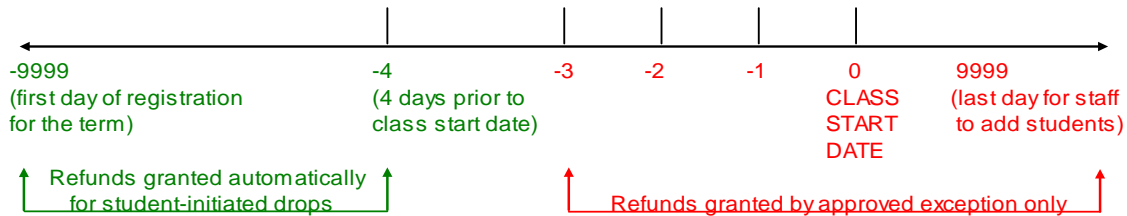


Business Process Procedures

12.42 TROUBLESHOOTING CE ENROLLMENTS

Overview This document discusses the relationship between Enrollment Action Reasons and Refunds and Grade Assignment

Discussion Action date timeline to be used with chart below:



The published CE refund period for student-initiated drops is from registration date until 4 days prior to class start date. After that date, refunds are granted by approved exception only.

CE refunds are calculated based on the relationship between the enrollment action date of the drop, and the enrollment action reason. That relationship is discussed in the chart below. However, the general rule of thumb is this:

If you are “pretending to be the student”, back-date the drop and use the DROP reason to create a refund.

If you are a staff member granting an exception, and want to record the transaction as an exception, don’t back-date the drop and use one of the CE enrollment action reasons to create a refund.

The CE Adjustment Calendar used to calculate refunds is set up as follows (refer to timeline above for explanation of dates):

Enrollment Action Reason	From	To	% Refunded
CE25 (25% refund)	Day -9999	Day -4	0%
	Day -3	Day 9999	25%
CE50 (50% refund)	Day -9999	Day -4	0%
	Day -3	Day 9999	50%
CE75 (75% refund)	Day -9999	Day -4	0%
	Day -3	Day 9999	75%
CEAL (100% refund)	Day -9999	Day -4	0%
	Day -3	Day 9999	100%
DROP	Day -9999	Day -4	100%
	Day -3	Day 9999	0%

12.42 TROUBLESHOOTING CE ENROLLMENTS

SWIT (switch sections)	Day -9999	Day 9999	100%
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This chart shows the relationship between the Enrollment Action Reasons used, refunds and grade assignments.

Enrl Action Code	If CE staff uses this code 4 or more days prior to class start date	If CE staff uses this code from 3 days prior to class start date to any future date after class start date
CEAL CE25 CE50 CE75	No refund is created. No grade assigned.	If the transaction is backdated to a date 4 or more days before class start date: No refund is created. No grade is assigned. If the transaction is not backdated: A refund is created. A "W" is assigned.
DROP	A refund is created. No grade assigned.	If the transaction is backdated to a date 4 or more days before class start date: A refund is created. No grade is assigned. If the transaction is not backdated: No refund is created. A "W" is assigned.
SWIT	A refund is created for the old class. No grade assigned to the old class. The student owes for the new class.	If the transaction is backdated to a date 4 or more days before class start date: A refund is created for the old class. No grade is assigned to the old class. The student owes for the new class. If the transaction is not backdated: A refund is created for the old class. A "W" is assigned to the old class. The student owes for the new class. If the transaction is backdated to a date after the start date for the old class and 3 days prior to the start of the new class: A refund is created. No grade assigned. The student owes for the new class.
No reason	A refund is created. No grade is assigned.	If the transaction is backdated to a date 4 or more days before class start date: A refund is created. No grade assigned. If the transaction is not backdated: No refund is created. A "W" is assigned.