
Chapter: Student Affairs

Modification No. 009

Subject: **Tuition, Fees and Refunds**

I. General

Tuition and fees for credit courses are established periodically by the Board of Trustees.

II. Refunds

A. Under certain circumstances, students are eligible to receive either complete or partial refunds of the tuition and, in some cases, fees, which they have paid for courses that are administratively canceled and for courses from which they have officially withdrawn.

B. Refunds will be based on the following principles:

1. Official withdrawal prior to published deadline date for receiving a refund for a course - 100 percent of tuition and fees.
2. Official involuntary withdrawal - refund will be prorated based on the total amount of expired course time.
3. Refunds and repayments for recipients of Federal Title IV funds are based on applicable federal law and regulations.

III. Health Workforce Shortage Programs [MHEC-CC-2D-Health Manpower Shortage Program] and Statewide Programs [MHEC-CC-2A-Statewide Program]

If any student is a resident of Maryland and enrolls in an instructional program that the Maryland Higher Education Commission designates as a health workforce shortage program or a statewide or regional program, the student shall pay only the student tuition and fees payable by a resident of Montgomery County.

IV. Military Mobilization

- A. Enrolled credit students who must withdraw because of being called to active military duty or being transferred because of related troop movements be provided a 100% refund of tuition and fees, upon presentation of appropriate documentation, for the semester within which the effective date of withdrawal falls.
- B. The appropriate notations of withdrawal on the academic record shall be based upon the effective date of withdrawal, as determined by the Office of Admissions, Records and Registration.
- C. The policy on Military Mobilization is effective retroactively with the beginning of the fall 2001 semester.

Board Approval: May 21, 1984; April 18, 1988; December 18, 1989; February 20, 1990; May 15, 1995; April 17, 1995; October 15, 2001; January 22, 2002; March 18, 2002.

Chapter: Student Affairs

Modification No. 007

Subject: **Tuition, Fees and Refunds**

I. Tuition and Fee Payment Responsibilities

A. Payment Procedures

Payment of tuition, fees, and other charges are made to the respective campus cashier's office. No fees are to be collected in the classroom. Payment by check procedures are as follows:

1. One-party checks, bank money orders, and bank treasurer/cashier checks, as well as cash, are acceptable in payment of tuition and fees. All personal checks and money orders must be made payable to "Montgomery College" and should be in the exact amount of tuition and fees.
2. Two-party credit union or bank cashier/treasurer checks payable to the "student and Montgomery College" are also acceptable in payment of tuition and fees.
3. In those cases where a bank treasurer/cashier check or bank money order exceeds the total amount of tuition and fees, the campus cashier may authorize up to \$15.00 in change if change funds and student identification are available. If the change exceeds \$15.00, the entire amount of the check will be posted to the student's account and an appropriate refund issued through regular college refund procedures.
4. Two-party personal checks and payroll checks are not acceptable in payment of tuition and fees.
5. College checks issued to students for financial aid awards are acceptable in payment of tuition and fees. Change from such checks is normally available within the timelines established each semester for the picking up of such checks at the respective cashier's office.
6. In the event that an invalid check charge has been posted to and remains on the student's account, all future payments of student tuition and/or fees must be made by cash, bank money order, bank treasurer's check, or bank certified check. Financial aid awards are also acceptable in payment of student tuition and/or fees regardless of the student's invalid check status. This restriction may be removed if a letter is received from the bank on which the invalid check was drawn indicating an error on the part of the bank caused the invalid check.

B. Financial Responsibility

Each student is individually responsible for all tuition and fees charges. Stopping payment on a check tendered in payment of tuition and fees does not relieve the student of financial responsibility for incurred tuition and fee charges. To insure the student's financial record reflects the correct charges, the student is

responsible for notifying the campus records office in writing of all registration changes.

C. Tuition Sponsorship by a Third Party

If a third party such as, but not limited to, a federal, state, or municipal government agency agrees to pay tuition and fee charges, the student remains primarily responsible for tuition and fees charges. In the event that such a third party fails to honor its agreement, Montgomery College reserves the right to bill the student directly.

II. Refund Procedures

A. General

1. Students wishing to officially withdraw from a course or courses should consult with the records office on their campus in order to insure that required procedures are followed.
2. Students who receive financial aid must inform the Student Financial Aids Office if their withdrawal or change of schedule changes the number of credit hours in which they are enrolled. If they have paid their tuition using financial aid funds, they normally will receive no refund since the amount of the refund will be returned to the appropriate financial aids account.
3. The effective date for the calculation of a refund will be the date that an appropriate "Change of Schedule" or "Complete Withdrawal" form is received in the respective campus records office. Except in cases where courses are administratively canceled by the College, no refund will be made unless the required forms have been completed and received in the appropriate campus records office.

B. Administrative Cancellation

1. When a course is administratively canceled by the College, students who do not replace the canceled course are eligible for a refund of 100% of the total tuition and fees which they have paid for the course.
2. Unlike the voluntary or involuntary withdrawal procedures, students enrolled in courses which are canceled by the College are not required to "officially" withdraw from the courses. Appropriate adjustments, including refunds, will be made to their accounts.

