

# CAMPBELL UNIVERSITY TUITION REFUND POLICY

*(This policy was developed at the direction of the Vice-President for Business and Treasurer of the University and created to support current operating needs and processes. In accordance with the Cash Management Policy approved by the University's Board of Trustees on March 10, 2010, this policy is approved without submission to the University's Board of Trustees.)*

## I. PURPOSE

- (1) To establish sound cash management practices and guidelines for a tuition refund;
- (2) To provide transparency in tuition refunding; and
- (3) To provide management and employees guidelines of good business practices and controls to assist them in fulfilling their fiduciary duty to the University.

## II. SCOPE

This policy applies to all Campbell University management tasked with policy implementation and dissemination. This policy applies to Campbell University students requesting class changes or a withdrawal from the university. This policy applies to employees responsible for processing student class drops and/or university withdrawals. This policy applies to employees responsible for processing student tuition refunds; returning Title IV student aid to the Department of Education; or returning unearned aid to tuition assistance programs.

## III. DEFINITIONS

**Active Duty Military Deployment Withdrawal:** The term “active duty military deployment withdrawal” as used in this policy refers to a student withdrawal from the university initiated by a call to active service in the United States military. This policy recognizes a call to active service in the U.S. Armed Services, Reserves, or National Guard including all branches of the U.S. military, i.e. Army, Marine Corps, Navy, Air Force, or Coast Guard. Students are responsible for providing appropriate documentation for a university withdrawal to the Office of the Vice President for Student Life, if an undergraduate main campus student; Office of the Dean for Adult & Online Education, if an Adult & Online Education student; or the Office of the Dean for their respective program, if a Graduate or Professional student. Tuition refunds are issued in accordance with this policy and the appropriate tuition refund schedule.

**Course Drop:** The term “course drop” as used in this policy is an action initiated by the student indicating the student’s decision to cease attendance in a specific course. A “course drop” is issued a “D” status indicating the course was dropped before the published last day to drop and eligible for a prorated tuition refund in accordance with this policy and the appropriate tuition refund schedule.

**Course Withdrawal:** The term “course withdrawal” as used in this policy is an action initiated by the student indicating the student’s decision to cease attendance in a specific course. A “course withdrawal” is issued a “W” status indicating the student withdrew from the course after the published drop period. A course withdrawal is **not** eligible for a tuition refund.

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**Effective Date:** The term “effective date” as used in this policy is the date the student ceases to attend a course or withdrawals from the University. The “effective date” is used to calculate tuition refunds, return to Title IV (R2T4), and unearned aid to tuition assistance programs.

**Financial Aid Calculation:** The term “financial aid calculation” as used in this policy is a prorated assessment of financial aid disbursed to a student account that is unearned by the student and determined refundable to the source of financial aid, i.e. federal, state, institutional, donor, or other funding source.

**Hardship Withdrawal:** The term “hardship withdrawal” as used in this policy refers to a student withdrawal from the university initiated by an unusual or extenuating circumstance beyond the control of the student. Hardship withdrawal includes a death in the immediate family; a serious illness in the immediate family; or an unforeseen workplace change. Students are responsible for providing appropriate documentation for a university withdrawal to the Office of the Vice President for Student Life, if an undergraduate main campus student; Office of the Dean for Adult & Online Education, if an Adult & Online Education student; or the Office of the Dean for their respective program, if a Graduate or Professional student. Tuition refunds are issued in accordance with this policy and the appropriate tuition refund schedule.

**Medical Withdrawal:** The term “medical withdrawal” as used in this policy refers to a student withdrawal from the university or individual course initiated by a physical and/or mental debilitation. A medical withdrawal from the university, i.e. cease attending all courses will initiate a status change of “W” in all courses. Withdrawal from a specific course may be prompted by an injury limiting moderate physical activity in a PE course but does not hinder participation in an English course. Students must provide appropriate documentation to support a medical withdrawal to the Office of the Vice President for Student Life, if an undergraduate main campus student; Office of the Dean for Adult & Online Education, if an Adult & Online Education student; or the Office of the Dean for their respective program, if a Graduate or Professional student. Contingent on the timing of the withdrawal from an individual course, the status will change to a “D” or “W”. Tuition refunds are issued in accordance with this policy and the appropriate tuition refund schedule.

