

Student Accounts Department

Student Refunds

I. Background

Students who have a credit balance on their account are eligible to receive a refund. However, refunds are not granted for expected payments, such as financial aid not yet disbursed. In compliance with federal regulations, if a student has a Title IV credit on their account, then a refund will automatically be processed within 10 days.

Refunds from credit balances resulting from personal checks will be held for 14 days before the refund is processed. Refunds from a credit card payment will be issued directly to the credit card utilized. The credit can take anywhere from 5 to 7 business days to be applied to the credit card from the date the University processes the credit.

II. How do I request a refund?

If the credit results from scholarships or personal payments, the student can request a refund by completing a [Student Refund Request Form](#). A student can request the entire credit balance or a certain amount. If an amount is not provided, the entire amount is processed. Refunds are usually issued every week. If a student has a Title IV credit on their account, then a Student Refund Request Form is not required to be completed. Students are encouraged to utilize the direct deposit process in order to receive a refund. To establish a direct deposit account, a student should utilize the following steps:

- Go to: [Direct Deposit Authorization Form](#).
- Fill out all information (name, ID, address, phone #, bank routing # and account #, whether new, replace or cancelling account and signature).
- Fax, email or bring in the signed direct deposit form along with a voided check or direct deposit setup form from your bank (account must have the student's name).

Please note that the Direct Deposit Authorization Form must be completed even if the account information is on file with the University's Payroll Office.

If the student has not established a direct deposit account, a paper check will be mailed to the billing address.

III. Parent Plus Refunds

If the credit balance results from a Direct Parent Plus (PLUS) Loan, the refund will be mailed to the parent as a paper check to the address listed on their PLUS Loan application. If the parent chooses to have the student receive the refund, they must email or fax an [Authorization Letter](#) which includes their name, phone number, student's name and ID number to the Student Account's office. This authorization must be received each time the student picks up a Parent Plus refund check. Before the Plus refund check is released to the student, the Student Accounts' Representative will verify that the parent submitted the Authorization Letter. The student must present their Xavier ID or Driver license and sign the log for the Plus refund check release.

QUESTIONS?

Please [Contact a Student Accounts Representative](#) if you should have any questions regarding student refunds.