

University Policy: Tuition Refund Policy

Policy Category: Finance and Business

Subject: Requests for Tuition Refunds

Responsible Executive: Chief Financial Officer, Vice President and Treasurer

Responsible Office(s): Office of Finance and Treasurer; Office of the Provost

Procedures: Procedures to Request a Tuition Refund

Related University Policies: Undergraduate Academic Regulations; Graduate Academic Regulations; University Catalog: Refunds and Cancellation of Charges; Academic Calendar

I. SCOPE

This Policy applies to students who seek tuition refunds after officially dropping or withdrawing from a course by dropping classes during the applicable refund period as outlined below.

II. POLICY STATEMENT

By registering for classes, students agree to pay all applicable tuition and fees. The purpose of this Policy is to ensure the University fairly assesses and responds to requests for refunds of tuition and/or fees. Students must comply with this Policy (and associated Procedures), which informs them how to apply for a refund. In addition, University staff and faculty must follow the requirements outlined in the Policy (and associated Procedures).

III. DEFINITIONS

- A. *Vice Provost Appeals Council* (“VPAC”): A group consisting of the University’s Deputy Provost, Vice Provost for Undergraduate Enrollment, Vice Provost for Academic Administration, Dean of Graduate Studies, and the Dean of Undergraduate Education and Vice Provost for Academic Student Services that makes decisions related to requests for a refund outside the refund period.
- B. *Refund Period*: The period during which a University student may withdraw from or drop a class and receive a full or partial refund as a matter of course. The

University's Office of Finance and Treasurer identifies the refund period for courses and publishes that information online and in the Academic Calendar.

IV. POLICY

A. **Overview.** Students who reduce their course load by officially dropping or withdrawing from a class or classes will have the tuition refund cancellation calculated as of the date of the official course drop. Discontinuing attendance from class or notifying an instructor does not constitute an official course drop. Without an official course drop, students will be responsible for all tuition and related fees.

Students should check the Academic Calendar for the specific course drop dates for each semester.

The student's account must show a credit balance before a refund will process.

B. **Tuition Refund Schedule for Courses Within a Regular Semester (Fall/Spring).** When students withdraw from courses within a regular semester (Fall/Spring), refunds will be based on the published dates in the Academic Calendar and University Catalog.

The cancellation percentage is based on the date of the official course drop or withdrawal:

- 100 percent tuition refund for course drop/withdrawal through the second calendar week of classes
- 50 percent tuition refund for course drop/withdrawal through the third calendar week of classes
- 25 percent tuition refund for course drop/withdrawal through the fourth calendar week of classes
- No refunds for course drop/withdrawal after the fourth calendar week of classes.

C. **Tuition Refund Schedule for Courses Outside of the Regular Semester (Fall/Spring) Academic Calendar.** Courses held outside of the regular semester (Fall/Spring) academic calendar and MBA modules have different refund policies, percentages and dates. In addition, tuition and fee refund policies and deadlines for study abroad programs may differ by program and location. Students in these courses should check with the appropriate office or program webpage for specific guidelines.

D. **Tuition Refund for OnLine Courses Within the Regular Fall/Spring Academic Calendar.**

- If an online course falls within the regular term's published dates, the refund percentages in the Academic Calendar (100 percent through the

second week, 50 percent through the third week, and 25 percent through the fourth week) for the regular term are used.

- If an online course has irregular beginning and end dates, the 100 percent, 50 percent and 25 percent refunds are based on the percentage of days elapsed from the first day of the course until the last date of attendance. The refund schedule for these courses is published online on the Registrar and Student Account websites.

E. Tuition Refund for Online Degree Programs.

- **Program information for all Online Degree Programs may be found at the Online Learning website.**
- Tuition refunds for courses within online degree programs are calculated based on the respective published Online Program Academic Calendars as shown on the University Calendars website. Students who are enrolled in the university's online degree programs and are residents of certain states will receive tuition refunds in accordance with the state's regulations. These required state disclosures are posted on the Academics website.

F. Requests for Tuition Refund Outside of the Refund Period. The University, through its Vice Provost Appeals Council ("VPAC") accepts, evaluates, makes determinations, and then responds to requests from students for a refund outside the refund period. VPAC will only grant a refund outside the refund period in cases of: (i) exceptional circumstances or (ii) to correct a procedural problem that results in an erroneous assessment of a charge for tuition and/or fees. VPAC will deny such request when the student fails to follow the proper procedures or provide reliable supporting documentation that identifies the exceptional circumstance and/or procedural problem justifying the request. In such cases, the University's standard policy related to refunds of tuition and/or fees shall apply.

VPAC must review and approve all requests for a full or partial refund after the last day of the refund period. .

G. Federal (Title IV) Financial Aid Recipients – Return of Title IV Funds.

To obtain additional information regarding the treatment of Title IV aid when a student withdraws from AU, visit the Office of Financial Aid website.

V. EFFECTIVE DATE AND REVISIONS:

This Policy is effective as of May 1, 2020.