**Return to Title IV Calculation (R2T4):** The term “return to title IV calculation” or “R2T4” as used in this policy is a calculation mandated by the U.S. Department of Education in certain circumstances. The R2T4 calculation is mandated when a student drops one or more courses, or withdrawals from the University and has Title IV funds disbursed to their student account. The R2T4 calculation computes federal title IV funds unearned by the student and must be returned to the U.S. Department of Education by the University.

**Study Abroad Withdrawal:** The phrase “study abroad withdrawal” as used in this policy represents the withdrawal from the study abroad program sponsored by the Campbell University Office of Study Abroad. The withdrawal may be prompted by travel uncertainties; political travel warnings or bans; natural disasters or occurrences; student medical condition or hardship; or other circumstances preventing participation in the program. A study abroad withdrawal may occur before departure or after departure. Students are responsible for providing appropriate documentation for a study abroad withdrawal to the Office of Study Abroad. Course tuition and course fees assessed by

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Campbell University are prorated in accordance with this policy and the appropriate tuition refund schedule.

**Title IV:** The term “Title IV” as used in this policy represents funds entrusted to the University by the U. S. Department of Education for the sole purpose of disbursing federal aid to awarded students for educational expenses. Programs authorized under Title IV of the Higher Education Act of 1965 includes federal grants which include the Pell, FSEOG, and TEACH grants; federal loans to include Stafford, Parent PLUS, and Perkins loans; and all federal work study.

**Tuition Refund Calculation:** The term “tuition refund calculation” as used in this policy is a prorated assessment of tuition and fees unearned by the University and owed to the student. Tuition refund calculations are calculated using the course drop or university withdrawal effective date and the original tuition assessment value.

**University Withdrawal:** The term “university withdrawal” as used in this policy is an action initiated by the student indicating the student’s decision to cease attendance in all registered courses for the semester and vacate the University premises. Students are responsible for providing appropriate documentation for a university withdrawal to the Office of the Vice President for Student Life, if an undergraduate main campus student; Office of the Dean for Adult & Online Education, if an Adult & Online Education student; or the Office of the Dean for their respective program, if a Graduate or Professional student. Tuition refunds are issued in accordance with this policy and the appropriate tuition refund schedule.

## IV. GENERAL GUIDELINES

Campbell University is committed to the development, implementation, dissemination, and review of a transparent Tuition Refund Policy which supports student course drop and university withdrawal procedures, the University’s obligation to students, and compliance with regulation established by oversight agencies. This policy provides guidelines specific to the following tuition refund objectives.

- (1) Compliance with the Higher Education Act and its subsequent modifications;
- (2) Compliance with Title IV regulation;
- (3) Compliance with oversight agencies;
- (4) Compliance with policies and procedures established by the University;
- (5) Effective monitoring of university withdrawals and course status changes; and
- (6) Due diligence in tuition refund adjustments.

## V. POLICY STATEMENTS

This policy supports course withdrawal policies established by the university Deans’ Council. The university will issue a 100% tuition refund for classes canceled by the university. It is the policy of the university to refund student tuition, if notified of a class drop or university withdrawal within an appropriate period of time. Students requesting a course drop or a university withdrawal will be eligible for a tuition refund based on the conditions listed hereafter in this policy appendices.

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Exceptions to this policy must be submitted in writing to the Vice President for Business and Treasurer.

- A. Tuition Refund Calculation:** The effective date of the course drop or university withdrawal determines the percent of tuition refund for which the student is eligible. A course drop or university withdrawal is completed when the necessary forms(s) have been completed and returned to the designated office. Tuition refunds will be calculated using the effective status date, and in accordance with the Tuition Refund Policy. For the purpose of calculating refunds, “weeks” are counted as seven-day periods beginning with the first day of classes for the semester. University holidays are excluded in the tuition refund calculation.

