



Board of Governors
CU-BA-19
Assessment, Collection, and Refund of
Tuition and Other Fees

PURPOSE

This policy has been established to provide guidance and direction for the assessment, collection, and refund of tuition and fees, including the return of student financial aid.

SCOPE

This policy is applicable to all undergraduate and graduate level tuition, special fees, and other fees.

POLICY

It is the policy of Concord University to establish, assess, and collect tuition and special fees and other fees, make equitable payment terms, and provide timely refunds, including financial aid refunds, consistent with federal and state law, rules, and regulations. All tuition and fees collected may only be expended for the statutory purpose under which they were collected.

DEFINITIONS

Full-time student

Any undergraduate student enrolled for twelve or more academic credit hours or graduate student enrolled for nine or more academic credit hours.

Other fees

Non-tuition University charges including, but not limited to: course fees, program fees, major fees, residential housing, residential dining, parking decals, etc. Education and general expenditures do not include expenditures for auxiliary enterprises or independent operations.

Regular academic term

Academic terms as set, approved, and published by the Office of the Provost. A regular academic term typically refers to the fall and spring terms.

Special Fee

Operational charges or user fees charged to offset the specific costs for providing these services. These fees include, but are not limited to, course, lab, parking, late payments, drug testing, instrument fees, and other services provided to students.

Charging students these fees allow financial aid to be used as a form of payment for qualifying students. These fees do not include sales of merchandise and tickets, short-term rental of space or equipment and sales or services to the general public.

Student category

Undergraduate students are categorized as in-state, out-of-state, discounted, and virtual.

Graduate students are categorized as in-state, out-of-state, clinical faculty, and virtual.

Tuition

Tuition means the base tuition charge and required educational and general fees, excluding other fees as defined above, for instructional services.

Charges levied on all students of a class or category to support educational and general program services or optional charges levied for education and general services collected only from students using the service or from students for whom the services are made available. Educational and general expenditures include instruction, research, academic support, student services, institutional support, operation and maintenance of plant and scholarships and fellowships.

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.

PROCESS

Assessment of Tuition, Other Fees, and Special Fees

The Concord University Board of Governors (BOG) is responsible for setting tuition, other fees, and special fees, whether for an academic course, category of students, housing, dining, etc.

The BOG may establish separate fees for online academic courses, which may be applicable to any course not entirely delivered face-to-face on campus or fully online.

Tuition rates for a full time student shall be a set price for 12-credit hours (or more) for those students who are enrolled during a regular academic term, subject to the following conditions.

- In-state tuition rates are subject to W. Va. Code § 18B-10-1(k) and WVHEPC's Tuition and Fee Policy, 133 C.S.R. 32.
- Out-of-state tuition rates are subject to WVHEPC's Tuition and Fee Policy, 133 C.S.R. 32 § 4.2.d. dated June 4, 2018.
- Reduced tuition rates, regardless of student category or academic level, are subject to BOG approval.
- Students with concurrent undergraduate and graduate level registration shall be assessed tuition under each academic level independently.
- Students with concurrent University provided instruction and third-party hosted instruction, in which the University processes academic credit, such as the WVROCKS! Program or study abroad programs, shall be assessed tuition independently under each agency's fee structure.
- Students enrolled less than full-time, in a regular academic term, at any academic level, shall be assessed reduced tuition on a pro-rata basis, per hour enrolled.
- Students enrolled in a term other than a regular academic term, at any academic level, shall be assessed reduced tuition on a pro-rata basis, per hour enrolled.

Tuition and other fees rates and guidelines for specifically identified groups within W. Va. Code § 18B-10-1, et seq. shall supersede this policy and shall be implemented as required.

The CFO is responsible for ensuring approved tuition and other fees are recorded and approved as required in W. Va. Code § 18B-10-1(e) and § 18B-10-1(k).

Tuition and other fees, as approved by the BOG and the HEPC, are to be published in the appropriate academic catalog and online for public access.

Collection of Tuition and Fees

The Student Accounts Office is responsible for the collection of tuition and other fees assessed under this policy.

Tuition and other fees are due and payable upon the later of registration for academic course(s) or the first day of the term, except as provided otherwise within this section.

Payment for tuition and other fees can be made in installments under an approved installment plan.

Financial Aid

Financial aid awards shall be considered and applied at the time of payment.

- Financial aid awards under federal and state agency programs are applied in advance of the receipt of actual funding from the awarding agency.
- Financial aid awards under a private agency program are applied in advance of the receipt of actual funding from the awarding agency when a written authorization exists.
- All other payments are applied upon receipt.

Installment Plans

- Installment plans are fixed, uniform, written payment agreements.
- Installment plans are available for any regular academic term.
- Installment plans require an initial payment up to thirty (30) days prior to the start of the term, but no later than the first day of term.
- Installment plans require the final payment no later than ninety (90) days after the start of term.
- Installment plans are subject to a one-time service fee.

Temporary modifications to the terms and conditions of the University installment plan may be made on a case-by-case basis; shall be in writing; and require the approval of the Business Manager or his or her appointed designee.

Non-Payment of Tuition and Fees

A student's registration related to unpaid tuition and other fees shall be removed at the close of the published Last Day to Pay.

