



RANDOLPH COLLEGE

Allowance for Non-Delivery of Services

In the event that extenuating circumstances prevent Randolph College from delivering services for which students have paid, or which comprise a required part of a program already begun, the College will take steps to ensure that students either receive said services in an alternate form or receive reasonable financial compensation.

This policy is to be distinguished from the Randolph College policy on refunds resulting from student-initiated withdrawal, which can be found in the [Randolph College Academic Catalog](#) (page 23 and following).

COURSE CANCELLATION

In the event that extenuating circumstances prevent one or more Randolph College faculty members from completing a course, the College will take steps to ensure that such courses are completed by other qualified faculty members. If that is not possible, financial compensation will be provided. If the course is being taken on a part-time (per-credit-hour) basis, a full refund will be made. If the course is being taken as part of a full-time tuition charge, the refund will be calculated in a manner that takes course load and financial aid repercussions into consideration.

RESIDENCY CANCELLATION

Should the College decide to move to online learning and/or close its residence halls at any time due to circumstances requiring students to move out of residence during a semester, room and board refunds will be calculated according to the methodology described on page 23 of the [Randolph College Academic Catalog](#).

PROGRAM CANCELLATION

Randolph College adheres to SACSCOC guidance on the equitable treatment of students in the event that the College, or one of its programs, ceases to operate before all students have completed their programs of study.

In the case of program closure while the institution remains operational, the College provides the student with a programmatic teach-out plan, which, in keeping with SACSCOC requirements, “ensures [that] the institution has a plan and process to provide students reasonable completion options that minimize disruption and additional costs.” The teach-out plan ideally involves alternative coursework within the institution.

In the case of program closure as part of institutional closure, Randolph provides an equitable, clear teach-out agreement, as per SACSCOC policy:

A teach-out agreement is a written agreement between institutions that provides for the equitable treatment of students and a reasonable opportunity for students to complete their program of study if an institution, or an institutional location that provides twenty-five percent or more of at least one program offered, ceases to operate before all enrolled students have completed their program of study.

Any decision to close a program or to cease operation would meet state and federal regulations and follow the oversight and governing documents of the Randolph College Board of Trustees. Any teach-out plan is presented for approval to SACSCOC, and following approval, SACSCOC notifies any accrediting agency that has accredited a Randolph College program.