C. Involuntary Withdrawal

1. A refund resulting from involuntary withdrawal will, as appropriate, be prorated based on the total number of scheduled class meetings and the total number of expired class meetings. The refund is based on tuition only and will not include fees. In order to be eligible for a refund under the conditions listed below, the student must submit to the campus records office the required written notification of withdrawal form and the

appropriate substantiating data to support such a withdrawal. All fees must be paid prior to receiving a refund.

2. A withdrawal is considered involuntary if it results from one of the following:
 - a. Entering involuntarily on active duty into the armed services

The request for withdrawal must be substantiated with copies of military orders signed by the individual's commanding officer or another appropriate official to show proof of date of entry.
 - b. Illness of the student or in the immediate family of the student (Immediate family includes a child, parent, spouse or other regular member of the individual's household)

Certification must be provided by the student's or family member's attending physician stating that the student's or family member's illness requires the student's withdrawal.
 - c. Death of the student or in the immediate family of the student

Appropriate substantiation must accompany the request for withdrawal.
 - d. Involuntary transfer/change in work hours by the student's employer which precludes continued attendance. Military branches of service are considered employers under this section.

The request for withdrawal must be substantiated by appropriate documentation.

D. Voluntary Withdrawal

1. Voluntary withdrawal is one which results from causes other than those defined above as involuntary.
2. The percentages of refunded tuition vary according to the following:
 - a. Withdrawal prior to the first class meeting

Students are eligible to receive a refund of 100% of the total tuition and fees which they have paid for the course or courses from which they are withdrawing, if their withdrawal is effective prior to the day of the first class meeting of the course or courses. The date of the first class meeting of each course is shown on the student's schedule and invoice form provided at the time of registration and at any subsequent time the student effects voluntary change to their course selections.
 - b. Withdrawal prior to the published deadline date of a course

Students are eligible to receive a refund of 100% of the total tuition and fees which they have paid for the load hours from which they are withdrawing, if the withdrawal is effective on or after the day of the first class meeting of the course or courses, but before the date specified as the deadline for receiving refunds in each course from which a withdrawal is made. The last date for receiving a refund will be shown for each course section on the student's schedule and invoice form provided at the time of registration and at any subsequent time the student effects voluntary changes to their course selection.

c. Withdrawal after the published deadline date for refund purposes

Students withdrawing from a course after the published deadline date are not eligible to receive a refund for that course.

E. Appeals of Refund Decisions

1. Appeals of refund decisions may be made to the College Registrar. Appeals will not be considered if entered more than 45 days after the close of the term for which the student is claiming a refund. Campus academic appeals committees hear appeals on academic matters and have no authority to authorize refunds.

III. User Fees

- A. Credit programs and services of the College are supported primarily by revenue received from the State of Maryland, Montgomery County, and student tuition and fees, as provided by State law. In assessing "user fees", the College seeks to assure that the amount of net revenue generated by the fee outweighs the difficulty and cost of collection; that the application of the fee does not have a significant impact on student or community usage; and that revenue from all three primary sources cover operating costs.
- B. Tuition and various fees charged by the Continuing Education unit, which receives some State support, are established at a level intended to generate sufficient revenue to sustain the operating costs of the unit and, when possible, to generate surplus operating income to fund capital improvements at existing and planned facilities. The Auxiliary Enterprises unit does not receive government support. Like Continuing Education, fees established by the unit are intended to cover costs.
- C. The Board of Trustees has established a "Consolidated Fee" assessed of all credit students each semester. This fee, which is reviewed annually by the Trustees, is intended partially to offset separate fee charges formerly associated with registration, records, use of various in-class instructional and laboratory supplies and instructionally related items (such as library, learning resources, and counseling and advising materials and services), parking operations, student activities and athletics, intramurals, alumni activities, and use of some instructional equipment and expendable supply items. A portion of the "Consolidated Fee" is deposited annually to the credit and support of the campus student activity, athletic, and intramural program, as provided by Board policy.

The Board of Trustees has also established a “Technology Fee” assessed of all students in recognition of the high cost of providing technological services.

- D. Periodically, the Board of Trustees will consider the establishment of other “user fees”. The following criteria are considered in establishing such fees:
1. Whether a fee is appropriate to cover or offset the cost to provide a service which provides an individual benefit (e.g. late registration fee, change of schedule fee, etc.), as opposed to a service which is used by all students.
 2. Whether a fee is appropriate to cover or offset the cost to provide a service if the user has a choice about whether or not to use a particular program or service (e.g. tuition installment service charge).
 3. Whether a fee is appropriate to cover or offset the cost to provide a service, program, or activity which requires an usually high cost to provide (e.g. Major Facilities Reserve Fund Fee) in comparison with other services, programs, or activities.

Administrative Approval: May 21, 1984; February 8, 1985; April 18, 1988; October 23, 2000; October 7, 2002; May 14, 2004; March 23, 2015.