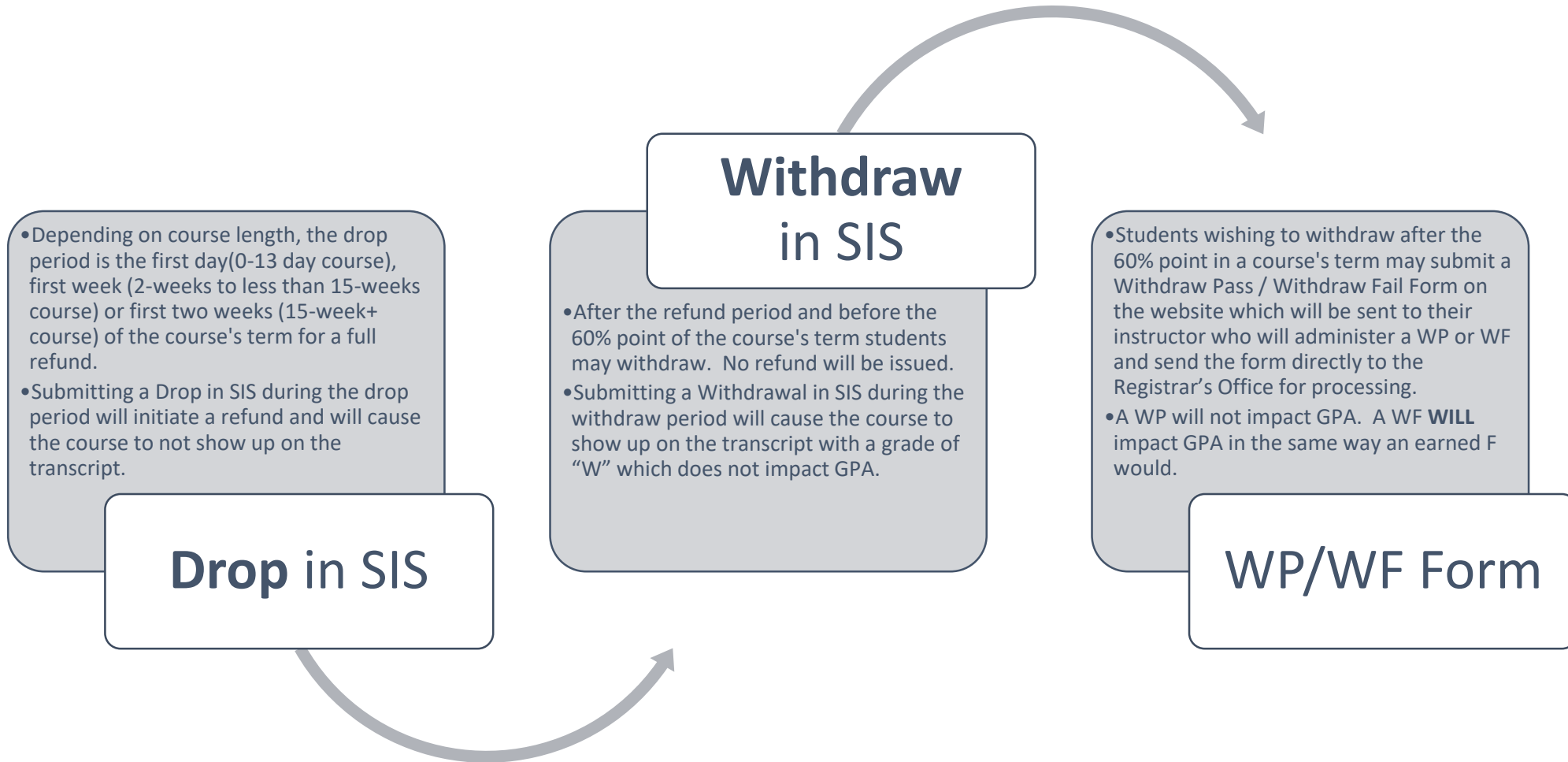


**REFUND / WITHDRAWAL POLICY**





[www.rivervalley.edu](http://www.rivervalley.edu)

