

Refunds

It is the student's responsibility to know the refund dates, which are published in the Academic Calendar. Students are eligible for a full refund of tuition for credit hours of course(s) dropped on or before the last day to drop with a refund – as listed in the Academic Calendar. Refunds will not be authorized after the refund dates.

Southwest Virginia Community College has contracted with Nelnet to process refunds to students. Students may receive their refunds in as little as three to four business days after the refunds have been processed in SIS.

Students may choose to receive their refund by Direct Deposit by logging into their Student Information System (SIS), going into their "My Student Information" tile, and then clicking "Manage Refunds" under the Finances section of their Student Center.

The options for receiving your refund are:

- Direct Deposit (ACH) – Funds are usually available within 4-5 business days after refunds are processed in SIS.
- Physical Check – If Direct Deposit hasn't been selected, the student will receive a physical check by default. They will receive the check within 10-14 business days.

Important information regarding the mailing of refund checks

Refund checks are automatically generated by the SIS system and are dependent upon an up-to-date student address. Students should report name and/or address changes to the Office of Admissions and Records in order to receive correspondence from the College. Students may also change their address online through their MySouthwest Student Center. Students who do not have an up-to-date address or are missing address information in their student account will not receive refund checks.

Cashier Assistance

Students who need assistance should contact the Business Office-Cashier's Office at 276-964-7326.

Tuition Refund Eligibility

Students shall normally be eligible for tuition refunds for credits dropped during the add/drop period of each term. The official add/drop periods for each session within the term will have separate published dates online and in the Academic Calendar. Students are advised to check with their Advisor with any questions about refund deadlines prior to making the decision to withdraw. Electronic or written notification of the student's intent to drop or withdraw from courses must reach the Admissions and Records Office by the advertised date for the student to be eligible for a refund. Full refunds are made when the College cancels a course. (Courses may be dropped without **academic** penalty through the tenth week of the fall and spring semesters. However, students will not be eligible for refunds.)



REFUND POLICY

To be eligible for a refund under any of the circumstances set forth in the foregoing paragraph, a student must execute an official electronic or written notification to the Office of Admissions and Records. Official withdrawal for a student shall become effective on the date that the electronic or written notification of intent to resign is received by the Office of Admissions and Records and not the date of the last class attended unless the two dates coincide. All services shall be withheld from a student who owes money to the College for any reason or who has books or materials outstanding from the College.