

Policy Title	Financial Refunds
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Department:	SCHS
Functional Area:	Finance
Contributing Department	
Approved by:	RHEI Leadership Team
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Section	ADM 5

I. Mission, Vision and Values

This policy reflects our commitment to human dignity, integrity, compassion, stewardship, and service by guiding decisions and actions that uphold respect for all individuals and promote excellence in our work.

This policy aligns with our mission of extending the compassionate ministry of Jesus by improving the health and well-being of our communities and providing good help to those in need, especially the poor, dying, and underserved by ensuring that our practices support ethical, effective, and accountable service across all areas of the organization.

II. Policy

It is the policy of Southside College of Health Sciences (SCHS) to process financial refunds timely and consistently in accordance with SCHS policy and applicable federal, state and accreditation requirements.

III. Purpose

The purpose of this policy is to identify situations that result in financial refunds, establish internal controls and procedures for processing such refunds and ensure compliance with the requirements and regulations governing financial refunds including, but not limited to, Title IV – Higher Education Act of 1965, as amended (Title IV Regulations), Code of Virginia and accrediting standards.

IV. Scope

This is an institutional policy that applies to SCHS and its students.

V. Policy Details

A. Designation of a Responsible Party

Subject to appropriate oversight by the Chief Financial Officer, the Bursar, and in cases of R2T4, the Financial Aid Director, is responsible for monitoring compliance with the requirements of this policy and applicable federal, state and accreditation requirements.

B. Financial Refunds - General

A Financial Refund denotes that some form of payment has taken place between the student (or related party initiated by or on the behalf of the student) and SCHS for which a subsequent event occurs that results in the payment being returned to the student (or related party). Financial Refunds occur in multiple different scenarios. In most cases, Financial Refunds occur when a Credit Balance results on the Student Account. A Credit Balance is generated when student payment(s) and/or Financial Aid posted to the Student Account is in excess of charges for Tuition and Fees (or Other Charges). ADM 4.04 Student Accounts policy should be referenced in conjunction with this policy in the event of a Financial Refund.

1. Enrollment Cancellation

In accordance with § 23.1-215 B of the Code of Virginia, an applicant who provides written notice of cancellation of enrollment within three (3) business days, excluding weekends and holidays, of executing the Enrollment Agreement is entitled to a Financial Refund of all monies paid, less the non-refundable \$75 application fee.

A request for enrollment cancellation more than three (3) business days after executing the Enrollment Agreement and making an initial payment, but prior to the first day of Semester or Term (Module) in which the student is enrolled will result in a Financial Refund of all monies paid, less a maximum fee of 15% of charges indicated on the Registration Bill or \$100, whichever is less.

Financial Refunds due to enrollment cancellation are processed within forty-five (45) calendar days of receipt of notice of enrollment cancellation.

2. Student Overpayment

In the event that a student remits payment (self-pay) in excess of charges of Tuition and Fees in a specific Semester or Term (Module), a Financial Refund will be processed within forty-five (45) calendar days of the payment posting date to the Student Account. In the event of a student overpayment, the student may authorize SCHS to hold the Credit Balance and apply it to future charges in a subsequent Semester or Term (Module).

3. Withdrawal or Permanent Resignation

In the event that a student withdraws from a (or all) course(s), is approved for a Standard Period of Non-Enrollment (SPN) or permanently resigns from SCHS after completion of the Add/Drop Period, but prior to sixty (60) percent completion of the Semester or Term (Module), a Financial Refund of SCHS Tuition and Fees will be made in accordance with the Refund Schedule, as outlined below.

Policies ADM 3.07 Leave of Absence or Permanent Resignation and/or ADM 3.08 Add/Drop/Withdrawal from a Course outline the process that students are required to follow. These policies should be referenced and adhered to in conjunction with this policy.

In the event that a student ceases to attend classes for a period of fourteen (14) consecutive calendar days, the student may be determined as Unofficially Withdrawn. In such circumstances, SCHS will contact the student to determine whether the student intends to return to classes or permanently withdraw.

The percentage of Semester or Term (Module) completed is calculated by taking the number of completed calendar days up to and including the Date of Determination (DOD) divided by the total number of calendar days in the Semester or Term (Module), less any scheduled breaks of five (5) or more consecutive calendar days.

