

## Section VI.B. Tuition and Fees

These procedures supplement and clarify Section VI.B of the Lone Star College System District Policy Manual last revised by the Board of Trustees on **March 3, 2016**—setting out the College’s policies regarding student tuition and fees.

The Policy Manual controls when a conflict arises between it and the procedures below. These procedures were last updated on **June 15, 2016**. The notice and comment period was open online to the public from **April 12, 2016** to **May 12, 2016**.

**1. General.** The Board of Trustees tasks the College with ensuring that Texas residents pay lower tuition and fees than out-of-state residents and international students. The Board of Trustees also tasks the College with ensuring that out-of-district Texas residents pay higher tuition and fees than in-district Texas residents.

Specific tuition and fee sums are disclosed annually in the College’s Course Catalog. Moreover, the residency definitions for tuition purposes are in Section VI.B of the Lone Star College Policy Manual. The out-of-district and in-district student definitions are also in Section VI.B of the Lone Star College System District Policy Manual. Both definitions apply here with equal force.

**2. Student’s Duty to Disclose.** The College provides all applicants with a Texas Residency Questionnaire. The College may seek more information based on the applicant’s responses to that questionnaire. A student who undergoes an address change and does not inform the College may be disciplined for violating the Student Non-Academic Code of Conduct.

**3. Residency and District Status Dispute Resolution Procedure.** The College charges higher tuition for out-of-state and out-of-district residents. A dispute may thus arise from time to time regarding an applicant’s or student’s residency and in-district status for tuition and fees purposes. This procedure governs the administration and resolution of such disputes.

First, the student should try to informally resolve the issue with the College’s admissions staff. Second, once the student unsuccessfully tries to resolve the issue with the College’s admissions staff, the student is encouraged to formally contact the Chief Student Services Officer (CSSO) of the particular campus where the student is seeking to pay in-state or in-district tuition or fees and file a written grievance. The student should submit all supporting documentation for the grievance along with the grievance. Finally, online students must contact the CSSO of their designated home college campus.

The CSSO or a designee must schedule a conference with the student to be held within 10 working days of receiving the written grievance. The student or CSSO may appear by telephone or telepresence at the conference. The CSSO must issue a written decision upholding or reversing the initial in-state or in-district determination. The CSSO’s decision

is final. If the CSSO determines that an error in status classification occurred, the CSSO will follow the procedures outlined by the Board of Trustees in Section VI.B.1.05.

**4. Non-Payment of Payment Plans Dispute Resolution Procedure.** The College offers students payment plans under certain conditions and imposes penalties when students do not follow the terms of their particular payment plan. A dispute may arise from time to time regarding a student's payment or lack thereof. This procedure governs the administration and resolution of such disputes.

First, the student should try to informally resolve the issue with the College's business office. Second, once the student unsuccessfully tries to resolve the issue with the College's business office, the student is encouraged to formally contact the Chief Student Services Officer (CSSO) of the particular campus where the student is enrolled and file a written grievance. The student should submit all supporting documentation for the grievance with the grievance. Students taking classes at multiple college campuses (or online) should file the written grievance in their designated home college campus.

The CSSO or a designee must schedule a conference with the student to be held within 10 working days of receiving the written grievance. The student or CSSO may appear by telephone or telepresence at the conference. The CSSO must issue a written decision upholding or reversing the initial payment or non-payment determination. The CSSO's decision is final.

**5. Refund Dispute Resolution Procedure.** The College offers financial aid to students. Financial aid is applied first to tuition and fees the recipient-student owes and then refunds the balance to the student. Alternatively, the College sometimes offers refunds to students that drop classes before their completion (students should use the attached Student Refund Request form to request a). Those refund schedules are found in Section VI.B.3 of the Lone Star College System District Policy Manual. A dispute may arise from time to time regarding a student's anticipated refund. This procedure governs the administration and resolution of such disputes.

First, the student should try to informally resolve the issue with the College's business office in the case of non-financial aid refunds and the financial aid office in the case of financial aid refunds. Second, once the student unsuccessfully tries to resolve the issue with the College's staff, the student is encouraged to formally contact the Vice President of Administrative Services at the student's designated home college campus and file a written grievance.

The student should submit all supporting documentation for the grievance with the grievance. Students taking classes at multiple campuses (or online) should file the written grievance with their designated home college campus.

The Vice President of Administrative Services (VPAD) or a designee must schedule a conference with the student to be held within 10 working days of receiving the written grievance. The student or VPAD may appear by telephone or telepresence at the conference.

The VPAD must issue a written decision upholding, amending, or reversing the initial refund determination.

The student may then further appeal directly to the college president if dissatisfied with the VPAD's decision. The president must schedule a conference with the student to be held within 10 working days of receiving the written grievance appeal. The student or president may appear by telephone or telepresence at the conference. The president must issue a written decision upholding, amending, or reversing the VPAD's refund determination. The president's decision is final.

**6. Fee Dispute Resolution Procedure.** The College charges students various fees. A dispute may arise from time to time regarding a student's fee allocation. This procedure governs the administration and resolution of such disputes.

First, the student should try to informally resolve the issue with the College's business office. Second, once the student unsuccessfully tries to resolve the issue with the College's staff, the student is encouraged to formally contact the Vice President of Administrative Services (VPAD) in the student's designated home college campus to file a written grievance. The student should submit all supporting documentation for the grievance with the grievance. Students taking classes at multiple campuses (or online) should file the written grievance with their designated home college campus.

The VPAD or a designee must schedule a conference with the student to be held within 10 working days of receiving the written grievance. The student or VPAD may appear by telephone or telepresence at the conference. The VPAD must issue a written decision upholding, amending, or reversing the initial refund determination.

The student may then further appeal directly to the college president if dissatisfied with the VPAD's decision. The president must schedule a conference with the student to be held within 10 working days of receiving the written grievance. The student or president may appear by telephone or telepresence at the conference. The president must issue a written decision upholding, amending, or reversing the VPAD's refund determination. The president's decision is final.

Effective Date: June 15, 2016



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Dr. Stephen C. Head, Chancellor  
Lone Star College System

# **Student Refund Request:**

*To be completed by the Lone Star College student requesting a refund.*  
Please review LSC Board Policy and Procedures for Tuition and Fees  
(Section VI.B)



**Student Name:** \_\_\_\_\_

**Student ID:** \_\_\_\_\_

**Semester and Year:** \_\_\_\_\_

I am requesting a (choose one of the following):

- FINANCIAL AID REFUND       GENERAL REFUND

If you selected **Financial Aid Refund**, you must provide this form to the Financial Aid Office located on your home campus.

If you selected **General Refund**, you must provide this form to the Business Services Office located on your home campus.

Please provide the reason(s) you are requesting, or believe you are owed, a refund:

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(Attach additional pages if needed)

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

**LSC Personnel Only:**

\_\_\_\_\_  
Signature of LSC Personnel Receiving Request

\_\_\_\_\_  
Date