**Financial Aid Refund Process**

1. **Students who are enrolled in a combination of sessions (i.e., 16-week, 8-week2, 5-week 2 and/or dynamic) will experience a delay in their refund being processed**. We are not allowed to release money until your classes reach the last day to drop with a refund. Please visit the TNCC Academic Calendar to see when your “last day to drop with a refund” is for your classes. [www.tncc.edu](http://www.tncc.edu).
2. We originally awarded your aid as if you were going to be a full-time student (12 or more credits). If you changed your enrollment to be less than full-time, we must adjust your aid to match your enrollment level.
3. If you are taking classes that are not part of your degree program, we must adjust your aid to only cover the required classes.
4. We must confirm your enrollment before we can approve the release of funds. We release funding in this order: 1) scholarships (Private and TNCC), 2) state grants, 3) student loans, and 4) federal grants. We expect to begin this process during the **third week of September**.
5. When your aid has been released, the Student Accounting Office will apply the funds to your tuition, fees, and bookstore charges. Any remaining funds will be sent to you as a refund (i.e. via Direct Deposit or Paper Check).
6. If you have not selected a method to receive your refund, please visit: [www.tncc.edu/refund](http://www.tncc.edu/refund).

If you do not sign up for direct deposit your refund will be processed as a paper check.

1. Your direct deposit money will typically show up around 10-14 business days after you see the refund posted in your MyTNCC account.
2. Please know that it will take 14-21 business days for Tuition Management Systems (TMS) to process a paper refund check. The refund check will be mailed to the address that you have on file with TNCC. Please check your MyTNCC account to confirm your mailing address.
3. Please check your MyTNCC account throughout the school year for updates and alerts.
4. Having issues accessing your MyTNCC account; please contact the Help Desk at (757) 825-2709, or by e-mail at [helpdesk@tncc.edu](file:///C:\Users\vernonm\Documents\FA%20VA%20Management\helpdesk@tncc.edu)

Veteran’s Administration Education Benefits:

1. Financial aid funding will be applied to your student account before the VA sends payment for your tuition and fees.
2. We must certify your semester tuition and fees with the VA once your classes reach the last day to drop with a refund. Once your tuition and fees have been reported to the VA, it will take up to three weeks for the VA to send TNCC the funding.
3. Please know that if your financial aid does NOT cover 100% of your tuition and fees, we are not allowed to release a refund until the VA payment has been received, even if the VA is expected to pay these charges in full.

Financial Aid, Veteran Services, and Student Accounting Offices

Thomas Nelson Community College

1.855.877.3945 (toll-free)

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