

BOARD OF REGENTS
BRIEFING PAPER
Procedures & Guidelines Revision – Great Basin College Refund Procedures

BACKGROUND & POLICY CONTEXT OF ISSUE:

GBC's current adjustment set up in Peoplesoft allows for a high amount of inconsistency and inaccurate processing of the refund policy which requires manual maintenance and adjustments. Additionally the current refund policy is confusing for students and requires manual calculation. GBC would like to simplify this for our students and allow for automation to ease the burden on staff. These changes should thus be reflected in the Board of Regents Procedure and Guidelines Manual. (*Chapter 7, Section 19*).

SPECIFIC ACTIONS BEING RECOMMENDED OR REQUESTED:

Amend Procedures and Guidelines Manual, Chapter 7, Section 19 to allow for easier communication of the refund policy to students and more efficient processing in Peoplesoft.

IMPETUS (WHY NOW?):

With the implementation of the Peoplesoft system focus first was on making sure other processes were functioning properly. GBC is now focusing on making these processes more efficient and effective. The proposed changes make the refund process more efficient and easier to understand for both students and staff.

BULLET POINTS TO SUPPORT REQUEST/RECOMMENDATION:

- An example: the previous policy states that 100% refund is due for a non-regular semester course if the class is dropped before 10% of the class length has elapsed. "Non-regular" could mean anything from a 4 day class to a 13 week class, so each class has to be manually calculated to find out when the last day to receive the 100% refund would be.
- Due to observed holidays and differences in the length of each semester. The system gives inaccurate refunds to students who may drop under the same circumstances. These student accounts then have to be manually reviewed and adjusted which takes time from several departments to research and process.

POTENTIAL ARGUMENTS AGAINST THE REQUEST/RECOMMENDATION:

None

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

Maintain current policy.

COMPLIANCE WITH BOARD POLICY:

- Consistent With Current Board Policy: Title #____ Chapter #____ Section #____
- 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
Great Basin College – 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:

....

5. GBC Refund Procedures

- a. [~~The refund policy for withdrawal or net credit load reduction for all students in all programs, except Summer session courses and non-regular semester courses, shall be:~~
- 1) ~~One hundred percent (100%) if initiated by the end of the first week of the term;~~
 - 2) ~~Fifty percent (50%) if initiated by the end of the second week of the term;~~
 - 3) ~~No refund after the second week of the term; and~~
 - 4) ~~No refund shall be given for the application for admission fee.~~
- b. ~~The refund policy for Summer session and all non-regular semester courses shall be:~~
- 1) ~~One hundred percent (100%) if withdrawal or net credit load reduction is initiated before ten percent (10%) of the class length has elapsed;~~
 - 2) ~~Fifty percent (50%) if withdrawal or net credit load reduction is initiated before twenty percent (20%) of the course has elapsed; and~~
 - 3) ~~No refund after twenty percent (20%) of the course has elapsed.~~
 - 4) ~~For Web-based courses, the first class meeting is considered to be 8 a.m. of the first business day of the week in which the course began.]~~
- a. The refund policy for one[~~or two~~]-day courses shall be:
- 1) One hundred percent (100%) if withdrawal or net credit load reduction is initiated before the ~~start of class.~~ ***[day of class.]***
 - 2) No refund ~~after the class begins.~~ ***[as of the day the class begins.]***
- b. ***The refund policy for classes two calendar days through eleven calendar days in length shall be:***
- 1) ***One hundred percent (100%) if withdrawal or net credit load reduction is initiated on or before the first day of class.***
 - 2) ***No refund after the first day of class.***

- c. *The refund policy for regular session and dynamic extensive (longer than 16 week) session courses shall be:*
 - 1) *One hundred percent (100%) if withdrawal or net credit load reduction is initiated on or before the seventh day of class.*
 - 2) *Fifty percent (50%) if withdrawal or net credit load reduction is initiated on or before the fourteenth day of class.*
 - 3) *No refund after the fourteenth day of class.*

- d. *The refund policy for all other courses and sessions (twelve days or longer) shall be:*
 - 1) *One hundred percent (100%) if withdrawal or net credit load reduction is initiated on or before the fourth day of class.*
 - 2) *Fifty percent (50%) if withdrawal or net credit load reduction is initiated on or before the seventh day of class.*
 - 3) *No refund after the seventh day of class.*

- e. The refund policy for community education courses shall be:
 - 1) One hundred percent (100%) if the college cancels the class.
 - 2) One hundred percent (100%) if a student withdraws from a community education course at least seven days prior to the first day of class.
 - 3) No refund if the student drops the class fewer than seven days prior to the first day of class.

- f. Non-resident tuition shall be refunded in conformity with the above schedule for load reduction to six (6) credits or less and for withdrawal.

- g. No refund shall be given for health and accident insurance premiums.

- h. Exceptions require the approval of the president or designee.

- i. *No refund shall be given for the application for admission fee.*

- j. *For Web based courses, the first class meeting is considered to be 8 a.m. of the first business day of the week in which the course began.*