



Board of Governors

CU-BA-70

Veterans and Veteran's Dependents Management of Tuition and Other Fees

PURPOSE

This policy has been established to provide guidance and direction for the collection and refund of tuition and fees for veterans and veteran's dependents in conjunction with Board Policy CU-BA-19, Assessment, Collection, and Refund of Tuition and Other Fees.

SCOPE

This policy is applicable to all eligible veterans and their dependents who are eligible for education benefits.

POLICY

It is the policy of Concord University to make special provision for the collection, payment, and refund of educational benefits for veterans and their dependents consistent with federal and state law, rules, and regulations. Except as noted herein, veteran and veteran dependent student accounts will be handled as per CU-BA-19, Assessment, Collection, and Refund of Tuition and Other Fees.

DEFINITIONS

Veterans

Veterans are any former members of the United States Uniformed Services regardless of branch, including but not limited to those veterans eligible for VA educational benefits.

Veteran Dependent

Any dependent of a veteran who is eligible for educational benefits under federal or state law or regulation.

VA Students

Any students using U.S. Department of Veterans Affairs (VA) education benefits, to include all VA education benefit chapters: 30, 31, 33, 35, 1606, and 1607.

Tuition and Other Fees

Tuition and Other Fees assessed to VA students will be accurate and not more than the charges to non-VA students in the same program.

Financial Review

The VA may conduct an audit of financial records to establish that:

- Tuition and fees paid for VA students under chapter 31 or chapter 33 are accurate and not more than *those paid by non-VA students in the same program.*

- Any discount or payment plan which is available to non-VA students is also available to VA students
- Tuition and other fee refunds are handled in accordance with Board Policy, CU-BA-19 and CU-BA-NEW and were given to VA students who discontinued courses.
- School procedures for care and delivery of advance payment checks meet requirements of the law
- Procedures for delivery of other education assistance checks, mailed to a school address do not violate power-of-attorney restrictions

SPECIAL PROVISIONS

Board policy CU-BA-19, Assessment, Collection, and Refund of Tuition and Other Fees, provides for the assessment, collection, and refund of tuition and other fees for all students.

Notwithstanding any Board policy to the contrary, including but not limited to CU-BA- 19, the following special provisions apply for any students using U.S. Department of Veterans Affairs (VA) education benefits.

While payment to the institution is pending from the VA the University will not:

- Prevent the student's enrollment;
- Assess a late penalty fee to the student;
- Require the student secure alternative or additional funding;
- Deny the student access to any resources (access to classes, libraries, or other institutional facilities) available to other students who have satisfied their tuition and fee bills to the institution.

To qualify for this provision, such students may be required to:

- Produce the VA's Certificate of Eligibility by the first day of class;
- Provide written request to be certified;
- Provide additional information needed to properly certify the enrollment as described in other institutional policies (see our VA School Certifying Official for all requirements).

Withdrawal

VA Student Official Withdrawal

Students must complete the University withdrawal MACH form or contact the Center for Academic and Career Development to officially withdraw from the University.

If a VA student officially withdraws, the date the student withdrew, i.e., form submission date, is the effective date of withdrawal.

Unofficial Withdrawal

If a VA student completes the term with all "F" and/or non-punitive grades, the report the actual last date of attendance for each course and, if required terminate the student for unsatisfactory progress.

If a veteran or veteran dependent student is administratively withdrawn or stops attending without officially withdrawing, the actual last date of attendance must be determined and reported to the VA.

For a VA student, one of the following methods is used to determine the last date of attendance:

- Attendance records
- Grading reports
- Last date on which examination or other papers filed
- Last date of activity in the instructor's records.

Withdrawal Periods

All withdrawals are processed in accordance with CU-BA-19. The Department of Education R2T4 calculation is dependent upon the start date, end date, and official date of withdrawal. Therefore, the calculation of unearned financial aid, including TA funds, is processed on a per day unearned basis. Benchmark refund dates through the 0% refund period, including the 60% earned or 40% unearned period, are posted and updated each academic year on the Student Accounts Office webpage.

<https://www.concord.edu/About/Important-Offices-Centers/Business-Office/Student-Accounts-Office.aspx>

Procedure for Return of Tuition and Other Fees to the VA

Unlike other financial aid refunds, addressed in CU-BA-19, the University cannot automatically remit payments for unearned TA funding to the VA. Due to the VA's allowance for professional judgement adjustments at the processor level, a formal debt notification from the VA Debt Management Center (DMS) is required. Unearned TA funding is returned by the required method of the specific agency (i.e. Chapter 33 requires a paper check to the Department of VA with a remittance slip, Chapter 31 requires ACH from the same account in which the funds were deposited, etc.). The University will make timely remittance of unearned TA funds to the VA to prevent the creation of soldier debt that could impact the Veteran's current benefits.

NOTIFICATION

The University shall electronically post this policy for public access.

IMPLEMENTATION

The Office of Student Accounts shall have primary responsibility for implementation of this policy in concert with the Director of Financial Aid and Veterans Certifying Official.

PROCEDURE

The Business Manager in conjunction with the Director of Financial Aid and Veteran's Certifying Official may develop administrative processes, procedures, or forms for administering this policy in a compliant manner.

AMENDMENTS

This Policy may be amended to change names, links to information, and contact information without resorting to the rulemaking process.

Federal and State laws, rules and regulations change. Any portion of this policy and process document may be modified in practice to ensure the due process rights of the individuals involved are provided and to conform with any current Federal and State law, rules and regulations. Subject to the institution's rulemaking policy, the institution will change this policy to conform to the most current laws and regulations within a reasonable time of discovering the change.

REFERENCE / AUTHORITY

US Department of Education Federal Student Aid Handbook

West Virginia Code § 18B-10-1, et seq.

West Virginia Code § 18C-5-1, et seq.

West Virginia HEPC Legislative Rule, 133 CSR 32

Educational Benefits for Veterans under Titles 38, 32 and 10 US code (Chapters 30, 31, 32, 33, 35, 1606, and 1607.

“GI Bill® is a registered trademark of the U.S. Department of Veterans Affairs (VA). More information about education benefits offered by VA is available at the official U.S. government Web site at <https://www.benefits.va.gov/gibill>.”

AUTHORITY FOR INTERPRETATION

The final authority for implementation of this policy rests with the Vice President of Business and Finance / CFO.

APPROVAL

Intent to Plan/ Revise Approved by the CU Board of Governors: March 16, 2021

Approved by the Board of Governors: June 15, 2021

Effective Date: June 15, 2021

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