

THE COLLEGE OF THE FLORIDA KEYS PROCEDURE

Title	Money Back Guarantee	Number	75.445
Authority	F.S. 1011.803, BR 7.760	Date Approved	07/01/2025
Amended	11/20/2025		

PURPOSE:

The purpose of this procedure is to outline the steps students must follow to participate in the Student Money-Back Guarantee (MBG) program at The College of the Florida Keys (CFK). The MBG Program, mandated by the State of Florida, offers eligible students a refund of tuition for approved eligible workforce programs if they do not secure employment within six months of graduation.

PROCEDURE:

Students who enroll in one of the three academic programs identified by the College are automatically enrolled in the Money Back Guarantee Program. Students must not have a criminal background and must satisfy employer requirements. Only tuition is included in this guarantee. Additional fees, other expenses, and/or charges are excluded from this guarantee. Tuition reimbursements shall be adjusted by scholarships and grants received and/or tuition paid to CFK. Requests for the Money-back Guarantee must be submitted within six (6) months and thirty (30) calendar days of program completion. Through a Money Back Guarantee Committee, the College will verify student eligibility for the Money Back Guarantee.

To apply for and qualify for the Money Back Guarantee, the student must meet the following criteria:

1. Complete the MBG Refund Application.
Students must complete the official MBG Program Enrollment Form to initiate participation in the program. The application must be submitted within six (6) months and thirty (30) calendar days of completion of the academic program. Applications will be submitted to advising.services@cfk.edu
2. Any requests for the Money Back Guarantee must be submitted using the Money Back Guarantee Refund Application.
3. Student attendance – Students must have been continuously enrolled according to the full-time educational plan associated with the student's catalog year through the duration of the program and have met the financial aid student participation standards each term.

4. Student program performance – Students must have successfully completed all required and recommended courses applicable to the degree, earning a grade of C or better in all coursework, including transfer credits. Students who received a W, D, or F grade for any course listed in the College Catalog associated with the student's catalog year are not eligible to request a Money-back Guarantee. Students must have maintained good standing as defined in the College's Catalog regardless of financial aid status throughout the duration of the program. Students with a documented academic integrity or student code of conduct violation that resulted in disciplinary action or sanction are ineligible for Money-back Guarantee. In addition, students must have passed all required licensure exams associated with the program.
5. Career Service or Career Day attendance – Students must provide verifiable documentation as evidence of career service or career day attendance and participation through a federal or state-funded career service center upon application for the Moneyback Guarantee.
6. Participation in an internship or work-study program – Students must provide verifiable documentation of satisfactory participation defined as meeting or exceeding expectations in all areas in an internship or work-study program related to the degree program.
7. Job Search Documentation – Students on F-1 or other student visas are ineligible for Money-back Guarantee. Students must not have a criminal background that prevents employment within the career field. The student must provide verifiable documentation that they have registered with federal or state-funded career service center to search for employment in the field of interest. The student must demonstrate through verifiable documentation they have been actively searching for in-field employment for at least six (6) months from the date of program completion through the career service center. Evidence must include 20 applications that are related to the degree program.
8. Development of a Student Career Plan – Students must have developed a career plan with a federal or state-funded career service center. The student must provide verifiable documentation as evidence of the creation of and adherence to a career plan in conjunction with the career service center.
9. The MBG Committee is comprised of the following positions and/or designated by the Vice President, Academic Affairs:
 - A. Executive Director, Student Success
 - B. Senior Director, Business Office or appointee
 - C. Executive Director, Financial Aid or appointee
 - D. One Academic Dean or Academic Director

10. The Committee is responsible for reviewing the MBG refund application, supporting documentation and determining eligibility for a refund. The Committee's decision is final.
11. If the Committee determines that a student is eligible for a refund, the Executive Director Student Success will document an MBG Hold on the student's record in Banner, and forward the MBG application, and supporting documentation to the Senior Director, Business Office.
12. If the Committee determines that a student is not eligible for a refund, the Executive Director, Student Success, will inform the student through CFK email.
13. When a student is eligible for a refund, the Senior Director, Business Office will review the MBG application and supporting documentation and determine the total amount of the refund owed to the student.
14. The Executive Director, Student Success or appointee will notify the student in writing via CFK email regarding the Committee's decision.

Eligible Programs:

- Associate in Science in Criminal Justice Technology
- Associate in Science in Hospitality and Ecotourism Management
- Associate in Science in Engineering Technology Renewable Energy Technician
- Associate in Science in Nursing
- Advanced Technical Diploma in Emergency Medical Technician
- College Credit Certificate in Paramedic

ATTACHMENT:

75.445(A) Money Back Guarantee Refund Application