It is the responsibility of the student to comply with published policies and procedures related to course drops and university withdrawals in a timely manner. Tuition refund requests received in the Business Office after the last day of class are not subject to recalculation and tuition refund.

A 100% tuition refund will be issued on all university canceled classes (“C” status) and class changes (“X” status) issued prior to the start of class. A 100% tuition refund will be issued on administrative changes (“XN” status) contingent on compliance with federal regulation.

Tuition refunds will be issued for a **Course Drop** (“D” status) for course changes during the published drop/add period. Tuition refund calculations will be based on the “D” status change effective date and the related Tuition Refund Schedule (Appendix A). Students assessed fixed rate tuition will not receive a tuition refund, if the student maintains the credit hours required for a fixed tuition assessment. If the student does not maintain the required credit hours for a fixed tuition assessment, the student will be assessed tuition at the credit hour rate and the “D” status course prorated according to the appropriate Tuition Refund Schedule. **Tuition refunds will not be issued for a “Course Withdrawal” (“W” status) for course changes requested after the published drop period.**

Tuition refunds will be issued for a **University Withdrawal** (“W” status). To be eligible for a University Withdrawal tuition refund, the student must withdrawal from the university and all classes will be assigned a “W” status. University withdrawal tuition refunds will be based on the status change effective date and calculated in accordance with the appropriate University Withdrawal Schedule. (Refer to Appendix A)

**Deposits, Fees, and Certificates:** No refund can be made on deposits; certain fees, such as music fees, teaching fees, PGM fees, course fees, study abroad fees, or certificate charges after the published date for refund. If a published date for refund is not available, a refund will not be granted after the start date of the related course or program.

- B. Financial Aid Calculation:** As required by Federal Title IV regulations, the University shall return all or a portion of the Title IV aid awarded to the appropriated Title IV account. The return to Title IV occurs when the student officially withdrawals, drops out, takes an unapproved leave, is expelled, or otherwise fails to complete the period of enrollment for which he or she was charged.

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The Financial Aid Office will perform a refund repayment calculation for all students who receive Title IV aid (R2T4 calculation) and oversee the return of Title IV funds to the program. The R2T4 calculation will be calculated using the recipients last date of class attendance as determined by federal regulations. Title IV sources of aid to the student include Unsubsidized Federal Direct Stafford Loan, Subsidized Federal Direct Stafford Loan, Federal Direct PLUS Loan, Federal Pell Grant, Federal Supplemental Educational Opportunity Grant (FSEOG), and Federal Perkins Loan.

The Financial Aid Office will perform a refund calculation on other financial aid in accordance with regulation and policy established by the appropriate oversight agency and/or a donor's request. Other student financial aid will be returned as directed by the oversight agency and/or donor. Other student financial aid includes public, private, institutional, and other sources of aid submitted to the University on behalf of the student for educational purposes while attending the University.

- C. Course Drop/Withdrawal or University Withdrawal:** A course drop/withdrawal or a university withdrawal should only be considered after a careful and thorough evaluation of the academic, financial, and personal impacts arising from such an action. Prior to completing a course drop, course withdrawal, or university withdrawal, a student should discuss options with their academic advisor.

**Financial Impact:** A course drop, course withdrawal, or a university withdrawal may render an adverse financial impact. Prior to dropping/withdrawing from a course or withdrawing from the university, students should discuss the financial impact with the Business Office and Financial Aid Office, as well as, their Veteran Affairs Representative, Tuition Assistance/Sponsor Programs coordinator (refer to Item E), or Study Abroad Coordinator, if applicable. Tuition refunds will be issued in accordance with the respective Tuition Refund Schedule (Appendix A). Any student account balance resulting from a course or university withdrawal is the responsibility of the student and subject to the collections process.

**Financial Aid Credit Balance Refunds:** Federal regulation prohibits the refund of Title IV credit balances, then provide the student a 100% refund. To support compliance efforts, the Business Office will not release refunds during the 100% tuition refund period. The Business Office will adhere to the 14-day rule required by federal regulation and release financial aid credit balance refunds within 14 days of the disbursement of aid to the student account.

