



SAN DIEGO COMMUNITY COLLEGE DISTRICT

Administrative Procedure

CHAPTER 6 – BUSINESS AND FINANCIAL SERVICES

AP 6300. 11 Student Refunds

Office(s) of Primary Responsibility:

Vice Chancellor of Business Services
Controller
Vice Presidents of Administrative Services

Purpose/Scope

The purpose of this procedure is to provide guidelines in issuing District refunds at all campuses in an efficient and consistent manner while implementing certain provisions of Board Policy BP 6300 Fiscal Management and BP 8970 Student Refunds.

- I. A refund is established when the student's financial payments, excluding financial aid, exceed the financial obligations of the students to the District and/or District sponsored programs. Refunds of student fees are generated as listed in BP 8970 Student Refunds, and subject to these additional regulations:
 - a. The student may submit a request at any campus.
 - b. A refund may be applied to relieve a financial hold. See Section VI
 - c. Cash refunds will be limited to fees originally paid for with cash, money order or a cashier's check. The maximum cumulative refund amount per semester will be equal to the revolving fund limit set forth in the California Community College Budget and Accounting Manual (page 2.44) currently set at \$100.00. Any remaining balance will be processed by warrant. See Sections III and IV.
 - d. Refunds for fees originally paid for with personal or third party checks will be processed after a five-week waiting period, beginning on the date the check payment was entered to the student's ISIS screen. This waiting period allows time for the check to clear the student or third party's bank twice. See Section IV.
 - e. Refunds for fees originally paid for with credit cards will be processed as credits to the credit card account. However, if the student can produce documentation proving that the credit card account is closed or paid in full, the refund will be processed by check. See Section V.

II. Refunds may be granted for the following fees, unless non-refundable:

- a. Registration (enrollment) fees, resident refunds, may be processed by the Campus Accounting Offices according to the conditions stated in the BP 8970 Student Refunds.
- b. Non-resident tuition fees refunds may be processed by the Campus Accounting Offices according to the conditions stated in the BP 8970 Student Refunds.
- c. Parking permit fee refunds may be processed by the Campus Accounting Offices during the first two weeks of the semester. After two weeks, the student must obtain written authorization from the Campus College Police Office before a parking permit refund can be given.
- d. Associated student card refunds may be processed at the AS Offices during the first two weeks of a semester. An Associated Student Card Sales report from IT is provided to the Campus AS Office which lists the students with account numbers who bought cards. All refund payments are to be processed by the Campus Accounting Offices based on the students ISIS record.
- e. Health fees and accident insurance are refundable by the Campus Accounting Office, upon full withdrawal during the first two weeks of a semester. They are also refundable when the student has paid the fees and subsequently a BOG Waiver is awarded.
- f. Student liability insurance (for EMT, Nursing, etc) is refundable if the student drops within the designated refund period.
- g. Student representation fee is non-refundable. Exception is if the student refuses to pay this fee for religious, moral, political or financial reasons and drops within the designated refund period.
- h. Other fees, Chemistry fines and Library fees and other fines may be processed by the Campus Accounting Offices with written authorization from the appropriate Department or Instructor.
- i. Continuing Education fee refunds may be processed by the respective Continuing Education Campus Accounting Office for GED and Consumer Fees, subject to conditions established by Continuing Education, and approved by the Vice Chancellor of Business Services.

III. Cash Refunds

Cash Refunds of \$100 or less will be given only for fees originally paid for with cash, money order or with a cashier's check. If the student has a refund greater than \$100.00, the balance of the refund will be processed by check.

- a. Campus Accounting Office will audit the student's accounting record to establish the validity of the refund, verify the student's identification, and provide the following information on a refund register:
 1. Student's CSID number (ISIS)
 2. Student's Name
 3. Student's picture ID Type (i.e. CA DL – California Drivers License; CA ID = California ID card; etc.)
 4. Term of the refund (Specific Semester)

5. Refund amount
 6. Accounting Office Staff or initial of who issued the refund
 7. Date of refund
 8. Student's signature (Verify signature against ID card). Have the student verify information on the refund register before signing in the space provided.
- b. Campus Accounting Office has the responsibility of immediately posting the student's Accounts Receivable in the (RQAR) screen in ISIS, using the fee code "RFCP", the appropriate dollar amount of the refund, using the applicable semester of the refund.