Percentage of Semester or Term (Module) Completed as of Date of Determination (DOD)	Percentage of Tuition and Fees Refunded
Less than 10%	90% Refund
10% up to but not including 20%	80% Refund
20% up to but not including 30%	60% Refund
30% up to but not including 40%	40% Refund
40% up to but not including 60%	20% Refund
60% or more	No Refund

Financial Refunds for refunded Tuition and Fees are processed within forty-five (45) calendar days of the DOD.

4. Other Charges

As further outlined in ADM 4.04 Student Accounts policy, certain items such as laptop computer bundles and uniform(s) are **not refundable**. In the event that a student purchases books through SCHS' online bookstore that are subsequently returned, students may incur a shipping charge for such returned books. In such cases, any Financial Refund associated with book returns will be credited to the Student Account and it is the student's responsibility to submit payment for the difference, including any applicable shipping charges.

C. Financial Refunds - Title IV Financial Aid Funds

SCHS processes Financial Refunds of Title IV Financial Aid Funds in accordance with Title IV Regulations. There are two (2) scenarios in which Financial Refunds of Title IV Financial Aid funds may occur.

1. Title IV Credit Balance

A Title IV Credit Balance is created when the amount of Title IV Financial Aid disbursed to a Student Account exceeds charges for Tuition and Fees (or Other Charges) during a specific Semester or Term (Module). In accordance with Title IV Regulations, Financial Refunds that result from a Title IV Credit Balance are processed within fourteen (14) calendar days from the date that the Title IV Credit Balance was created (i.e., the date that the Title IV Financial Aid was disbursed to the Student Account and applied to posted charges). Title IV Credit Balance Financial Refunds are automatically processed within fourteen (14) calendar days to the student borrower, or parent borrower in the event of a Federal Direct Parent PLUS Loan, unless the student (or parent) borrower voluntarily authorizes SCHS to administer the Title IV Credit Balance in an alternative way.

Title IV Credit Balance Authorization Form

There are three (3) scenarios in which a Title IV Credit Balance may be administered in an alternate way, all of which require a Title IV Credit Balance Authorization Form to be completed by the student (or parent) borrower and submitted to the Bursar.

- i. A student borrower can authorize SCHS to retain the Title IV Credit Balance on the student's behalf and apply it to a future Semester or Term (Module) within the same Academic Year.
- ii. A parent borrower can authorize SCHS to retain the Title IV Credit Balance resulting from a Federal Direct Parent PLUS Loan on the child/student's behalf and apply it to a future Semester or Term (Module) within the same Academic Year.
- iii. A parent borrower can authorize SCHS to disburse the Financial Refund created by a Title IV Credit Balance resulting from a Federal Direct Parent PLUS Loan directly to the child/student.

In all three (3) scenarios, the Title IV Credit Balance Authorization can be revoked by submitting a subsequent form.

SCHS is authorized to retain up to \$200 of a Title IV Credit Balance without a Title IV Credit Balance Authorization Form in order to satisfy an outstanding Student Account balance in a prior Semester or Term (Module) within the Academic Year.

2. Return to Title IV (R2T4)

In accordance with Title IV Regulations, when a student who utilizes Title IV Financial Aid withdraws from all courses or permanently resigns from SCHS during a Semester or Term (Module), the Financial Aid Director is required to determine the treatment of Title IV Financial Aid funds. Within thirty (30) calendar days of the Date of Determination, the Financial Aid Director is required to complete the Treatment of Title IV Funds When a Student Withdraws from a Credit-Hour Program (R2T4 Calculation) Worksheet as published by the U.S. Department of Education (ED) and attached to this policy.

Title IV Financial Aid funds are earned in direct proportion to the percent completion of the Semester or Term (Module) up to sixty (60) percent. Once a student completes 60% of the Semester or Term (Module), the student has earned 100% of Title IV Financial Aid funds. The percent completion of the Semester or Term (Module) is calculated by taking the number of completed calendar days up to and including the Last Date of Attendance (LDA) divided by the total number of calendar days in the Semester or Term (Module), less any scheduled breaks of five (5) or more consecutive calendar days.

In the event that a student ceases to attend classes for a period of fourteen (14) consecutive calendar days, the student may be determined as Unofficially Withdrawn. In such circumstances, for the completion of the R2T4 Calculation, the DOD for Unofficially Withdrawn students is the equivalent to the student's LDA plus fourteen (14) calendar days.