- D. Student Account Balance:** Students requesting a course drop or university withdrawal after financial aid has disbursed to the student account, and a financial aid credit balance has been refunded, are responsible for the student account balance resulting from the course drop or university withdrawal. Unpaid balances are eligible to enter the collections process.
- E. Modified Tuition Refund:** Tuition refunds modifications are allowed for student participating in online classes to ensure compliance with state mandates. Students must be current residents of

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the state requiring modified tuition refunds at the time of course registration and withdrawal to be eligible for the modified refund policy. Modified tuition refund policies are accessible in Appendix B of this policy.

- F. Veteran's Affairs, Tuition Assistance, and Sponsor Programs:** Students receiving tuition assistance must report a course drop or university withdrawal to their assigned Campbell University Veteran's Affairs Office/Representative or assigned Sponsor Billing Representative at their respective location. The university will comply fully with regulations associated with veteran's affairs, tuition assistance, and sponsor programs when evaluating invoices remitted and payments received from such programs. The student will be responsible for any student account balance resulting from the change.
- G. International Students:** International students must obtain approval from the International Admissions Office prior to a course drop or withdrawing from the University. Tuition refunds will be calculated in accordance with the respective Tuition Refund Schedule (Appendix A).
- H. Special Circumstance Withdrawals:** Campbell University recognizes student withdrawals are initiated for various reasons. Such withdrawals include medical, active-duty military deployment, and hardship withdrawals. Students are responsible for providing appropriate documentation for a special circumstance withdrawal to the Office of the Vice President for Student Life, if an undergraduate main campus student; Office of the Dean for Adult & Online Education, if an Adult & Online Education student; or the Office of the Dean for their respective program, if a Graduate or Professional student. Tuition refunds will be refunded in accordance with the respective Tuition Refund Policy and Schedule. (Refer to Appendix A) The student will be responsible for any student account balance resulting from the withdrawal. The University will evaluate tuition refund appeals initiated by special circumstance withdrawals on a case-by-case basis. The appeal must follow withdrawal policy protocol. Approved tuition refund appeals must comply with financial aid, tuition assistance, and other relevant oversight regulation.
- I. Study Abroad Withdrawal:** Study abroad withdrawals may be granted at any point within the study abroad designated period. A study abroad withdrawal must adhere to the tuition refund policy set forth in this policy for the respective school, if billable credit hours are associated with the program. Participation in the study abroad program requires the assessment of non-tuition and fee related charges, such as travel, ground transportation, housing, meals, or other expenses related to the study abroad program. Travel involves uncertainties, political or natural. Students are encouraged to consider purchasing travel insurance to protect investments against unpredictable or unalterable circumstances. Study abroad withdrawals before departure or after departure will be assessed penalties and any other expenditures incurred on the students' behalf. Related student expenditures recouped will be refunded to the student. Neither Campbell nor our vendors can be held responsible for personal illness, family circumstances, or other unalterable circumstances. Request for withdrawal from a Study Abroad Program must be submitted to the Office of Study Abroad.

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## VI. RESPONSIBILITIES

**Business Office:** The Business Office has the primary responsibility to ensure tuition refunds are accurately assessed and student account balances resulting from financial aid adjustments are collected.

**Deans:** Deans are designated to support federal compliance efforts by ensuring a formal course drop and university withdrawal process is published for their respective area. The formal process must define the process and include the department's administrative office tasked with processing drops and withdrawals, along with its physical address and contact information.

**Financial Aid Office:** The Financial Aid Office has the primary responsibility to complete the R2T4 calculation and return federal aid in accordance with Title IV regulation. The Financial Aid Office has primary responsibility to calculate and return financial aid funds to the originating program, agency, donor, or other designated sponsor in accordance with oversight regulation to include institutional aid.

**Office of Study Abroad:** The Office of Study Abroad has primary responsibility to monitor and coordinate participant charges, payments, and refunds associated with the Study Abroad Program to the Business Office.