Exceptions –

1. If a refund is less than \$30.00, and was originally paid by check, it may be processed as a cash refund after the five-week waiting period for check refunds.
 2. Cash refunds will be limited to fees originally paid for with cash, money order or a cashier's check. The maximum cumulative refund amount per semester will be equal to the revolving fund limit set forth in the California Community College Budget and Accounting Manual (page 2.44) currently set at \$100.00. Any remaining balance will be processed by warrant. See sections III and IV.
 3. If a student cannot produce signed picture identification, process the refund by check.
 4. If the refund amount is greater than \$100, it is preferred that the entire refund be processed by check.
- c. Campus Accounting Offices will replenish the refund fund and submit on a weekly basis to General Accounting District Cashier the following documentation and verification:
1. Refund registers to serve as back-up for the reimbursement of cash refund transactions.
 2. Completeness and authenticity of signatures on the Refund register before submission for replenishment.
 3. Refund registers have signature approvals before submission to General Accounting District Cashier.
- d. District Cashier will process a voucher to Accounts Payable for a warrant to replenish the campuses refund fund and will verify the following information:
1. Total amounts of the Refund registers for the weekly periods match to the total of the ISIS reports PSAR102D refund activities.
 2. Valid campus signature approvals.
 3. Weekly period reimbursements are complete and in chronological order by date.
- e. District Controller may require that the Campus Accounting Offices reduce their funds between high volume refund periods.

IV. Check Refunds

Refunds for fees originally paid by check will be processed after a five-week period from the date the student's check was posted to the student's account. This allows time for the student's check to be submitted twice, if necessary, to clear the student's bank. This five-week period can be waived if the student provides documentation that proves their check has cleared the bank. Acceptable documentation would be the image of original cancelled check; a photocopy of the front and back of the cancelled check; and the bank statement along with the carbon-copy type of check. Refunds for fees originally paid by check will be mailed to the student's address of record.

- a. To process a refund by mail (RFML), the campus Accounting Office will be responsible to:
 1. Audit the student's account to verify the validity of the refund.
 2. Verify that the information in ISIS is current, and shows the correct address and amount.
 3. After the five-week waiting period, if no holds exist on the student's records, process the refund in ISIS through the student's Accounts Receivable screen (RQAR) using the fee code "RFML"; the appropriate dollar amount of the refund; and the semester of the refund.
- b. General Accounting District Cashier will reconcile a daily refund batch from ISIS imported to Colleague:
 1. Run the Refund Voucher register in Colleague Student module daily and match total of refund from ISIS AR-19 report
 2. Adjust Refund Register in Colleague as needed and identify students that need to be added or deleted due to voiding of warrants or error adjustments in ISIS.
 3. Create Refund vouchers weekly for the warrant disbursements generally scheduled on Tuesdays.
 4. Prepare a weekly Refund Batch Authorization payment with proper signature approval for submission and selection for payment in AP.
- c. When an error is made in processing a refund by mail:
 1. Campus Accounting Office will back out the incorrect RFML entry using a negative refund amount to offset the error when the refund transaction and error correction occurred the same day.
 2. Call or e-mail General Accounting in the District Office to notify them if the transaction date of the negative RFML correction is different or if error was discovered after the date of the original refund transaction. This will generate two refund checks in Colleague due to the different transaction dates, so totals have to be adjusted using MCRG screen. See V.B.2
- d. When an error is discovered after the refund is processed and the warrant has been printed:

1. Call or e-mail General Accounting as soon as the error is determined to pull the warrant before mailing, which happens generally on Tuesdays of the week.
2. Notify Internal Audit to pull the warrant with the incorrect refund.
3. Forward warrant to Accounts Payable for cancellation.
4. Notify the appropriate campus Accounting Supervisor to prepare a voucher for payment with proper approval to resubmit refund using the correct amount as needed.
5. If refund is incorrect and no re-submission is required, campus accounting office will perform necessary ISIS correction/adjustment in the student record.

