

# CHAPTER 12

## REFUNDS AND RETURN OF TITLE IV

Imperial Valley College . 380 E. Aten Road . Imperial, California . 92251

12.1

### WITHDRAWAL PROCESS OUR POLICIES AND PROCEDURES

Imperial Valley  
College

#### IVC POLICIES

##### **ATTENDANCE AND ADMINISTRATIVE WITHDRAWALS** Refer to: 2018-19 College Catalog page 43

- A student who fails to attend the first meeting of a class or does not complete the first mandatory activity of an online class will be dropped by the instructor as of the first official meeting of that class. Should readmission be desired, the student's status will be the same as that of any other student who desires to add a class.
- Regular attendance in all classes is expected of all students. Student whose continuous, unexcused absences exceed the number of hours the class is scheduled to meet per week may be dropped.
- For online courses, students who fail to complete required activities for two consecutive weeks may be considered to have excessive absences and may be dropped.
- Absences attributed to the representation of the college at officially approved events (conferences, contests, and field trips) will be counted as excused absences.

##### **OFFICIAL DROP OR WITHDRAWAL** Refer to: 2018-19 College Catalog page 18

- It is the student's responsibility to officially drop or withdraw from classes.
- Students are only able to drop or withdraw from classes online via WebSTAR.
- Note: Only those drops completed prior to the refund deadline are eligible for refund consideration.

##### **DEADLINES FOR DROPPING CLASSES**

In accordance with state regulations and district policy, the deadlines used for grading purposes are as follows:

- Drop without a transcript annotation: Drop must be completed prior to the first 20% of the course based on the individual class.
- Drop with a "W" annotation: All courses dropped at the 20% point and up until the 75% point will be recorded on the transcript as a "W."
- Drops after the 75% point are not allowed except under narrowly defined extenuating circumstances. These situations must be due to substantiated illness, accident, or events beyond the student's control that prohibit continuation in classes.
- By law, remaining on the student's record after the 75% point require that a grade be issued.

#### IVC PROCEDURE

##### **WITHDRAWAL DATE**

- IVC is NOT required to take attendance.
- Date is when student officially withdraws on WebStar; or if no notification, when school determines are according to federal requirements.
- Financial aid is informed via a system- generated report.

##### **ADMINISTRATIVE WITHDRAWAL** Refer to: 2018-19 College Catalog page 36

- An instructor will drop students who fail to attend the first meeting of any class for which they have officially enrolled unless prior arrangements have been made with the instructor.
- Instructors may also drop a student from a class for excessive absences, defined as the number of continuous, unexcused absences exceeding the number of hours the class meets per week.
- Be aware, it is always the student's responsibility to withdraw officially from classes. In no case should students presume they have been dropped by the instructor.

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### INSTITUTIONAL REFUND POLICY OUR POLICIES AND PROCEDURES

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College

#### IVC POLICIES

**Refer to:** Student Guide pg. 10 and Student Catalog pg. 21

- Refunds and Fees are owed by California state law. Refunds/fee credits can only be given for full-term classes dropped by the specified deadline for each term.
- There is no need to apply for a refund. All eligible refunds will be processed automatically according to the financial aid disbursement schedule, except for periods of registration or late registration.
- Refunds are paid after late registration for credits of \$20 or more.

#### IVC PROCEDURES

Imperial Valley College's general refund policy applies to students receiving Title IV funds who are eligible for a refund of tuition and fee charges.

#### **RECEIVING REFUND**

- Students eligible for financial aid or who are due a refund can select to have funds posted on IVC MyCashCard or ACH transferred to their bank account by logging on to [www.enroll.moneynetworkedu.com](http://www.enroll.moneynetworkedu.com) and choosing their disbursement method.
- Students due a refund who do not select the IVC MyCashCard or ACH transfer will receive a check mailed to their current mailing address as listed in WebSTAR.
- Receipt of a card does not guarantee that student will be eligible for a refund.
- Imperial Valley College students receiving federal financial aid (Title IV funds) who do not attend any classes will be required to repay all the funds they received.
- Students who withdraw from all classes prior to completing more than 60% of the semester will have their financial aid eligibility recalculated based on the percentage of the semester complete, and will be required to repay any unearned financial aid they received.

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### RETURN OF TITLE IV AND POST-WITHDRAWAL DISBURSEMENTS OUR POLICY AND PROCEDURES

Imperial Valley  
College

#### IVC POLICY

Title IV funds (Pell Grant and FSEOG) are awarded under the assumption that student will attend school for the entire semester for which the funds are awarded.