Upon completion of the R2T4 Calculation Worksheet, should the calculation yield that the student received (i.e., disbursed to the Student Account) Title IV Financial Aid funds that were unearned, such unearned Title IV Financial Aid funds must be returned to the U.S Department of Education within forty-five (45) calendar days of the DOD. In cases of R2T4, there are responsibilities of both SCHS and the student for the return of unearned Title IV Financial Aid funds. Unearned Title IV Financial Aid funds are returned in a specific order starting with Federal Direct Loans (Unsubsidized, Subsidized and Parent PLUS), followed by any remaining funds (Federal Pell Grant, Federal Supplemental Educational Opportunity Grant). The R2T4 Calculation Worksheet will determine the amount of unearned Title IV Financial Aid funds that must be returned by SCHS, in addition to the amount of unearned Title IV Financial Aid funds that must be returned by the student. In the event that the R2T4 Calculation results in unearned Title IV Financial Aid funds that are required to be returned to the ED by the student, the student will receive communication via the SIS of such repayment. Typically, in this circumstance, students will be required to repay unearned Federal Direct Loans to the loan holder in accordance with the terms and conditions of the Master Promissory Note.

In the event that the calculation yields that the student earned but did not receive (i.e., no disbursement was made to the Student Account) Title IV Financial Aid funds, a Post Withdraw Disbursement may be effectuated.

Post-Withdrawal Disbursement

A Post-Withdrawal Disbursement may be effectuated when the R2T4 Calculation results in the student earning Title IV Financial Aid funds that were not disbursed (i.e., not posted to the Student Account) prior to withdrawal.

1. Post-Withdrawal Disbursement of Title IV Federal Grant Funds

In the event that the R2T4 Calculation results in a Post-Withdrawal Disbursement (PWD) of Title IV Federal Grant funds (i.e., Federal Pell Grant, Federal Supplemental Educational Opportunity Grant), SCHS is permitted to disburse such Title IV Federal Grant funds to the Student Account without prior consent from the student. SCHS is required to disburse such funds to the Student Account within forty-five (45) calendar days of the Date of Determination. In the event that a Student Account balance (i.e., owed to SCHS) is greater than the PWD of Title IV Federal Grant funds, such funds will offset (i.e., reduce) the allowable Student Account balance. In the event that the student has a zero Student Account balance and processing of the PWD of Title IV Federal Grant funds results in a Title IV Credit Balance, the Financial Refund will be processed and provided to the student no later than fourteen (14) calendar days after disbursement to the Student Account.

2. Post-Withdrawal Disbursement of Title IV Federal Direct Loan Funds

In the event that the R2T4 Calculation results in a Post-Withdrawal Disbursement (PWD) of Title IV Federal Direct Loan funds (i.e., Federal Direct Subsidized, Unsubsidized, or Parent PLUS Loans), SCHS is required to contact the student, or parent in the case of Parent PLUS loan within thirty (30) calendar days of the Date of Determination and inform the student (or parent) that a PWD of Title IV Federal Direct Loan funds is available. The student (or parent) is provided fourteen (14) calendar days from the communication to accept (or deny) any portion of (or all), of the Title IV Federal Direct Loan funds. Should approval be provided, SCHS is required to disburse such funds to the Student Account within forty-five (45) days of the Date of Determination. In the event that a Student Account balance (i.e., owed to SCHS) is greater than the PWD of Title IV Federal Direct Loan funds, such funds will offset (i.e., reduce) the allowable Student Account balance. In the event that the student has a zero Student Account balance and processing of the PWD of Title IV Federal Direct Loan funds results in a Title IV Credit Balance, the Financial Refund will be processed and provided to the student (or parent) no later than fourteen (14) days after disbursement to the Student Account.

In all circumstances, any PWD is required to be disbursed to the Student Account within one-hundred eighty (180) calendar days of the withdrawal.

D. Financial Refunds – Third-Party Payors

In certain circumstances, SCHS may have a written agreement with a Third-Party Payor in which SCHS invoices the Third-Party Payor directly on behalf of a student. In the event that a Third-Party Payor remits payment to SCHS on behalf of a student and the student subsequently withdraws from a course(s) or permanently resigns from SCHS, SCHS will process any related Financial Refunds to the Third-Party Payor and/or by the terms contained in the agreement.

Financial Refunds related to Veteran Affairs as a Third-Party Payor, are processed in accordance with this policy under Section B: Financial Refunds - General and are further discussed in ADM 4.07 Establishing Principles of Excellence – Military policy.