V. Credit Card Refunds

Refunds for fees paid with credit cards will be processed as a reversal to a credit card that was originally used for the transaction. If the student used another person's card to pay his/her fees, refunds should be applied to the same card number used. However, if the student can produce documentation that the credit card account is closed, or paid in full, the refund will be processed as a check refund. See section IV of this procedure. Documentation would include a credit card statement(s) showing the original charge and the current balance, or a letter from the Financial Institution which issued the card, stating that the account has a zero balance.

To process a credit card refund, the Campus Accounting Office will be responsible to:

1. Audit the student's account to verify the validity of the refund.
2. Verify the original credit card number, the date of the transaction and the expiration date of the credit card.
3. Process the refund in ISIS through the Student's Accounts Receivable screen (RQAR) using the fee code "RFVC" for VISA card; or "RFMC" for MasterCard; the appropriate dollar amount of the refund and the semester of the refund. Use line applications in order to clear the AR balance column using RFCD negative amounts.

VI. Applying Refunds to Holds

Refunds may be applied to some financial holds due to returned checks from Accounting Office and bookstores, library and chemistry laboratory fines. To apply a refund to a student hold, the Campus Accounting Office will be responsible to:

- a. Verify the validity of the refund.
- b. Use the appropriate fee codes (i.e. RFA1, IL1B, RFB1. etc.) that apply to the financial hold in ISIS.
- c. Enter the dollar amount of the financial hold or the refund amount if the total refund is less than the hold.
- d. Remove or adjust the hold on the student record or notify the office of origin to remove or adjust the hold.
- e. Send a copy of the receipt and a copy of the hold screen to the appropriate campus office.

VII. Other Refunds

a. Third Party refunds

1. Use RFVR for third party payment refunds.
2. Campus Accounting Office will post the refund to the third party screen in ISIS.
3. Campus Accounting Office will prepare a voucher payable to the third party with proper campus signature approval and documentation back-up of the AR screen.
4. Campus Accounting will forward voucher with detailed description of refund payment to General Accounting District Office.
5. General Accounting District Office will verify voucher in ISIS for approval and submission to Accounts Payable for reimbursement.

b. Financial Aid refunds

1. Student Financial Aid refund will be processed after the student has paid the fees and financial aid award is applied on the student's AR screen during the academic year.
2. Campus Accounting Office will refund student paid fees with BOG, Non-resident PELL and SEOG if dropped within the designated refund period.
3. After the designated refund period for dropping a course, student paid fees with BOG, Non-resident PELL, SEOG, will remain on the student A/R balance.

VIII. Refund Write-Offs

A student is eligible to request his/her refund for a period of one year from the date the refund was posted to the student's A/R screen. All refunds not claimed within the one year limit will be written off, unless the student has a hold.

To process a refund write-off, the Campus Accounting Office will be responsible to:

1. Audit at end-of-year the student records from a system-generated report to verify the refund data and the validity of the refund. Currently using the AR65 report.

NOTE: This needs to be accomplished by the end of May each year for submission to General Accounting District Office.

2. If the student has not requested the refund within the year (12 month) limit, process the write-off in ISIS through the student's Accounts Receivable screen (RQAR) using the appropriate dollar amount, the proper semester and the appropriate fee code:

1RWO = City College
2RWO = Mesa College

3RWO = Miramar College
5RWO = Educational Cultural Complex

3. Submit a cover letter of authorization from campus Vice President of Administrative Services with the list of items to be written off at end-of-the year to District Office General Accounting.
4. General Accounting District Office will review and audit the write-offs for appropriateness and timeliness.
5. General Accounting District Office will prepare a year-end journal entry for approval and posting to financial system.

References: BP 6300 and 8970

Approved by Chancellor:

Date

Constance M. Carroll, Ph.D.

Reviewed by Cabinet on 9-22-09 and approved by concurrence.