Eastern Shore Community College
Institutional Refund Policy

Tuition Refund Eligibility

To be eligible for a refund, you must do one of the following **on or before the published last day to drop with tuition refund** each semester/session (see Academic Calendar for dates):
- Drop the class(es) through the college website (Student Information System)
- Execute an official drop form which must be processes by the Student Services Office; or
- Provide written permission to a representative who acts for you

Refer to the academic calendar for the deadline for tuition refunds for the semester. This deadline should not be confused with the last day to withdraw without academic penalty. *An exception may be granted and you may be able to drop your classes by mail*. To officially notify by mail, you must send a letter to the Student Services Office listing the course(s) to be dropped. The envelope must be postmarked on or before the published tuition refund date. You must include written documentation verifying your inability to comply with the above procedure. Active Military/National Guard/Reservists as described in the Code of Virginia (§ 23-9.6:2) who are mobilized or ordered to active duty may request to be withdrawn from the college after the last day to drop classes with tuition refund. You must submit your request to the Registrar located in Student Services by providing your emplID and a copy of your military orders, deployment orders, or other documentation indicating you must leave the area or are otherwise unavailable to attend classes due to service in the uniformed services. You may elect either to be deleted from the registration file and be awarded a full refund of tuition and fees or to be administratively withdrawn with no refund and assigned a grade of "W". Except in cases of third-party arrangements, if you elect to receive a full refund, you may opt to have the refund retained and applied to tuition and fees charged in the semester or term in which you return to study.

The refund eligibility above is available to military students who have been issued **Permanent Change of Station** orders after the start of the semester and require an executive prior to the end of the semester.

Tuition Refund Procedure

If the college cancels a class(es) and you elect not to add another one, you will received a full refund of tuition and fees for that class(es). These refunds are processed up to four (4) business days after the Last Day to Drop with Tuition Refund deadline has passed.

1. **Credit Card Payments via the College's Online Payment System (QuikPAY)** – Credit card payments made via the college website (Student Information System) using QuikPAY will be refunded to the cardholder.

2. **On-Campus Payments** – ESCC has contracted with a third-party vendor to issue refunds. All tuition refunds will be issued electronically to either direct deposit (ACH) to a bank account or to a Prepaid Debit Card, based on the student's selection. A refund in the form of a paper check will only be issued if direct deposit (ACH) or Prepaid Debit Card is not selected. Checks will be mailed to the student's address on file in the Student Information System. Refunds will be issued to the student enrolled at the college rather than the individual who originally made payment to the college if other than the student.

Refunds to direct deposit (ACH) are delivered within 5 – 6 business days.* Refunds to the Prepaid Debit Card are usually loaded within 3 – 4 business days.* Refunds by check are delivered within 10 – 14 business days.*

*A business day is considered to be Monday through Friday, after you see the refund posted to your Student Information System account. Certain state grants and tuition refunds may take an additional 3 – 5 business days.