Sul Ross State University
Business Process Analysis – Student Module

Process Name: Special Requests for Refunds of Tuition
Date: October 20, 2005
Time: 10:46 A.M.
Location: R. Cullins House
Participants:
Session Lead:

Narrative/Description: Students who for one reason or another seek a refund of their tuition and fees are initially directed to either their advisor or Student Support Services (SSS). The advisor or SSS will submit a written request to the Registrar, stating the justification for refunding tuition and fees. The Registrar reviews the request. Denied requests are usually appealed to the VPAA, another VP, or the President. If the Registrar, or higher authority approves the request, the student is baked out of the SIS system so that no record appears on the students schedule or transcript.

The Registrar sends a written authorization to the Controller so a full refund may be processed. The student may pickup the refund at the Cashier’s Office, have it mailed, or be credited back to their credit card.

Electronic Inputs: None
Manual/Paper Inputs: Written documentation is required from student and supporting office.

Key Decision Points (list all): Registrar’s review or VP or higher review.

Related Policy(s): None
Interface to Other Systems: None
Web Features: None

Electronic Outputs: Refund appears on Cashier reports.

Manual/Paper Outputs: Approval from Registrar

Customer(s): Students, parents, credit card companies

Regulatory Items: None

Frequency/Volume: Periodic each semester. Dozen a semester.

Potential Break Points: Refund not picked up by Cashier Office

Automation: Semi
Issues: Many students and parents think they should have refunds when they fail to comply with deadlines and policies. Not refunding tuition and fees is always considered poor customer service on our part.

NOTE: In all the narratives the term “Registrar” may represent the Registrar in Alpine or the Director of Admissions and Records at Rio Grande College. The term “associate Registrar” may represent the Associate Registrar in Alpine and/or the Records Administrator at Rio Grande College.