

Title: Payments & Refunds for Economic & Workforce Development Courses

Effective Date: 12/01/2022

Date of Last Revision: N/A

Review Date: 11/11/2022

Cancellation: N/A

Office: Student Accounts

Payments and Refunds for Economic & Workforce Development Courses

Policy

1. Purpose

To publish the payment and refund policy and procedures for non-credit courses conducted through Workforce Development.

2. Scope and Applicability

This policy applies to payments and refunds for non-credit courses offered by Workforce Development. Any contracts and/or agreements for training conducted by Workforce Development may supersede this policy.

3. Registration and Refund Guidelines for Students

- a. Students are automatically considered enrolled in a non-credit class when the student is registered for the class and payment has been made or funding is secured. Registration is not guaranteed until tuition has been paid, particularly for high-demand classes.
- b. 100% refund will be granted if the student drops the class prior to the start of class. The term "refund" refers to reversing the charges associated with the registration.
- c. Any type of refund may require up to approximately six (6) weeks for processing. The College is a state agency, and therefore, all refunds must be substantiated in writing and are subject to review by the State of Louisiana Office of the Legislative Auditor.
- d. If a student is a no-show on the first day of class or the course has been cancelled by the college, there is no charge for tuition, fees, and other related charges. If payment has been made by the student, the student will receive a full refund.

- e. To receive a refund for extenuating circumstances after the start of class, students must complete the [Tuition Appeal Form](#).
 - i. Refund Appeals may be granted on a case-by-case basis in the event of certain documented emergencies. The completed form, with supporting documentation, must be submitted within 30 days of the course end date.
 - ii. A Non-Credit Refund Committee, comprised of appointed Workforce Economic Development representatives (department heads or their designees), will evaluate the requests on a monthly basis. Decisions of this committee shall be considered final and not eligible for appeal.
 - iii. If the student receives Federal/State funding to provide tuition/fees for a workforce training course and the student does not attend for the required time frame, the funding will be awarded according to Federal/State regulations and students could potentially be responsible for the course.
 - iv. Any remaining balance must be paid in full by the end of the course. Failure to pay any balance in full may result in the account being placed with the State of Louisiana Attorney General's Office or another outside agency for collection. Students will be responsible for all collection and/or legal fees associated with accounts placed for collection.
- f. 100% refunds are automatically processed if a class is cancelled by SLCC.
 - i. Students will be notified when a class is cancelled by the College prior to the scheduled starting date. All efforts will be made to provide notice of cancellation at least three (3) business days before start date of course.
 - ii. A written request from the student is not required to process a refund in this instance.

4. Processing Refunds

- a. The College has partnered with a third-party vendor to deliver refunds to students. Information on how refunds are processed, including refund options for students, is published on the College's [Refunds](#) webpage.
- b. Refunds automatically process when a student is dropped from the non-credit course within the 100% refund period as stated above. Any amounts paid in advance will be refunded based on the published [Refund Schedule](#).
- c. Refund requests approved by the Committee, and all supporting documentation, will be forwarded to SLCC's Student Accounts Office for processing.

5. Payment Guidelines for Students

- a. If a student has any outstanding balance, SLCC reserves the right to withhold future services including but not limited to registration, transcript requests, issuing diplomas, use of facilities, and other services as deemed appropriate by the College.
- b. An NSF Fee will be assessed for all dishonored checks. The fee is \$25. Online dishonored credit card or ACH payments will be charged a \$25 fee, which must be paid directly to the College's online

service provider. Students who make dishonored payments may lose the privilege and convenience to pay with a check and/or pay online, including the eligibility to enroll in the payment plan.

Attachments

[Tuition Appeal Form](#)

Policy Reference:

LCTCS Policy #5.007

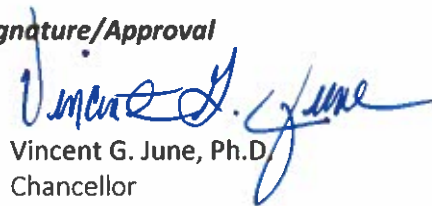
Higher Education Relief Opportunities for Students Act of 2003 of the US Congress (H.R. 1412)

Review Process:

	Reviewing Committee/Entity	Review Date(s)	Approval Date	Effective Date
	Committee for Institutional Policy Review	11/16/2022	11/16/2022	12/01/2022
	Executive Committee	12/08/2022	12/08/2022	12/01/2022

Chancellor's Signature/Approval

SIGNATURE:


Vincent G. June, Ph.D.
Chancellor

DATE:

12/8/22

Final Distribution:

Distribution: Electronic: posted to College's website and sent via email to College personnel
Hard copy: Original to Executive Assistant to the Chancellor for Master Policy Binder, copy to Chair of Committee of Institutional Policy Review.