

### Credit Balance Procedure

Students who have a credit balance on their account are eligible to receive a refund. The type of credit on a student's account will determine the method of initiating the refund and the length of time for a student to receive their refund. If a student has a Title IV credit on their account then a refund will be mailed within 14 days of the date that the credit balance was created on the student account. If a student is unsure of the type of credit that exists on their account they should contact Student Accounts or talk with their Financial Aid Representative. Students wishing to receive excess funds during their program will not receive the funds until their total tuition and fees are paid in full and a credit balance is created on their account. Upon enrollment students that chose to request excess funds are given an estimated date they will receive funds based on full time enrollment. The accounting office cuts checks from excess funds that are created due to a credit balance every other week and the checks are mailed to the students' current mailing address on file. If the check is returned to the school due to undeliverable address then the school will try to contact the student by phone and email to come pick up the check at the financial aid office. If the check is not cashed after 180 days and the credit was created from a Title IV disbursement then the funds are refunded back to the loan servicer.