrollment or other charges that are not posted to their student account. Students must pay those departments directly.

3. Student Death Tuition and Fee Refunds

When an enrolled student dies prior to completing the current academic semester and the University receives the official death certificate and/or published obituary, a full refund of tuition and fees will be made after the deduction of the following:

- Any required adjustments to scholarships, grants, or loans determined by federal formula applied by the Office of Student Financial Assistance
- Any other debts owed to the University that occurred prior to the death of the student.

Refunds will be made payable to the estate of the deceased student, unless proof of executorship of the deceased's estate has been received by the University.

II. ENTITIES AFFECTED

Students; Student Account Services; Office of the Comptroller; Office of Student Financial Assistance; Registrar; Staff; Faculty

III. PROCEDURAL INFORMATION

- Student refunds are disbursed by direct deposit (ACH), paper check, or credit card. The University begins processing refunds **seven days after** a credit appears on the student account. Excess payments made by credit card will be refunded back to the credit card.
- Refunds could be delayed if Financial Aid needs to be adjusted.
- A student could owe Financial Aid Repayment to the university if the student dropped or failed all or some courses after a refund was issued.
- Direct deposit refunds that are rejected and/or returned by the bank are subject to a Rejected Transfer Fee that will be deducted from the amount of the refund before re-issue.
- Paper checks reported as lost will not be re-issued prior to ten business days of the original date of issue. A Stop Payment fee will be charged and deducted from the credit balance prior to any re-issued check.
- Details on University tuition and fee amounts can be found on the Student Account Services website: <https://inside.nku.edu/studentaccounts/services/tuition.html>.

IV. EXCEPTIONS

Appeal for Tuition Refund

A student may be eligible to receive a full tuition adjustment by submitting a completed Tuition Appeal Form (<https://inside.nku.edu/studentaccounts/services/refunds/appeal.html>) and supporting documents to the NKU Tuition and Fees Refund Appeal Committee no later than one year past the starting date of the semester during which the fees that the student is appealing were assessed. The [NKU Tuition and Fees Appeals Committee](#) will review a request for full tuition and fee reimbursement, provided the student meets the requirements set forth in this policy statement.

Tuition appeals will be considered only for the following situations:

1. Documented medical situation involving a student or an immediate family member that prevented the student from completing the course (for a list of the required documentation and a link to the medical documentation form, see <https://inside.nku.edu/studentaccounts/services/refunds/appeal.html>)
2. Documented institutional error.

Delinquent accounts that have been placed with the Kentucky Department of Revenue for collections cannot be appealed.

An Appeal for Tuition Refund may be submitted only once per term no matter the reason, so justification documentation must include all related factors or medical issues. All committee decisions are final. Reoccurring medical conditions are limited to one-time-only exceptions for each documented case.

Full details of the Tuition Appeal process can be found on the Student Account Services website: <https://inside.nku.edu/studentaccounts/services/refunds/appeal.html> .

V. COMMITTEE

Information on the Tuition & Fees Refund Appeals Committee can be found on the University Standing Committee website: <https://inside.nku.edu/adminfinance/university-standing-committees.html>

VI. RESPONSIBILITIES

All Administration & Finance, Enrollment Management, Student Affairs, and Academic Affairs Staff/Departments who work with students and tuition/fees are responsible for understanding and upholding this policy as written to ensure unbiased business practice and consistent enforcement.

VII. COMMUNICATIONS

This policy and any revisions to it should be communicated to all administrative service areas, all colleges and advisors, and Norse Advising.

VIII. REFERENCES AND RELATED MATERIALS

- Approved Tuition and Fee Schedule: <https://inside.nku.edu/studentaccounts/services/tuition.html>
- Academic Calendar Refund Schedule: <https://inside.nku.edu/studentaccounts/services/refunds.html>
- Military Tuition Assistance (TA) Refund Policy and Schedule: <https://inside.nku.edu/studentaccounts/services/refunds/military-tuition-assistance--ta--refund-policy-and-schedule.html>
- Student Absence Due to Military Service Policy: <https://inside.nku.edu/content/dam/policy/docs/Policies/StudentAbsenceMilitary.pdf>
- Student Account Services Information on Refunding: <http://studentaccounts.services.nku.edu/refunds.html>
- Student Account Services Information on Appeal for Tuition/Fees Refund: <https://inside.nku.edu/studentaccounts/services/refunds/appeal.html>
- Tuition/Fees Appeal Form: <https://inside.nku.edu/content/dam/student-account-services/docs/Appeal%20for%20Tuition%20Refund.pdf>
- Medical Documentation Form: <http://studentaccounts.services.nku.edu/content/dam/Bursar/docs/Medical%20Documentation%20Form.pdf>

REVISION HISTORY

REVISION TYPE	MONTH/YEAR APPROVED
Revision & Name Change	February 19, 2020
Policy – Student Refunding	July 1, 2012

STUDENT REFUNDING

PRESIDENTIAL APPROVAL

PRESIDENT

Signature

Ashish K. Vaidya

Date

2/19/2020

Ashish K. Vaidya

BOARD OF REGENTS APPROVAL

BOARD OF REGENTS (IF FORWARDED BY PRESIDENT)

- ☒ This policy was forwarded to the Board of Regents on the **Presidential Report (information only)**.
Date of Board of Regents meeting at which this policy was reported: 03 / 18 / 2020.
- ☐ This policy was forwarded to the Board of Regents as a **Presidential Recommendation (consent agenda/voting item)**.
- ☐ The Board of Regents approved this policy on ____ / ____ / ____.
(Attach a copy of Board of Regents meeting minutes showing approval of policy.)
- ☐ The Board of Regents rejected this policy on ____ / ____ / ____.
(Attach a copy of Board of Regents meeting minutes showing rejection of policy.)

VICE PRESIDENT & CHIEF STRATEGY OFFICE

Signature

Bonita Brown

Date

04/14/2020

Bonita J. Brown