

### **F.6.1.6 (Procedure) Student Success: ALAMOCash Card and Student Refunds**

Responsible Department: Vice Chancellor for Student Success

Based on Board Policy: [F.6.1- Student Success](#)

Approved: 12-18-12

Last Amended: 12-18-12

Reviewed: 2-22-16

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The organizational structures, policies, and practices that support student success values and priorities include the following set of actions. These policies and practices are based on research from the Achieving the Dream initiative and other education strategies identified as promoting increased success for all students. The Alamo Colleges are instituting long-term, institution-wide procedures that support and promote student engagement and commitment to learning while requiring strategies that are proven to increase student success.

#### **Student Refund Rules and Procedures**

The Alamo Colleges will process refunds as outlined below.

#### **Refund Defined Generally**

A student's account is eligible for a refund when it shows more credits than charges. The college will process a refund only if a credit is available after all outstanding charges are paid.

#### **A refund eligibility arises when:**

1. A student has registered and paid the complete account balance and later decides to withdraw from a course or completely withdraw from the College. To be eligible for a refund based upon a withdrawal from a course or College, a student must officially withdraw by the deadline in the Refund Schedule. A Refund Schedule is prepared each semester specifying withdrawal deadlines and corresponding refund percentages, derived from Texas Administrative Code, Title 19, Part 1, Chapter 21, Subchapter A, and Rule 21.5. For the refund schedule, see the Registration/Payment Calendar
2. Financial Aid credits are paid to a student's account resulting in a credit balance, either because the account was already fully paid, or because the aid applied is larger than the amount then owed.
3. A student pays with a credit card and a refund is due.
4. A change in residency may result in a refund when the change results in a lower tuition and fee charge than initially charged to the student. This only happens after the student presents required proof of residency to Enrollment Services/Admissions and Records Office at their HomeCollege. Residency status can only be changed prior to the census date.

#### **STUDENT REFUND PROCESS**

This process does not include the following categories of students: Dual Credit, Academies, Early College High School, Gateway to College High School, Workforce and Continuing Education students.

There are three (3) options to receive a student refund, all through the Heartland System:

- Direct Deposit to student's existing checking/savings account
- Check
- ALAMOCash Card - this is the default if no other option is selected.

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**\* In the case of credit card payments, if the student desires to have the refund applied to the credit card used for payment, the student must call the District Business Office @ 210.485.0359/210.485.0381 or send an e-mail to DST-Refunds.**

#### **The *ALAMOCash* Card And Student Refunds**

Effective Summer 2012, Alamo Colleges has partnered with a third party provider (currently Heartland Payment Systems) to provide refunds to students due to credit balances in their student account. Specific withdrawal and refund dates depend on semester start and end dates. Official refund dates can be found in the Alamo Colleges semester calendar. Log onto the Alamo Colleges main web page, click on student tab, then click on calendars, (here you will find various calendars) click on the semester for which information is needed, then you will see refund dates and other pertinent dates to students.

#### **Steps to Obtain an “*ALAMOCash*” Card?**

1. After a student registers, an account will be set up at Heartland pending the need to process a refund.
2. Heartland will contact students via their ACES e-mail to:
  - a. Inform them that a refund has been credited to their account
  - b. Direct them to the Heartland Payment System to create a profile
  - c. Inform them that, unless they choose the direct deposit or check option, they will be receiving an *ALAMOCash* Card.
  - d. Inform them when an *ALAMOCash* Card has been mailed to them.
  - e. Instruct them NOT to throw the Cash Card away.
  - f. Give them instructions on how to activate their card.
3. The *ALAMOCash* Card will be mailed to the student's address of record upon first determination that the student will receive a refund; thereafter, refund deposits will be made to the students *ALAMOCash* Card (unless the 2c option has been selected). The *ALAMOCash* Card must be activated on-line through the Heartland Payment System.

Financial Aid students who opted to receive their refunds via the debit card and have not received an "*ALAMOCash* Card" should call 866.930.4065 or go to [www.Acceluraid.com/Alamo](http://www.Acceluraid.com/Alamo) to inquire about their card.

#### **Heartland Refund Process**

1. It is important that students activate their *ALAMOCash* Card immediately upon receipt, via [www.Acceluraid.com/Alamo](http://www.Acceluraid.com/Alamo).
2. The *ALAMOCash* Card must be kept throughout the duration of the student's enrollment at any of the Alamo Colleges.
3. Electronic refunds:
  - a. Refunds will be transmitted weekly through the Heartland Payment System.
  - b. Students who anticipate or have been notified that they are due a refund must:

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- i. Create a Refund Profile in the Heartland Payment System via their ACES account.
- ii. Choose "issue check" or "direct deposit" via the Heartland website.
- iii. Must continuously monitor their ACES account.
- c. If a student does not choose direct deposit or check option the refund will default to the *ALAMOCash* Card.
- d. When funds are refund to a student their ACES account will identify the funds with the code "RFND" signifying that a refund has been issued via their *ALAMOCash* card.

The District Business office will be sending frequent email notices to students with outstanding balances.