

SAN JUAN COLLEGE BUSINESS SERVICES PROCEDURES

TOPIC: STUDENT WITHDRAWAL/CLOSE ACCOUNT REQUEST Related to Board Policy: 702

General

Refunds are initialed and completed by the Business Office at the end of each semester. However, a student may request a refund of any credit balance at any time, although the Business Office and Financial Aid Office must review and approve the students' eligibility for receiving the funds. Additionally, an aviation student with a credit balance may request a partial or total withdrawal of excess prepaid funds for routine living purposes, again subject to the students' eligibility.

Procedure for Requesting a Refund

1. Business Office will do a quick review of the request. If the funds were deposited from a credit card payment the student will be notified that any refund must be credited back to this same card.
2. If the student appears eligible for a refund the request form will be routed to the Financial Aid Office to confirm that the funds may be refunded to the student or refunded to financial aid program(s).
3. Refunds will be completed weekly and the checks produced and released/mailed on Fridays.
4. No partial refunds will be completed during the first three weeks of the semester, without a review by the Financial Aid Office no matter how or when the refundable funds were paid.
5. Refunds of payments with a personal check will not be made for ten calendar days.
6. Aviation students apply for a partial/total withdrawal or refund at the Business Office by completing a Withdrawal/Close Account Request form (Exhibit 1).

