



BURSAR'S OFFICE

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Student Refunds

Process

Enrollment fees is refundable, when a course is drop on or before its full refund deadline. For more information on Student Refunds, you may visit at ccsf.edu, under Paying for college and selecting Pay your fees. Link provided below.

CCSF Refund Link: <https://www.ccsf.edu/admissions-recordsregistration/billing-payments-refunds>

Offices involved in the process:

1. Tuition and Fees Office, accepts refund request from students.
2. Financial Aid Office, assist student with AmeriCorps Request.
3. Bursar's Office, responsible for processing request and mailing of refunds.

Credit Card Refunds

- Credit card refunds requests are processed upon receipt. Refund requests can be submit to the Tuition and Fees Office by email, Bursar's email, or in person from students.
- The completed requests are submitted to the Bursar office for review (form is being review to correct amount to be refunded, student name, signature, Credit card information, etc.). Refund that exceed \$1,000 is subject to approval.
- Refunds is being process thru our Vendor (ECSI) Educational Computer System Inc. and Nelnet Business Solution when payment is made under a payment plan. (Refund is being process back to the original card that is used for the transaction).
- Refunds for credit payments made over 6 months old, will be refunded by check.

Example of Refund Request Form

The image shows a sample of a 'Tuition & Fees Office' application form for a refund. The form is titled 'APPLICATION FOR REFUND OF ENROLLMENT/REGISTRATION/TUITION FEE' and includes a 'PLEASE PRINT' instruction. It contains several sections for student information, including name, address, and contact details. There are also sections for enrollment details, such as the semester and year, and a section for the total amount requested for enrollment, registration, and tuition fees. A red box highlights the 'TOTAL ENROLLMENT/REGISTRATION/TUITION FEE REQUESTED' field.

AmeriCorps Refunds

Tuition & Fees:

- Student contacts Tuition and Fees and is referred to the Financial Aid Office.

Financial Aid Office:

- Informs student to complete Request at the AmeriCorps Website.
<https://my.americorps.gov/mp/login.do>
- Once the student has completed the request, Financial Aid Office (FAO) is notified by AmeriCorps via email that a request is pending.
- FAO either accepts/denies the request. If accepted will notify Bursar's Office of acceptance.

Bursar's Office:

- Bursar's office will be on lookout for the AmeriCorps remittance Notification.

- **When Notification of remittance is received and deposit is confirmed with the Bank, the Payment is posted to the student account. Bursar's Office notifies FAO.**
- **FAO – contacts student, informs of remittance and request student to complete a Refund Form and emails it to bursar@ccsf.edu**
- **Bursar's Office processes refund at the next scheduled refund date.**
- **Refunds are processed weekly, on Fridays, if the schedule does not interfere with FAO Refunds.**
- **Checks are printed on Tuesdays and Thursdays. Checks are picked up from the Business Office (DBO), then the checks are being reviewed and submitted to a supervisor for signature. Once signed the checks are prepare for mailing.**