

**EASTERN WEST VIRGINIA COMMUNITY AND TECHNICAL COLLEGE  
REGULATION NO. – AR 7.2**

**TITLE:**                   **COMMUNITY EDUCATION AND CONTINUING EDUCATION FEE  
COLLECTION AND REFUNDS**

**DEFINITION:**       This regulation describes the process by which Community Education and Continuing Education course fees and services from participants are collected, recorded, tracked and transferred to the Business Office. It also assigns and limits authority of certain College personnel to collect fees from participants.

**EFFECTIVE DATE:**   **JULY 27, 2004**

**PROCESS:**

1. All fees are advertised prior to course or class. All course fees must be paid prior to class attendance.
2. Registrants may remit payment via cash, credit card and/or check or money order.
  - a. Cash may only be accepted in person and only by an authorized College employee.
  - b. All other forms of payments may be accepted by mail, telephone, fax or Internet as appropriate.
  - c. Checks or money orders should be payable to “EWVCTC.”
  - d. Only Business Office approved credit cards are accepted.
  - e. Instructors may be authorized to accept walk-in payments and registrations. In such cases, instructors may accept only check or money orders as payment, and payment must be collected prior to the beginning of class. Receipts for such payment will be mailed to the registrant by the department within five business days. (Instructors may not collect payments by either cash or credit card, and they are not permitted to issue receipts.)
  - f. When instructors accept payments as in (e) above, they must record any and all payments received on the enrollment roster, which indicates whether or not each participant has paid the appropriate fee. Instructors must not allow any unpaid registrant to attend class. Instructors must deliver the completed enrollment roster, together with any payments received to an authorized College employee before noon on the next business day.
3. Any payments made to regular College employees or instructors must be forwarded to the Workforce Education department on the next business day.
4. All payments are recorded in the Workforce Education financial analysis database as appropriate.
5. The Workforce Education secretary will complete a receipt and include it in a packet confirming registration.
6. At the end of each business day, a report is created for all fees collected that day.

- a. All fees collected along with the accounts receivable daily log and required supporting documentation are presented to the cashier for deposit at the end of each business day.
  - b. A copy of all reports and receipts are maintained by Workforce Education.
7. Refunds must be requested in writing using an official Withdrawal Form. Approved refund requests are then forwarded to the Business Office for payment process in accordance with standard procedures.
- a. Refund requests must comply with any applicable and publicized cancellation policy in order to be approved.
  - b. All refunds are subject to applicable and publicized processing fees.
  - c. The refund and cancellation policies must be publicized on all schedules and included in a packet confirming registration.

The Dean for Workforce Education and Business Office Administrator are responsible for implementation, interpretation, and review of this regulation.

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LINDA S. DUNN, PRESIDENT

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DATE