## **REFUND / WITHDRAWAL POLICY**

### **Refund Policy for Credit Courses**

A 100% refund of tuition, less non-refundable fees, will be given to a student who officially drops from a full Fall or Spring semester course by the end of the fourteenth (14th) calendar day of the semester. Students in classes that meet in a format shorter than the traditional semester (15-16 weeks) will have seven (7) calendar days from the designated start of the alternative semester to withdraw for a full refund. If the seventh (7th) or fourteenth (14th) calendar day falls on a weekend or holiday, the drop refund date will be the first business day following the weekend or holiday. Exception: Students in courses that meet for two weeks or fewer must drop by the end of the first day of the class in order to get a 100% refund. Students must drop the course in SIS to qualify for a refund. No tuition will be refunded if the student does not drop the course in SIS within the allotted refund time. Refunds are not prorated.

This policy applies to all semester length and alternative semester formats. Non-refundable fees are defined as advanced tuition, application fee, and orientation fee. All other fees are to be considered refundable. This includes, but is not limited to, the academic instruction fee and comprehensive student service fees.

All Federal Title IV Funds (i.e. Pell, SEOG, Perkins Loans, Stafford Loans) are prorated and returned according to the rules and regulations mandated by the US Department of Education.

In extenuating circumstances, the President (or designee) is authorized to offer alternative compensation in the form of a tuition credit or waiver to students on a case-by-case basis. Tuition credit on a student's account must be used within one calendar year from the date of authorization.

In accordance with federal regulations, refund balances for an amount less than \$1.00 will be applied to the student's next semester account. If after one semester the student does not register for courses, then the credit balance is forfeited.

Please download a tuition appeals request form if you would like to appeal your tuition.

NOTE: Tuition and fees are subject to change without notice. Applicants should check with the College for verification of current charges. All refunds require that the student drop the course in SIS within the allotted refund time.

### **Withdrawal Policy for Credit Courses**

A Withdrawal in SIS must be completed prior to the 60% point of the course's term. If the Withdrawal is completed in SIS after the refund period and before the 60% point of the course, no refund will be given and a "W" will be reflected on the transcript which does not impact GPA.



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### **Withdraw Pass/Withdraw Fail for Credit Courses**

After withdraw deadline (60% point in a course) in order to withdraw, a Withdraw Pass/Withdraw Fail Form must be submitted through the college's website (<https://www.rivervalley.edu/current-students/registrars-office/course-withdrawal-pass-or-fail-form/>) and a grade of Withdraw Pass (WP) or Withdraw Fail (WF) will be determined by the instructor. A WP grade does not impact GPA, a WF grade impacts GPA the same way an F would.

**\*\*Students are encouraged to note the specific drop/withdraw/WP/WF dates for each course in which they are enrolled.\*\***

### **Refund Policy for Credit Non-Courses**

Students registered for workshops through the Office of Workforce Development must withdraw in writing at least three days prior to the first workshop session in order to receive a full refund of tuition and fees. Refunds are not prorated.

### **Refund Process**

Refunds (paid by check or cash) take approximately 7-10 business days to process and are mailed directly from Nelnet Business Solutions out of Charlotte, North Carolina. Checks cannot be picked up in the Business Office. Students may opt to sign up for direct deposit via their SIS. For direct deposit refunds please allow 3-5 business days for processing. Credit card refunds are processed through the card information use for purchase. FACTS payment plans are the students' responsibility to cancel through the Business Office. Over payments on FACTS plans are sent to you at the end of the semester from the college.

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Before you register, please read the following notice:

**I understand that I must fulfill my financial obligation two weeks before the first day of the semester, or my registration will be voided and my classes deleted. I understand by registering for courses at RVCC, I am financially obligated for ALL costs related to the registered course(s). I agree that by registering for courses within the Community College System of New Hampshire (CCSNH), I am financially obligated for ALL costs related to the registered course(s). Upon a drop or withdrawal, I agree that I will be responsible for all charges as noted in the student catalog and handbook. I further understand that if I do not make payment in full, my account may be reported to the credit bureau and/or turned over to an outside collection agency. I also agree to pay for the fees of any collection agency, which may be based on a percentage of the debt up to a maximum of 35%, and all additional costs and expenses, including any protested check fees, court filing costs and reasonable attorney's fees, which will add significant costs to my account balance. (Effective 4-1-14)**