- If student withdraws from all classes on or before the 60% point of the term, student may be required to repay that portion of the aid which was unearned.
- If student withdraws after completing 60%, student will have earned 100% of the Title IV funds awarded. Any unearned portion will be returned by the college and by the student in accordance with the method prescribed in regulations.
- **REFUND will be returned in the following priority:**
  1. Federal Pell Grant
  2. Federal Supplemental Educational Opportunity Grant (FSEOG)

**2018-19 Academic Year, the following dates represent the 60% of point of each term:**

Semester	60% point
Fall 2018	October 18, 2018
Winter/Spring 2019	April 17, 2019
Summer 2019	July 10, 2019

- If no repayment is due to a Title IV Program, the student will receive the total refund.
- If student is required to repay any unearned portion of the award:
  - Student will receive a letter detailing the amount owed and the process for repayment.
  - Student will have 45 days from receipt of letter to repay amount in full to IVC or the overpayment will be reported to the US Department of Education, which will then contact student for repayment.
  - Student will be ineligible for any additional Title IV funds until repayment is made in full.
  - To contact the U.S. Department of Education regarding an overpayment, call 1-800-621-3115.

#### IVC PROCEDURES

##### **STEPS TO DETERMINE TITLE IV REFUNDS & REPAYMENTS**

- Withdrawn students are determined via system generated report
- Last date of attendance determined on Banner by date of course withdrawal or last date of academically related activity, whichever is later.
- R2T4 calculation done on Banner system and award adjustments are made.
- School required returns are posted at that time
- Withdrawals are updated on NSLDS

##### **REPAYMENTS**

###### **Students Required to Repay Title IV Funds**

- We have 30 days to notify student once we are aware that student has dropped or withdrawn from all classes.
  - Notifications are sent via mail and message on WebSTAR.

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- A hold is posted with the amount the student owes, semester of repayment.
- The student has 45 days from the date of the letter to repay in full.
- There will be only two situations that may occur:
  - The student pays in full within 45 days
  - The student does not respond in 45 days

### **Paid in Full**

- Students must go to the Cashiers Office to repay their repayments.
- When the student repays, the Cashiers Office will send the student back to the Financial Aid Office for us to remove the hold upon verification of payment.

### **Student Does Not Respond**

- After 45 days:
  - Students are reported to the Dept. of ED via fax
  - Letter is sent to student informing the student that we referred the non-payment and that they must contact the U.S. Dept. of Ed Collections
  - Post Overpayment on NSLDS

### **POSTWITHDRAWAL DISBURSEMENTS**

- Students are informed via mail that they are eligible for a postwithdrawal disbursement and given instructions on how to request funds by the given deadline.
- Students who request fund within the given timeframe are scheduled for disbursement at the next regularly scheduled disbursement date.

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### OVERPAYMENTS OUR POLICY AND PROCEDURES

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College

#### IVC POLICY

#### OVERPAYMENT POLICY FOR FINANCIAL AID RECIPIENTS

**NOTE:** This policy does not apply to the Federal Work Study program.

**OVERPAYMENTS:** Disbursement amounts that students have received in excess of eligibility.

- These can be due to eligibility changes, student withdrawal from school or due to error - either student error or institutional error.
- Resolution steps vary depending on determination of liability, whether student's or institution's.
  - Student liability:
    - If Pell or FSEOG overpayment is less than \$25, student is not required to repay.
    - If R2T4 grant overpayment is less than \$51, student is not required to repay.
    - A student who owes an overpayment may regain Title IV eligibility by making satisfactory repayment arrangements (and maintaining the terms of the arrangement).
    - An institution must refer a Pell Grant or FSEOG overpayment for which it is not liable to the Department of Education (ED) if the student neither repays nor makes satisfactory arrangements to repay it.
  - Institutional liability:
    - IVC must immediately restore a Pell or FSEOG overpayment for which it is liable to the program account; the student owes this amount as a debt to the District.
    - The Board Policy will be applied: Students who owe a debt to the District will have transcripts, registration etc. withheld.
    - The amount student received in error is not considered a resource or financial aid.
    - The student's eligibility for future Title IV aid is unaffected since student is not considered to owe a Title IV overpayment.

#### IVC PROCEDURES

#### RESOLVING OVERPAYMENT FOR INSTITUTIONAL LIABILITY

- Notify student of overpayment situation.
- The financial aid is adjusted in COD.
  - Any overpaid funds are returned immediately by school to program fund.
- Place a HOLD immediately on system.
- NSLDS will NOT be notified if the overpayment is a result of the institution's error.

#### RESOLVING OVERPAYMENT FOR STUDENT LIABILITY

- Notify student of overpayment situation via mail. The student is given 45 days to repay funds to IVC.
- Place a HOLD on student's record in the system and notify student via email about the hold.
  - The HOLD will prevent further financial aid disbursements.
  - HOLD is on registration, release of grades, diploma or transcripts per IVC Policy.

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