Policies ADM 3.07 Leave of Absence or Permanent Resignation and/or ADM 3.08 Add/Drop/Withdrawal from a Course outline the process that students are required to follow. These policies should be referenced and adhered to in conjunction with this policy.

E. Financial Refunds – Catastrophic Events

In the event that a Catastrophic Event occurs, SCHS' leadership team maintains the authority to enact additional Financial Refunds to students that are deemed appropriate during such circumstances and in accordance with ADM 9.13 Catastrophic Events and Continuity of Operations policy.

VI. Definitions

Add/Drop Period

Is the period of time, generally measured as the start of each Semester or Term (Module) through 11:59 p.m. on the tenth (10th) calendar day of each Semester or Term (Module) in which students have the capability to add, or drop, courses from enrollment without financial penalty.

Credit Balance

Is created when payments or Financial Aid applied to a Student Account exceeds charges for Tuition and Fees (or Other Charges) during a specific Semester or Term (Module).

Date of Determination (DOD)

As determined by the Director of Records and Registration and recorded in the Student Information System (SIS) as the date which the Director of Records and Registration receives written communication from the student or electronic notification via the SIS that the student has dropped/withdrawn from a course(s) or permanently resigned from SCHS. The DOD that a student withdrew should be no more than fourteen (14) calendar days after the student's LDA as determined by the institution's records within the SIS.

Financial Aid

Is any source of financial funding to defer a student's Cost of Attendance (COA). Examples of Financial Aid may include, but are not limited to, Title IV Financial Aid – Federal Pell Grant, Federal Work Study (FWS), Federal Supplemental Educational Opportunity Grant (FSEOG), and Federal Direct Loans (Subsidized, Unsubsidized and Parent PLUS), Scholarships, Third-Party Payors, etc.

Financial Refund

Denotes that some form of payment has taken place between the student (or related party initiated by or on the behalf of the student) and SCHS for which a subsequent event occurs that results in the payment being returned to the student (or related party).

Last Date of Attendance (LDA)

As determined by the Director of Records and Registration and recorded in the Student Information System (SIS), is the last date of an academically-related activity in a course, such as attendance in a course, or completion and submission of a course assignment, exam, tutorial, clinical experience, skills lab or simulation experience.

Other Charges

Are charges assessed to the Student Account, which may include but are not limited to, application fees, books, uniform(s), laptop computer bundle, etc.

Post-Withdrawal Disbursement

Is a disbursement of earned (i.e., eligible) Title IV Federal Financial Aid that is made after a student withdrawal.

Semester

Is the standard measurement used to group weeks of instructional time in the academic year. Specific to the Radiologic Technology (RAD) and Diagnostic Medical Sonography (DMS) programs, Semester is a period of enrollment and includes fall (16 weeks), spring (16 weeks), and summer (15 weeks). For Title IV purposes, a Semester also denotes a Payment Period.

Standard Period of Non-Enrollment (SPN)

Is a leave of absence from SCHS enrollment not to exceed two (2) consecutive Semesters or Terms (Modules) as further defined by ADM 3.07 Leave of Absence or Permanent Resignation from the College policy.

Student Accounts

Collectively refers to a student specific record of all pending, scheduled or posted financial transactions over the duration of program enrollment. Student Accounts generally refers to transactions contained within the Registration Bill (generally pending or anticipated transactions) and Student Ledger Card (posted transactions). ADM 4.04 Student Accounts policy should be reviewed in conjunction with this policy.

Term (Module)

Specific to Nursing, a Term (Module) is an eight (8) week period of enrollment and instructional time. For Title IV purposes, a Term (Module) also denotes a Payment Period.

Third-Party Payor

It is an entity that remits payment to SCHS on behalf of a student. Examples of a Third-Party Payor include, but are not limited to, VA529 Plans, Veteran Affairs, employer provided tuition benefit plans such as EdAssist, UPS, Bon Secours Mercy Health (BSMH) Tuition Benefits, etc.

Title IV Credit Balance

Is a negative (credit) balance that occurs when there is an excess of Title IV Financial Aid when applied to Tuition and Fees (or Other Charges) during a specific Semester or Term (Module).

Title IV Financial Aid

Is federal Financial Aid authorized by Title IV of the Higher Education Act of 1965, as amended. Title IV Financial Aid programs that SCHS participates in includes Federal Pell Grant and Federal Direct Loans (Subsidized, Unsubsidized and Parent PLUS).

