

WOODROW WILSON REHABILITATION CENTER POLICIES AND PROCEDURES	
Title: <b>Refund Policy</b>	
Policy Number: <b>8.02</b>	
Effective Date: <b>3/31/03</b>	Page <b>1</b> of <b>2</b>
Lead Department: <b>WWRC Business Office</b>	

**OBJECTIVES**

- (1) To establish policy and corresponding procedural guidelines for timely and responsive refund of paid tuition, fees, and other institutional charges, including the Return of Title IV funds under the Higher Education Act (HEA), in compliance with federal and state laws and regulations.
- (2) To ensure that refunds, including the Return of Title IV funds under the Higher Education Act (HEA), are requested and processed in full compliance with federal and state laws and regulations.

**POLICY**

It is the policy of Woodrow Wilson Rehabilitation Center (WWRC) to bill identified funding sources after provision of services to consumers. There is no advance payment of tuition, fees, or other institutional charges for a quarter, semester, or other designated time period.

The procedural guidelines contained in this policy shall apply in the unusual circumstance that a refund, including the refund of Title IV funds under the Higher Education Act (HEA), is indicated when a student withdraws from a given training program, after payment has been made. See WWRC Policy 4.01 (Case Management and Counselor Responsibilities) for policy and procedures for official withdrawal from a WWRC training program.

The WWRC Business Office shall be held accountable for ensuring that refunds are made in full compliance with federal and state laws and regulations, as documented through audits routinely conducted by state and federal agencies. Since the only type of HEA Title IV funds that are offered through WWRC are PELL grants, references within this policy to Return of HEA Title IV funds shall be interpreted as the return of PELL grant funds that are awarded to eligible WWRC training students.

## **PROCEDURAL GUIDELINES**

In processing refund requests, including requests for Title IV refunds under the Higher Education Act, the following procedural guidelines shall be met:

- Upon request, students shall be provided a copy of WWRC's Refund Policy and encouraged to talk with their assigned Rehabilitation Counselor or other sponsor, to ensure understanding of the policy and refund requirements. Examples of how refunds are processed may be obtained through the WWRC Business Office. Student withdrawal procedures shall be conducted in accordance with DRS/Field Rehabilitation Services and WWRC policies governing vocational rehabilitation and case management services.
- Refunds, when due, shall be made without requiring a formal, written request from the student.
- Refunds, when due, shall be made within forty-five (45) days, (1) of the last day of attendance if written notification has been provided to WWRC by the student OR (2) from the date WWRC terminates the student's program or determines withdrawal by the student.
- Retention of tuition, fees, and other institutional charges connected in advance for a student who does not commence class shall not exceed \$100.00.
- If a student completely withdraws or otherwise ceases attending WWRC after one-half of the program has been completed, no refund of Federal Financial Aid shall be required.
- Federal Financial Aid shall be returned to the USDOE when a student completely withdraws or otherwise ceases attending on or before one-half of the program is completed.
- The percentage of Federal Financial Aid to be returned will be the difference between 100% of what was received and the actual percentage of time enrolled.

Any student who disagrees with a refund action taken by WWRC, including a refund of Title IV funds, may file for a review by the Deputy Commissioner, Administration, Virginia Department of Rehabilitative Services at the following address:

Department of Rehabilitative Services  
8004 Franklin Farms Drive  
P.O. Box K300  
Richmond, Va. 23288-0300  
1-800-552-5019 (Toll-Free, VOICE)  
1-800-464-9950 (Toll-Free, TTY)

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