

**PENSACOLA STATE COLLEGE**  
**MANUAL OF PROCEDURES**

|                  |                                      |                            |
|------------------|--------------------------------------|----------------------------|
| Procedure Title: | Procedure for Refund of Student Fees | <u>Number</u><br>302       |
| Related Policy:  | Refunds – 6Hx20-3.005                | <u>Page</u><br>Page 1 of 2 |

**I. Purpose**

To provide a procedure for the return of student fees.

**II. Procedure**

**A. Before the Official Deadline for each term:**

1. The student can meet with an Academic Advisor to process the dropping or swapping of classes.
2. The student can process their own schedule adjustment in Workday by navigating to the Academics app, clicking on View My Courses, and choosing the Drop or Swap option next to the course.

**B. After the Official Deadline for each term.**

1. The student will complete the online request, Request for Refund, and the Academic Advisor will review, discuss/advise the student of options available, and note his or her recommendation. If the Advisor approves, the request is then sent to Financial Aid to assess any potential impact on federal aid (if applicable). The Vice President of Business Affairs, or their appointed representative, will determine the final decision based on the comprehensive details and feedback provided in the request.
2. A refund request is granted if completed information with documentation follows College guidelines. Approved refund requests are routed to the Registrar for completing the drops and to Student Financial Services to process the fee adjustments and refunds.

**C. Refunds of \$5.00 or Less**

1. All refunds, regardless of amount, are sent to Bankmobile for processing. In cases where the refund amount is \$5.00 or less and remains unclaimed after 111 days, a second attempt to process the refund will not be made unless specifically requested by the student.

2. If the refund originates from an out-of-pocket payment and the student contacts Student Financial Services, efforts will be made to process the refund through Bankmobile.
  
3. Should the refund be the result of financial aid disbursement, the financial aid award will be adjusted to remove the refund amount. The reduced amount will be returned to the relevant funding source, which may include the Department of Education, the State of Florida, or the institutional scholarship fund, to ensure compliance with financial aid regulations and policies.

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| Responsible Official: Vice President, Business Affairs  |
| President's Signature:  Date: 02/13/2024 |