PURPOSE
The purpose of this procedure is to provide a clear and coherent process for applying for a course-related refund at Durham Technical Community College (Durham Tech). The College will systematically provide a refund for any class that is canceled by the College or dropped by the student prior to the census date. Refunds will be handled in accordance with North Carolina Community Colleges State Board Code (SBCCC) tuition refund requirements.

PROCEDURAL MODIFICATION DUE TO COVID-19
Students who discontinue enrollment in Spring 2020 curriculum (credit) classes because of the Covid-19 emergency may transfer 100 percent of their paid tuition to a subsequent term (Summer 2020, Fall 2020, or Spring 2021), consistent with policies adopted by the State Board of Community Colleges.

Contact:
Business Office/Cashier
919-536-7201

PROCEDURE:
Curriculum (Credit) Courses
Tuition and student fee refunds for curriculum (credit) classes are subject to the following requirements:

1. A 100 percent refund for tuition and fees is issued when a student officially drops a course prior to the first day of classes of the academic semester noted in the academic calendar. If a course is canceled by Durham Tech, that portion of tuition paid for the canceled course is refunded in full.
2. A 75 percent refund of tuition is issued when the student officially drops a course prior to or on the official 10 percent point of the semester. Requests for refunds are not considered after the 10 percent point of the semester.
3. Student fees, including administrative, laboratory, malpractice insurance (if required for a program of study), and graduation fees are not refunded when the student officially drops a course prior to or on the official 10 percent point of the semester except in the case of courses canceled by the College.

For specific deadlines, including the 10 percent point of the semester, please see the Withdrawal and Refund Deadlines page.

To begin the refund process, a student must drop the course(s) using WebAdvisor. For a 100 percent refund, the course must be dropped by 11:59 p.m. on the day prior to the first day of the academic semester. For a 75 percent refund, the course must be dropped by 11:59 p.m. on the day designated as the official 10 percent point of the semester. Refund checks are automatically generated provided a student completes the drop process within the designated refund period. The tuition refund check is mailed to the student’s address on record with the College after the end of the 75 percent refund period, typically about three weeks after the beginning of the semester. Students who have questions or need assistance should contact the Business Office/Cashier at 919-536-7201.

Printed copies of this procedure may be requested at the following locations:

- Main Campus: Cashier’s Window (White Building)
- Northern Durham Center: Information Desk
Continuing Education (Noncredit) Courses

Registration fee refunds for continuing education (noncredit) classes are subject to the following requirements:

1. If a course is canceled, a complete refund is issued automatically within four to six weeks. A 100 percent refund of occupational extension registration fees is issued if the student officially withdraws from a course prior to the first class meeting.
2. A 75 percent refund of occupational extension registration fees is issued if the student officially withdraws prior to the 10 percent point in the course. For courses with 10 or fewer class meetings, refund requests must be submitted to the College no later than the first class meeting. No partial refunds are given for courses with one class meeting.
3. No refund is issued after the 10 percent point of the course.
4. Student fees, including administrative, supply, and insurance fees, are not refunded unless the College cancels the course for which the fee is collected. Fees for specific instructional materials collected at registration are refunded unless the student receives the materials.

To begin the refund process, a student must complete the Continuing Education Course Withdrawal/Request for Refund form. The College refunds only by check to students regardless of the payment option used. Students who withdraw from continuing education courses cannot withdraw using WebAdvisor, Self Service, or Instant Enrollment. The tuition refund check is mailed to the student’s address on record with the College.

Printed copies of this procedure may be requested at the following locations:

- Main Campus: Cashier's Window (White Building)
- Northern Durham Center: Information Desk
- The Chesterfield Information Desk
- Duke Street North Durham Tech Information Desk

The continuing education refund procedure is subject to change by action of the North Carolina Community College State Board.