



# Operating Protocol & Procedure

## Details:

Number: 325

Title: Institutional Error Resulting in Tuition and Fee Charges

Category: Students

Office of Primary Responsibility: Cashiers Office

Approval Date: 5/3/21

Effective Date: 5/3/21

Revised:

## Purpose:

To clearly define what constitutes an institutional error within the college process of registration, advising, financial aid and faculty reporting resulting in erroneous tuition and fee charges on a student account.

## Applicability:

Students and PCC Staff

## Definitions:

Institutional Error - errors where a college process within registration, advising, faculty processing or financial aid result in student tuition and fee charges that are not warranted. These errors can be documented and are clearly the result of action or inaction by the college.

### Confirmed Errors

Error: Banner application issues (System Outage)

Documentation: Confirmation from college/system office IT that PCC system was inaccessible during the period of time in question.

Result: Student unable to drop course by census.

Faculty member unable to drop student for no show.

Error: Inaccurate hold marked placed by college staff

Documentation: Hold placed in Banner preventing a drop for non-payment with no documentation for the hold, such as:

- F - Financial Aid offer pending confirmed
- P - Cashier Office promissory note confirmed
- V – Veteran status confirmed
- T – Third Party funding confirmed

Error: Process timing by college staff

Documentation: request for drop made prior to census date, staff reviewed after census date.

Result: Student made a request to drop classes from the college-issued student email account prior to census, request was not reviewed by census.

Error: Process timing by college staff

Documentation: Student completed and submitted Schedule Adjustment form with class drops prior to census. Result: Received by staff prior to census, but not processed prior to census.

Error: Advising/Registration

Documentation: Student was registered into a class for which he/she was clearly not qualified (pre-reqs not successfully completed, test scores too low, departmental permission not received, etc.)

Result: Student is registered/attending a course which they are not prepared or qualified to take.

Error: Faculty processing error

Documentation: Instructor failed to no show student by census

Result: Student has not attended or participated in class and should have been dropped for no show.

Error: Incorrect Information

Documentation: Student received incorrect information regarding census date directly from the instructor or college personnel and is able to provide documentation of incorrect information such as email or screen shot of D2L post.

Result: Student relied upon instructor given information and missed the census date as a result.

### References:

None

### Attachments/Related Forms or Documents:

None

### Operating Protocol:

Institutional Error Resulting in Tuition and Fee Charges

### Procedure:

Once identified and reported to the Director of Enrollment and Registrar by student or staff the institutional error will be examined against the confirmed errors list. If institutional error is confirmed with documentation the Director of Enrollment Services will notify the Cashier Manager and Financial Aid to correct the error by processing the student account as it would have been processed if the error had not occurred.

- Classes dropped
- Balance adjusted
- Financial Aid adjusted