**Registrar:** The Registrar designated to update the student record is responsible for entering course drop/withdrawal and university withdrawal data correctly into the student information system. The Registrar's Office is also tasked with communicating student drops and withdrawal to administrative offices to ensure the proper reassessment of tuition and financial aid.

**Veteran's Affairs/Tuition Assistance Certifying Staff:** University staff tasked with certifying enrollment for student receiving VA and/or tuition assistance are responsible for adhering to federal regulations governing benefits. V/TA certifying staff serve as a liaison between the VA/TA program, student, and Business Office. It is the responsibility of VA/TA certifying staff to communicate changes in enrollment and tuition charges to the Business Office to ensure students are not refunded fund due to the Department of Veteran Affairs or military programs.

**Vice President for Business and Treasurer and Director for Financial Management:** The Vice President for Business and Treasurer is responsible for administering and overseeing the operations and procedures related to this policy.

## VII. COMPLIANCE

Campbell University is committed to compliance with the Higher Education Act and its subsequent modifications; federal regulations regarding the return to Title IV (R2T4); return of unearned tuition assistance benefit; and the requirement to disclose consumer information concerning student withdrawals/tuition refunds. The Vice President for Business and Treasurer and/or the Bursar may amend this policy as deemed necessary to ensure full compliance with policy, regulation, and donor intentions.

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## VIII. EFFECTIVE DATE AND APPROVAL

The Tuition Refund Policy was developed at the direction of the Vice President for Business and Treasurer of the University and was created to support current operating needs and processes. In accordance with the Cash Management Policy approved by the University's Board of Trustees on March 10, 2010, this policy is approved without submission to the University's Board of Trustees.

Executed this 27<sup>th</sup> day of June, 2016



James O. Roberts

Vice President for Business and Treasurer



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## Appendix A: Campbell University Tuition Refund Schedules

### Undergraduate Main Campus (effective fall 2016)

<b>Undergraduate Main Campus Tuition Refund Schedule Fall and Spring Semesters Course Drop (“D” status assigned)</b>	
<b>Term Period</b>	<b>Tuition Refund</b>
Days 1 - 8	100%
Days 9 - 14	75%
Days 15 - End of Drop Period	50%
After the Drop Period	No Refund

<b>Undergraduate Main Campus Tuition Refund Schedule Fall and Spring Semesters Full University Withdrawal (“W” status-all courses)</b>	
<b>Term Period</b>	<b>Tuition Refund</b>
Week 1	100%
Week 2	80%
Week 3	60%
Week 4	60%
Week 5	40%
Week 6	40%
Week 7	20%
Week 8	20%
Week 9 - End of Semester	No Refund

*Undergraduate Main Campus Summer 2017 Course Drop and University Withdrawal Tuition Refund Schedules will be announced by April 2017.*

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**Adult & Online Education (effective fall 2016)**  
 Refer to Appendix C to review AOE official policy

<b>Adult &amp; Online Education Course Drop (“D” status assigned) All Semesters</b>	
	<b>Tuition Refund</b>
Days 1 – 8	100%
Days 9 – 11	75%
Days 12 – End of Semester	No Refund

<b>Adult &amp; Online Education Full University Withdrawal (“W” status-all courses) All Semesters</b>	
	<b>Tuition Refund</b>
Days 1 – 8	100%
Days 9 – 11	75%
Days 12 – End of Semester	No Refund

**Graduate & First Professional Programs (effective fall 2016)**

<b>Graduate &amp; First Professional Programs Course Drop (“D” status assigned) All Semesters</b>	
	<b>Tuition Refund</b>
Days 1 – 5	100%
Days 6 – End of Semester	No Refund

<b>Graduate &amp; First Professional Programs Full University Withdrawal (“W” status assigned) All Semesters</b>	
	<b>Tuition Refund</b>
Days 1 – 5	100%
Days 6 – End of Semester	No Refund

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## Appendix B: Modified Tuition Refund Policies

### Tuition Refund Policy for Maryland Students

Maryland residents enrolled in the Campbell University Online Education Program are allowed a modified tuition refund schedule pursuant to Annotated Code of Maryland (Annotated Code, Education Article, §11-202.2.(d)(1) and (2). The policy shall provide a refund to any student who has completed 60% or less of a course, term, or program within the applicable billing period.

