

**Pine Technical College
Policy and Procedure**

Policy Number: 315

Date: 8/31/04

Subject: Waivers and Refunds
Author: Phil Schroeder

Division/Department: Fiscal Affairs; Student Affairs

Authorities:

MnSCU Policy 5.12: Refunds, Withdrawals and Waivers
Minnesota Statute 136F.06

Purpose:

The purpose of this policy is to establish procedures for the administration of student refunds or waivers.

Policy:

Pine Technical College will allow students to request waivers or refunds for tuition and related fees after the dedicated drop/add period of a term. Because the administration of these transactions requires backdating to the effective drop date, approval will only be given under specific conditions and only with the approval of the Dean of Student Affairs, Business Manager and President.

Procedure:

1. Students will submit in writing a petition to the Dean of Student Affairs on the official form outlining the request, including supporting evidence and/or documentation.
2. A tuition waiver/refund petition will only be considered for the following reasons:
 - a. Student or family member injury or illness that requires a prolonged absence (in excess of two weeks). A doctor's statement is required. In cases of illness or injury a family member is defined as the spouse, minor, or dependant children/step-children/foster children, or parent/step-parent living in the same household as the student.
 - b. Death of a student or students' family member. In cases of death, a family member is defined as the spouse, the parents/step-parents, grandparents, guardian, children, grandchildren, brothers, sisters, wards or step-children of the student.
 - c. Called to active military duty.
 - d. Employee benefit provided by a bargaining agreement.
 - e. College error.
 - f. Course conditions which includes cancellation or other situations that results in the student not being able to use the services intended by tuition or fee.
 - g. Significant personal circumstances. This must be documented.
3. The Dean of Student Affairs will make the initial review of the request, make a recommendation, and forward the petition to the Business Manager for his/her action. It will then go to the President for final approval.
4. The President will approve, reject or return the request to the Dean and/or Business Manager for additional information. If approved, the petition will be forwarded to the Registrar's Office to be entered into ISRS. If rejected, the petition will be returned to the Dean of Student Affairs to be forwarded to the student.

5. All approved waivers/refunds will be entered into ISRS (ST1124UG) with a valid Effective Date Reason Code and explanatory notes taken from the form. A copy of the petition, final action and any additional documentation will be retained in the student's permanent record. A copy of the Petition with final action and other related documents will be forwarded to the student by the Registrar.
6. The Registrar will notify the Business Office of any additional action needed by them.
7. In most instances, final action on the petition will be completed no later than 10-15 working days from the date of submission.

Responsibilities:

Student Services:

1. Notify students of this policy via Student Handbook, Catalog, Web Site, and orientation sessions.
2. Notify students in default of this policy and cancel registration as outlined above.
3. Assure timely and correct ISRS data entry.
4. Ensure written records related to refunds and waivers are included in students' file.

Business Office:

1. Refer students and assist those wishing to submit a petition.
2. Process waivers and refunds in accordance with above procedures and MnSCU policy.

Dissemination:

Students will be informed of this policy by the following methods: Inclusion in the College Catalog, the Student Handbook and PTC's Web site. Copies will also be provided to student affairs and academic staff and included in the Faculty and Staff Handbook.

Reviewed by Leadership Team: 8/16/04

Reviewed by Joint Governance: 8/31/04

Approved: _____ Date: 8/31/04

Robert L. Musgrove, Ph.D., President