Tuition and Fees

Are charges incurred for academic instruction (Tuition) and other fees related **to** student learning resources, technology, White Coat ceremony (when applicable), campus activities, student benefit funds and graduation activities (Fees).

VII. Attachments

Treatment of Title IV Funds When a Student Withdraws from a Credit-Hour Program (R2T4 Calculation) Worksheet

VIII. Related Policies and Procedures

ADM 2.08 College Attendance
ADM 3.07 Leave of Absence or Permanent Resignation from the College
ADM 3.08 Add/Drop/Withdrawal from a Course
ADM 4.04 Student Accounts
ADM 4.07 Establishing Principles of Excellence – Military
ADM 9.13 Catastrophic Events and Continuity of Operations

IX. Regulatory Notices

Nothing in this policy creates a contractual relationship between Southside College of Health Sciences (SCHS), a department owned and controlled by Bon Secours Mercy Health Petersburg, LLC (d/b/a Southside Medical Center), and any party. SCHS, in its sole discretion, reserves the right to amend, terminate or discontinue this policy at any time, with or without advance notice.

X. Version Control

Version	Effective Date	Next Review Date	Description	Supersedes, if applicable	Prepared By
1.0	8/1/2020	N/A	Original Draft	N/A	Dean of Finance
2.0	8/1/2022	N/A	Update for Chief Financial Officer, Enrollment Cancellation, Unofficial Withdrawal, and usage of LDA n R2T4 calculation	1.0	CFO
3.0	8/1/2023	N/A	New template. Update to definitions and processes for Other Charges, Terms (Modules) and PWD	2.0	CFO
4.0	8/1/2024	N/A	Update for Veteran Affairs Financial Refunds to reference ADM 4.07 Establishing Principals of Excellence – Military. Update for Other charges.	3.0	CFO
5.0	5/19/2025	5/19/2026	Removed (curriculum effective Fall 2023). Minor formatting changes	4.0	CFO
6.0	8/01/2026	5/01/2027	Updated FWS and FSEOG, and minor language edits	5.0	CFO

1	8/1/2026	5/1/2027	Version Changed – BSMH Template Adopted	5.0	CFO
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This policy/procedure/guideline is not intended to establish a standard of clinical or non-clinical care or practice. Rather, this policy/procedure/guideline creates a general tool to help guide decision-making with the understanding that different action(s) may be necessary in response to the totality of the circumstances presented.

Sites revised 05/06/2025- Bon Secours Mercy Health adopts the above policy, procedure, policy & procedure, guideline, manual / reference guide / instructions, or principle / standard / guidance document for all Bon Secours Mercy Health entities including, but not limited to, facilities doing business as Mercy Health – St. Vincent Medical Center, St. Vincent – St. Charles Hospital, St. Vincent – St. Anne Hospital, Mercy Health – Perrysburg Medical Center, Mercy Health – Tiffin Hospital, Mercy Health – Willard Hospital, Mercy Health – Defiance Hospital, Mercy Health Allen Hospital LLC, Mercy Health - Lorain Hospital, Mercy Health St. Elizabeth Youngstown Hospital, Mercy Health St. Joseph Warren Hospital, Mercy Health - St. Elizabeth Boardman Hospital, Mercy Health - St. Rita's Medical Center, Mercy Health – Springfield Regional Medical Center, Mercy Health - Urbana Hospital, Mercy Health - Anderson Hospital, Mercy Health - Clermont Hospital, Mercy Health – Fairfield Hospital, Mercy Health - West Hospital, The Jewish Hospital – Mercy Health, Mercy Health – Kings Mills Hospital, LLC, Mercy Health - Lourdes Hospital LLC, Mercy Health – Marcum and Wallace Hospital, Chesapeake Hospital Corporation DBA Rappahannock General, Maryview Hospital, Bon Secours Richmond Community, Bon Secours Memorial Regional Medical Center, Bon Secours – St. Mary's Hospital, Bon Secours St. Francis Health System, Bon Secours St. Francis Medical Center, Bon Secours Mary Immaculate Hospital, Bon Secours - Southside Medical Center, Bon Secours Mercy Health Franklin, LLC, Southern Virginia Medical Center, and Bon Secours Harbour View Medical Center. This also may apply to Bon Secours Mercy Health Medical Group LLC and its medical group affiliates.