Therefore, the minimum refund that an institution shall pay to a Maryland student who withdraws or is terminated after completing only a portion of a course, program, or term within the applicable billing period is as follows:

Proportion of Total Course, Program, or Term Completed as of Date of Withdrawal or Termination	Tuition Refund
Less than 10%	90% refund
10% up to but not including 20%	80% refund
20% up to but not including 30%	60% refund
30% up to but not including 40%	40% refund
40% up to but not including 60%	20% refund
More than 60%	No refund

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## Appendix C: Adult & Online Education Policy (As released by the Office of Adult & Online Education in 6/23/2016)

### Tuition and Refund Policy for Dropping or Withdrawing from a Course

Effective Fall 2016 and in accordance with the 1998 Amendments to the Higher Education Act of 1965, students who drop a course within the specified timeframe below will receive a 100 percent refund of tuition and non-application fees.

**The effective date of the tuition refund is based on the date the student submits the withdraw form.**

Students who withdraw from a course after the drop period will not receive a 100 percent tuition refund. For more information on refund amounts, refer to the chart below.

Day of Term	Grade	Tuition Refund
Days 1 – 8	No Grade (Drop)	100%
Days 9 – 11	No Grade (Drop)	75%
Days 12 – 34	W (Withdrawal)	No Refund
Days 35 – end of term	F	No Refund

### Withdraw impact on Financial Aid Satisfactory Academic Progress Policy for Undergraduates

Campbell University has the following Satisfactory Academic Progress (SAP) Policy for students who receive financial aid. These standards require that a student progress toward an undergraduate degree during all periods of enrollment, including periods when a student did not receive financial aid. Campbell University will be **consistent in applying the SAP policies to full-time, part-time, independent and dependent students.**

Students must successfully complete at least 67% of the cumulative attempted credit hours (a quantitative measure) and make positive progress toward a program of study within 150% of the average published program length.

### Exceptions to Course Drop and Withdrawal and Refund Policies

All students are subject to Campbell University's Adult and Online Education (AOE) policies on course drops, withdrawal and refunds. On rare occasions, however, students may experience extenuating circumstances that warrant exceptions to the published deadlines and policy. Students may request University consideration for an exception by completing the **Adult and Online Education Grievance Form**. Requests for exceptions are reviewed by the Director of the student's home campus location (Camp Lejeune, Fort Bragg/Pope, Online, RTP). The Dean of Adult & Online Education must render the final approval of any exception.

### Required Criteria

Students seeking an exception must meet the following criteria:

1. A direct cause-and-effect relationship can be demonstrated between the extenuating circumstances and the student's ability to persist in his/her course(s).
2. Circumstances experienced and their resultant impact were not foreseeable and/or could not have been reasonably prevented during the time period in question.

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3. Relevant documentation can be furnished from an appropriate authority to support the claim. (Documentation must be on official letterhead of the issuing authority and include the contact information for this authority. Examples of such documentation include a letter from a physician, commanding officer, employer, etc. Please note that all documentation submitted to Campbell University is kept confidential).

### **Exclusions**

The following issues cannot be addressed through the Request for Exception process:

- Satisfactory Academic Progress (SAP) appeals
- Disputes regarding the denial of financial aid or the amount awarded
- Appeals for alleged arbitrary and capricious grading
- Complaints about class instruction or curriculum

Please consult your Academic Counselor for assistance regarding the exclusions above.

### **Deadline to Request an Exception**

All requests for exceptions to Campbell University's Adult and Online Education Drop and Withdrawal and Refund policies must be submitted within 30 days from the last day of the term during which the circumstance occurred.

Note: Submitting a request does not suspend billing or stop collections activity.

### **University Decision**

The requesting student will be notified of the University's decision approximately two to four weeks from the time of submission of all documentation.