Curriculum Refund Policy

Students will receive a tuition refund in accordance with the NC State Board of Community College Code (1E SBCCC900.1).

A 100 percent refund will be issued to the student if the student officially withdraws or is officially withdrawn by the college prior to the first day of the academic period as noted on the college calendar.

The college shall provide a 100 percent refund to the student if the college cancels the course section in which the student is registered.

A 75% refund will be issued to students who officially withdraws or is officially withdrawn by the college from the course section prior to or on either of the following,

   a) The 10 percent point of the academic period, or
   b) The 10 percent point of the course section.

For classes beginning at times other than the first week (seven calendar days) of the semester, a 100% refund shall be made if the student officially withdraws from the class prior to the first class meeting. A 75% refund shall be made if the student officially withdraws or is officially withdrawn from the course section on or before the 10 percent point of the class.

Upon request of the student, the college will issue a 100% refund of tuition to military reserve and National Guard personnel called to active duty or active duty personnel who have received temporary or permanent reassignments as a result of military operations that make it impossible for them to complete their course requirements, and buy back textbooks through the colleges’ bookstore operations to the extent allowable under the college’s buy back procedures.

The college shall use distance learning technologies and other educational methodologies, to the extent possible as determined by the college, to help active duty military students, under the guidance of faculty and administrative staff, complete their course requirements.

If a student, having paid the required tuition or registration fees for a course section, dies prior to completing that course section, all tuition and registration fees for that course section shall be refunded to the estate of the deceased upon the college becoming aware of the student’s death.

Refunds of student activity fees and campus services fees will be given if the student officially withdraws prior to the first day of the college’s academic semester or if the course section(s) are officially cancelled by the college. Fees
not refundable (unless institutional error) are (1) insurance payment, (2) special course fees and (3) graduation fees.

In order to begin the refund process, a student must:

- Complete the student portion of the Drop/Add Form, including student, instructor and advisor signatures. These forms are available in Student Services on both campuses, Faculty Offices on the Caldwell Campus, Watauga Instructional Facility, and online.
- The last date of attendance must be completed by the instructor.
- Students enrolled in distance learning courses should complete the Drop/Add form electronically and submit to the Registrar through their student email account. Correspondence received from an email account not issued by CCC & TI will not be considered official communication.
- Present the completed form to a staff member in Student Services in order for the official drop date to be recorded.
- In certain cases, e.g., institutional error, withdrawals before the first class, the Vice President of Student Services or designee(s) may sign the official drop form.

Refunds will not be given if:

- The Drop/Add Form is incorrectly or incompletely filled out.
- The date the Drop/Add Form is officially received is past the appropriate deadline as indicated in the refund policy.
- The drop is done by the instructor rather than the student.
- The Drop/Add Form is electronically submitted from an email account not issued by CCC & TI.

Amended and approved by the Board of Trustees January 21, 2015.