

**BOARD OF REGENTS
BRIEFING PAPER
Procedures & Guidelines Manual Revision – College of Southern Nevada
Refund Procedures**

BACKGROUND & POLICY CONTEXT OF ISSUE:

College of Southern Nevada's (CSN) approved tuition and fees refund policy and procedure for regular and short-term (less than 16 weeks) classes is contained in the Procedures & Guidelines Manual, Chapter 7, Section 19(4). With the number of refunds at CSN, this process must be performed electronically via PeopleSoft. However, the current set up in PeopleSoft is not able to perform this function accurately as prescribed by the Procedures & Guidelines Manual for short-term classes, and adjustments must be done manually for some refunds, which is an overwhelming process. While the set-up is as close as possible to the Manual, it results in inconsistencies and inaccurate processing of refunds. CSN needs to align its refund policy and procedure with the capabilities of PeopleSoft in order to avoid errors, confusion to students, manual changes, and associated problems. Accordingly, CSN proposes the following changes to the Procedures and Guidelines Manual, Chapter 7, Section 19(4).

SPECIFIC ACTIONS BEING RECOMMENDED OR REQUESTED:

Amend Procedures and Guidelines Manual, Chapter 7, Section 19(4), as attached.

IMPETUS (WHY NOW?):

CSN is unable to ensure the correct refund for students who withdraw after the start of a short-term class. Errors or students' questions are being addressed through the appeal process which is inefficient and bothersome to both the student and CSN. CSN must be able to ensure that the refunds are correct in the first place. The proposed changes make the refunds accurate, automated, and the whole process will be easier to understand for both students and staff.

BULLET POINTS TO SUPPORT REQUEST/RECOMMENDATION:

- The current policy and procedure states that for a short-term class (less than 16 weeks) 100% refund is due if withdrawal is completed prior to the first day of the semester; and 75% refund is due if withdrawal is completed one day after the first meeting day of the course. The PeopleSoft system is unable to process refunds based on meeting days. CSN proposes to adjust the policy to reflect session start dates instead of meeting days to be consistent with how the PeopleSoft system functions.
- CSN also proposes to adjust the refund to 50% to be consistent with other NSHE college refund policies. This will make the experience consistent for the student who enrolls at different NSHE institutions.

POTENTIAL ARGUMENTS AGAINST THE REQUEST/RECOMMENDATION:

None

ALTERNATIVE(S) TO WHAT IS BEING REQUESTED/RECOMMENDED:

Maintain current policy.

COMPLIANCE WITH BOARD POLICY:

Chapter # _____ Section # _____

- Consistent With Current Board Policy: Title # _____
- Amends Current Board Policy: Title # _____ Chapter # _____ Section # _____
- Amends Current Procedures & Guidelines Manual: Chapter # 7 _____ Section # 19 _____
- Other: _____
 - Fiscal Impact: Yes _____ No X
 - Explain _____

NSHE Procedures and Guidelines Manual

CHAPTER 7, SECTION 19

College of Southern Nevada – Refund Procedures

Additions appear in *boldface italics*; deletions are [~~stricken~~ and bracketed]

Section 19. Refund Procedures

As required by Board policy (Title 4, Chapter 14), each institution shall adhere to the following procedures when issuing refunds to students:

4. CSN Refund Procedures

- a. The refund policy for all students in a 16 week course for withdrawal or net credit reduction shall be:
 - 1) One hundred percent (100%) if withdrawal is initiated prior to the end of the first week of instruction; and
 - 2) Fifty percent (50%) if *withdrawal is* initiated prior to the end of the second week of instruction;
 - 3) No refund shall be *granted thereafter* [~~given after the start of the third week of instruction; and~~]
 - 4) No refund shall be given for the application or admission fee.
- b. The refund policy for all students in a course that meets for less than 16 weeks (a short-term course) shall be:
 - 1) One hundred percent (100%) if withdrawal is completed prior to the first day of the *session* [~~semester; and~~]
 - 2) *Fifty* [~~Seventy five~~] percent (*50*[~~75~~]%) if withdrawal is completed *two* [~~one~~] days after the first *day of the session* [~~meeting day of the course; and~~]
 - 3) No refund of any amount shall be *granted thereafter* [~~given after the period outlined in subsection 4b.~~]
- c. Nonresident tuition shall be refunded in conformity with the above schedule for a load reduction to six (6) credit hours or less and for withdrawal.