



## OFFICE OF FINANCIAL AID AND VETERANS AFFAIRS

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www.randolph.edu/fin\_aid • Federal School Code - 005447

*Creating Opportunities. Changing Lives.*

### **Withdrawal Policy and Procedures (Return to Title IV)**

Federal and state regulations require the College to perform calculations for a student that withdraws from all of their classes, or stops attending all the classes scheduled to attend, during a term. These calculations determine the amount of federal and/or state aid the student has actually earned for a given semester, and indicates what portion of aid must be returned by both the college and the student to federal and/or state aid programs.

For credit hour programs, the percentage of the period that the student remained enrolled is determined by dividing the number of days the student attended by the number of days they were scheduled to attend. Calendar days are used in the determination of percentages and breaks of 5 consecutive days or longer are excluded in the calculations.

If the amount of Title IV funds disbursed is greater than the amount of Title IV funds earned by the student, a return of Title IV funds is necessary. Both RCC and the student may be responsible for returning a percentage of the unearned aid. Any percentage of unearned aid returned by RCC resulting from a student withdrawal from all courses will be reflected on the student account as a debt owed to RCC. The student must pay all debt owed to the College in order to return in subsequent terms.

Students desiring to withdraw from a course may do so by contacting their faculty advisor. Students who do not complete the official withdrawal process will be unofficially withdrawn by his or her professors and receive a grade that is punitive to the student GPA. The Office of Financial Aid and Veterans Affairs will then determine if the student withdrawal, official or unofficial, results in any unearned aid resulting in an overpayment. Students who owe overpayments to either RCC or the U.S. Department of Education must pay all debts owed. While arrangements may be established that permit a student to continue enrollment in a subsequent term for those debts owed directly to the U.S. Department of Education, outlined below, debts owed to RCC must be paid before a student is able to enroll in subsequent terms. Students who owe RCC should visit the RCC Business Office located in the A/E building on the main campus or call (336) 633-0292.

Students who owe overpayments to the U.S. Department of Education, as a result of a complete withdrawal, will initially retain their eligibility for Title IV funds for a maximum of 45 days from the earlier of the –

- date the school sends the student notice of the overpayment,
- or
- date the school was required to notify the student of the overpayment.

There are two positive actions you can take to maintain your eligibility for Federal Title IV funds:

1. Repay the overpayment in full to the college who will forward it to U.S. Department of Education on your behalf.
2. Sign a repayment agreement with the U.S. Department of Education (you must notify RCC of your intent and then wait 10 days before contacting the U.S. Department of Education)

If the student takes no positive action during the 45-day period, RCC will report the overpayment to the National Student Loan Database System (NSLDS) and Borrower Services immediately after the 45-day period has elapsed.

Borrower Services is unable to respond to a student initiated request to negotiate a repayment arrangement until a school has referred the student's account for collection. In addition, Borrower Services uses the information about the student in the NSLDS while conversing with a student. In order to ensure a student overpayment has been reported and referred to the Dept. of Education, when the school is communicating with a student about making repayment arrangements with the Dept. of Education, RCC will make it clear that the student should contact the school before contacting the Department of Education. Repayment agreements with the Department of Education will include terms that permit students to repay overpayments while maintaining their eligibility for Title IV funds.

There are exceptions to the recommendation that a school wait the full 45 days before reporting a student overpayment through NSLDS. If during the 45-day period a student indicates that he or she cannot repay his or her debt in full and wishes to negotiate a repayment agreement with the Department of Education, the school will immediately report the overpayment to NSLDS and refer the overpayment to Borrower Services. Likewise, if a student contacts RCC and indicates that he or she cannot pay the overpayment within the 45 days, the school will immediately report the overpayment to NSLDS and refer the overpayment to Borrower Services. So that Borrower Services will have time to receive and record an overpayment before a student contacts Borrower Services, RCC will tell a student to wait ten days before contacting Borrower Services.

After a school has reported and referred a student's overpayment, RCC will provide the student with the phone number and postal address for Borrower Services. A student can contact Borrower Services by calling 800-621-3115 or by writing Borrower Services at the following address:

**U.S. Department of Education  
Student Loan Processing Center – Overpayments  
P.O. Box 4157  
Greenville, Texas 75403**