

**DEPARTMENTAL POLICY AND PROCEDURE**

**TITLE:**                   **Payments and Refunds for Workforce Development and Technical Education Non-Credit Courses**

**EFFECTIVE DATE:** May 15, 2014

**CANCELLATION:** Workforce Development and Education Departmental Procedures (WDE-01 through WDE-10, dated March 14, 2002)

**DIVISION:**               Workforce Development and Technical Education (WFDTE)

**PROCEDURES & SPECIFIC INFORMATION**

1.     **Purpose**

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

2.     **Scope and Applicability**

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

3.     **Refund Guidelines for Students**

- A.     A student is automatically considered enrolled in a class when he or she submits a registration for the class, whether online or via a paper form. Once registered, the student must pay tuition. 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 at least five (5) business days before the start date. The term "refund" includes voiding invoices for unpaid balances. Drop requests must be submitted in writing to the appropriate department. Emailed requests are acceptable.
- 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. Nonattendance does not constitute dropping a class. If the student does not submit a drop request, he or she will be billed for the class even if he or she has not attended.
- E. No drop requests and associated refunds will be granted after the five-day drop period has passed.
  - Exceptions might be granted on a case-by-case basis in the event of certain documentable emergencies. A refund request must be submitted in writing within 30 days of the course end date to the appropriate department along with documentation of the emergency.
  - A Refund Request Committee, comprised of appointed representatives of Workforce Development and Technical Education (usually 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.
- F. 100% refunds are automatically processed if a class is cancelled by Delgado Community College.
  - 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.
  - A written request from the student is not required to process a refund in this instance.

#### 4. **Processing Refunds**

- A. For refunding cash, check, or money order, the respective registration staff will complete a "Direct Pay Voucher" and submit to Accounts Payable for processing, then complete other steps as listed in XenDirect Manual. These refunds will be in the form of a check regardless of original form of payment.
- B. For refunding credit card payments made online, the respective registration staff will complete a "Refund Request Form" and submit to the Bursar's Office who will in turn process the refund in XenDirect as well as refund the credit card via TouchNet.
- C. For refunding credit card payments that were made in person, the respective staff will process the refund via the credit card terminal.

#### 5. **Payment Guidelines for Students**

- A. Failure to pay any balance in full by the end date of a class may result in the account being placed with a collection agency. Students are responsible for all collection and/or legal fees associated with accounts placed with collection. Holds that restrict registration, release of grades, results, and/or certificates of completion may be placed on accounts with a balance remaining after the class has ended.

- B. Students are assessed a fee for all returned checks and/or credit card chargebacks due to insufficient funds, unauthorized use, cancelled card, or fraud. The fee is \$25 or five percent of the amount of the returned check/ credit card chargeback, whichever is greater. Only in the case of a bank or card issuer error will the returned check/credit card chargeback penalties be removed. After the College has exhausted its attempts to notify the student, failure to pay the returned check or credit card chargeback and additional charges may subject the student to an administrative withdrawal from classes and his/her account may be submitted to a collection agency.

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*Review Process:*

Ad Hoc Committee on Non-Credit Payment and Refunds Policy 3/31/14  
Workforce Development and Technical Education Division Staff 4/7/14  
XenDirect Training Meeting – Workforce Development and Technical Education  
Division and Controller’s Office 5/7/14

*Approval:*

Vice Chancellor for Workforce Development and Technical Education  
Effective 5/15/14