

Refund policy for the optional Alternative Transportation Fee
February, 2018

Do we need a fair refund policy for those students who are not charged the mandatory Alternative Transportation Fee, and request the optional Fee, then ask for a refund of that fee during the quarter?

Impact Statement:

Students registered for 6 or more credits for any quarter are charged a mandatory Alternative Transportation Fee. Students registered for 1-5 credits who are eligible for a bus pass, do not pay a mandatory Fee but may request the Fee. There is no current policy for refunding this optional Fee. The Wade King Recreation Center has a 1-week refund policy from time of requesting the fee. The Health Center does not refund their optional fee (students request it when they want to use the services, so they have clearly used the services).

In 2015 and 2016 combined, five students who chose to pay the optional Alternative Transportation Fee requested a refund of the Fee. One of these students requested the refund halfway into the quarter. Without a policy, there was no basis for refusing the request. A refund policy would establish a timeline for refunding the optional Fee, without which, students with the optional Fee may use the bus pass and then request a refund at any time during the quarter.

Draft Policy Wording

Refund of optional payment of the Alternative Transportation Fee

This policy applies to students who have paid the optional (manually placed) Alternative Transportation Fee.

Possible second sentence (timeline for refund),

Example 1:

A refund of the optional Alternative Transportation Fee may be made if requested within > week(s) of the original request.

Example 2:

A refund of the optional Alternative Transportation Fee may be made if requested within > week(s) of the first day of classes for any quarter.