Unpaid tuition and other fees are subject to a one-time, flat, late fee, as approved set by the BOG, beginning the day following the payable date noted on the statement.

Unpaid tuition and other fees are subject to a one-time, 2% percentage penalty based on the total unpaid account balance, beginning the day following the published Last Day to Pay.

The Business Manager or designee shall have the authority to waive the late fee(s) on a case-by-case basis where there is a documented instance in which the University contributed to the delay.

Reinstatement

Reinstatement of registration removed for non-payment of fees may be granted when:

- Written request for reinstatement is received within ten days from the date of removal.
- Payment in full, including late fees and a Reinstatement Fee, is received within ten days from the date of removal.

Return of Financial Aid Funds and Refund of Fees Eligibility Determination

Refund Schedule

- A student who begins a term and withdraws after completing up to one (1) week or ten percent (10%) of the term is entitled to a refund of ninety percent (90%) of the charges;
- A student who withdraws after completing more than ten percent (10%) through twenty-five percent (25%) of the term is entitled to a refund of seventy-five percent (75%) of the charges;
- A student who withdraws after completing more than twenty-five percent (25%) through fifty percent (50%) of the term is entitled to a refund of fifty percent (50%) of the charges;
- A student who withdraws after completing more than fifty percent (50%) of the term is not entitled to a refund; or
- Each governing board may establish a refund policy for students who officially withdraw during a semester that establishes refunds based upon the same calculations that the United States Department of Education prescribes for the return of Title IV student financial aid funds.

Withdrawals

A student who withdraws from a course(s) within the timeframe set forth in the Academic Policy, but retains some level of enrollment at the University, may be subject to a financial aid recalculation and/or fee assessment adjustment.

A student who withdraws from a course(s) outside of the timeframe set forth in Academic Policy, but retains some level of enrollment at the University, shall not be entitled to a financial aid recalculation or fee assessment adjustment.

Module terms (summer and other non-standard duration terms) are exempt from the refund schedule above.

A student who withdraws from a course(s) related to a module term is subject to the US Department of Education guidelines set forth in the Federal Student Aid Handbook and may be subject to a financial aid recalculation and/or fee assessment adjustment.

A student who withdraws from all classes is subject to this policy as set forward regardless of the date of withdrawal or the type of funding received.

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.

The date of submission of the form is considered the date of official withdrawal for purposes of this policy.

Unofficial Withdrawal

Students who cease attendance and do not complete the official withdrawal process shall be unofficially withdrawn by the University.

The last date of documented attendance is considered the date of unofficial withdrawal for purposes of this policy.

In instances where a last date of documented attendance does not exist, the midpoint date of the term is considered the date of unofficial withdrawal for purposes of this policy.

Students who fail to earn a passing grade in at least one registered course shall be unofficially withdrawn by the University pursuant to US Department of Education guidelines, as set forth in the Federal Student Aid Handbook.

Return of Financial Aid Funds

Federal Aid

The return of federal aid will be determined by the Federal R2T4 calculation pursuant to US Department of Education guidelines set forth in the Federal Student Aid Handbook.

Non-Federal Aid

State Aid

For any portion of the student's financial aid that does not include federal funding, the institution will perform a Federal R2T4 calculation or simulated R2T4 calculation for any official or unofficial withdrawal and return the unused portion of the grant to the WVHEPC pursuant to W. Va. Code § 18C-5-6.

Institutional and Private Aid

For any portion of the student's financial aid that does not include federal funding, the institution will perform a Federal R2T4 calculation or simulated R2T4 calculation for any official or unofficial withdrawal and handle the unused portion of the financial aid, if any, in accordance with the terms of the specific institutional or private grant(s) of aid.

For federal financial aid funding, the institution shall return both the institution's and student's shares to the original source(s), based upon the calculation as prescribed.

Federal R2T4 calculations or simulated R2T4 calculations cease when 60% of the term has been completed (i.e. 60% of the funding has been earned) in accordance with US Department of Education guidelines as set forth in the Federal Student Aid Handbook.

The student will be billed for any amount the institution must return due to the student's official or unofficial withdrawal that is not offset by refundable fees.

Refund of Fees

WVHEPC's Tuition and Fees Policy, 133 C.S.R. 32 gives authority to the University to utilize the Federal R2T4 calculation of the percentage of completion for the semester of withdrawal to determine the percentage of refundable student fees.

- The institution shall refund tuition, fees, and residential housing fees based upon the percentage as calculated under the Federal R2T4 or simulated calculation.
- The calculation of refundable fees shall cease when 60% of the term has been completed with the exception of residential dining fees.
- Residential dining fees shall be refunded based upon the percentage of the term completed through the end of the term.

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
Updates and replaces BOG Policy #19, dated November 12, 2019

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 Approved by the CU Board of Governors: June 15, 2021
Approval by the Board of Governors: November 09, 2021
Effective Date: November 09, 2021

Despite any policy to the contrary, for any students using U.S. Department of Veterans Affairs (VA) Post 9/11 G.I. Bill® (Ch. 33) or Vocational Rehabilitation and Employment (Ch. 31) benefits, while payment to the institution is pending from the VA, we will not:

- Prevent their enrollment;
- Assess a late penalty fee to;
- Require they secure alternative or additional funding;
- Deny their 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.

However, 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).