Deceased Student Refunds and Write Offs

Policy Type: Administrative
Responsible Office: Student Accounting, Strategic Enrollment Management, Office of the Provost
Initial Policy Approved: 05/02/2013
Current Revision Approved: 02/11/2019

Policy Statement and Purpose

This policy governs refunds and write offs by the university for tuition and fee related accounts in the event of the death of a currently enrolled student or former student at VCU.

A currently enrolled student who dies prior to completing the academic semester will be withdrawn from courses and all charges will be written off. Any prior outstanding balances for this student will also be written off.

For any former student who dies with an outstanding balance, the university will write off the amount due and cease all collection efforts.

If the deceased student, current or former, is found to have committed a serious crime against the university or its members, no charges will be automatically written off under this policy.

Noncompliance with this policy may result in disciplinary action up to and including termination. VCU supports an environment free from retaliation. Retaliation against any employee who brings forth a good faith concern, asks a clarifying question, or participates in an investigation is prohibited.

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Who Should Know This Policy

All employees (including faculty) and students are responsible for knowing this policy and familiarizing themselves with its contents and provisions.

Definitions

Account
Record of all individual financial transactions

Completion of Academic Semester
For purposes of this policy, a student’s semester ends when the student reaches, for all of his/her courses:
- The last day of class, or
- The final examination date (if applicable), whichever date is latest

Currently Enrolled Student
Person who is enrolled in and/or withdrew from academic courses at VCU during the current semester

Former Student
Person who was enrolled in and/or withdrew from academic courses at VCU during one or more previous semesters

Third Party Sponsor
Company, agency, embassy, organization, or other entity that pays or agrees to pay, when billed by VCU, all or a portion of a student’s tuition and fee related charges

Tuition and Fee Related Charges
University charges that include tuition, fees, housing and dining services

Write Off
A partial or full reduction of a tuition and fee related charge

Contacts

The Student Accounting Department officially interprets this policy and is responsible for obtaining approval for any revisions as required by the policy Creating and Maintaining Policies and Procedures through the appropriate governance structures. Please direct policy questions to the director of the Student Accounting Department.
Policy Specifics and Procedures

The following procedure outline is provided for reference, but may be changed as appropriate to best communicate the required steps.

1. Currently Enrolled Student: If a currently enrolled student dies prior to completing the academic semester:
   1. The Registrar’s Office will withdraw the student from their courses.
   2. Adjustments to scholarships, grants, and/or loans pursuant to federal, state and university financial aid refund policies will be made by the Financial Aid Office.
   3. The Student Accounting Department will write off all of the tuition and fee related charges for the semester.
   4. Adjustments to third party sponsor contract transactions will be made by the Student Accounting Department.
   5. If after all write offs and adjustments are made, the student account has a credit balance (available to be refunded), the university will take the following actions regarding such a balance:
      - If the credit balance is a result of Title IV, state or university funds; such a balance (of any amount) will be refunded to the Title IV, state and/or university program(s).
      - If the credit balance is a result of a third party sponsor scholarship or contract payment; such a balance will be refunded to the third party sponsor.
      - If the credit balance is a result of a personal payment; the credit balance will be refunded to the estate of the student or, if another individual made a payment on behalf of the deceased student, to that individual.
   6. If, after all adjustments are made, there is a tuition and fee related balance (payment due) from one or more prior semesters, the university will write-off the remaining debt.

2. Former Student: If a former student dies with an outstanding balance from tuition and fee related charges:
   1. The university will write-off the outstanding balance and will cease all collection efforts regarding that former student.
   2. If the former student has a credit balance (available to be refunded), the university will take the following actions regarding such a balance:
      - If the credit balance is a result of Title IV, state or university funds; such a balance (of any amount) will be refunded to the Title IV, state and/or university program(s).
      - If the credit balance is a result of a third party sponsor scholarship or contract payment; such a balance will be refunded to the third party sponsor.
      - If the credit balance is a result of a personal payment; the credit balance will be refunded to the estate of the former student or, if another individual made a payment on behalf of the deceased former student, to that individual.

Forms

There are no forms associated with this policy and procedures.
Related Documents

1. VCU Policy: Financial Aid Recalculation Due to Withdrawal

Revision History

This policy supersedes the following archived policies:

<table>
<thead>
<tr>
<th>Approval/Revision Date</th>
<th>Title</th>
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<tbody>
<tr>
<td>May 2, 2013</td>
<td>Deceased Student Refunds and Write-Offs</td>
</tr>
<tr>
<td>June 29, 2016</td>
<td>Deceased Student Refunds and Write-Offs</td>
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FAQ

There are no FAQ associated with this policy and procedures.