



The University of Vermont

Policy V. 3.3.4.1

Responsible Official: Vice President for Enrollment Management

Effective Date: December 6, 2010

Refund and Bill Adjustment Policy

Policy Statement

The University provides refunds to students who cancel registration, withdraw from school for personal or medical reasons, are dismissed or called to active duty as outlined in the Policy Elaboration Section.

Reason for the Policy

This policy identifies the circumstances and conditions for student refunds.

Strategic Direction

This policy supports the following goal in the University's Strategic Plan:

http://www.uvm.edu/president/strategic_planning/Strategic%20Plan%202009-2013.pdf

- *Institutional Efficacy*: As an institution, model the highest standard of ethical conduct, accountability and best practice, public service, and strong commitment to lifelong learning.

Applicability of the Policy

This policy applies to University of Vermont students, with the exception of students enrolled in the College of Medicine.

Policy Elaboration

Acceptance Fee for New Students

Newly admitted undergraduate students are required to submit a non-refundable, acceptance payment to reserve a place in the incoming class.

Cancellation, Withdrawal, Suspension or Dismissal

A student who cancels or withdraws for personal or medical reasons, or is suspended or dismissed from the University for disciplinary reasons, will receive a refund of tuition, comprehensive fee and if applicable, room and meal plan charges, in accordance with the following schedule:

<u>If the action occurs</u>	<u>The amount of the refund is</u>
By the 14th day after the first day of classes for the semester	100% of room, meal plan, tuition, and comprehensive fee
By the 21st day after the first day of classes for the semester	50% of room, meal plan, tuition, and comprehensive fee
By the 28th day after the first day of classes for the semester	25% of room, meal plan, tuition, and comprehensive fee
By the 29th day after the first day of classes for the semester	0% of room, meal plan, tuition, and comprehensive fee

The effective date of any cancellation or withdrawal is the date the student's Dean's Office is notified either in writing or by a phone call documented by the Dean's Office.

An exception for an extenuating medical circumstance could be considered by sending an appeal, along with appropriate medical documentation, to the Office of Student Financial Services, 223 Waterman Building, Burlington, VT 05405.

Changes in Credit Hour Load

A student who adds courses during the semester will be billed additional tuition and fees applicable to the adjusted credit hour load. A student who drops courses during the semester will receive a tuition credit based upon the effective date as described above (room and meal plans are only adjusted for full withdrawal from the University). A student who withdraws from a course during the semester will receive a tuition credit based upon the effective date as described above. The course will remain, however, on the student's record.

Military Call-Up to Active Duty

In the case that a student is called to active duty during a semester, they have the following options and should work with their professors, and/or advisors to determine the best option for their specific circumstances:

- The student may drop the course(s) and receive a 100% refund of tuition and fee charges associated with the course(s) OR;
- They may take an Incomplete for the course(s) and finish them when they return OR;
- They may, with faculty permission, determine that they have completed a sufficient portion of the requirements of the course(s) and be given a final grade at the time they leave for active duty based on coursework completed to date.

Room and meal plan charges will be pro-rated based on the amount of the semester completed before the call-up. Unused meal points will be refunded in full.

Death

In the case of a student's death, tuition, room, and fees will be fully refunded for the semester during which the death occurs. Unused meal points will be refunded.

Emergency Provisions

The University of Vermont, reserves the right, in the case of natural disaster, pandemic flu or other acts of God, where the University must cease operation for a single semester or significant portion of a semester, to modify this existing policy. The modified refund policy would be determined by the University administration and approved by the Board of Trustees.

Definitions

None

Procedures

Refer to Policy Elaboration

Forms

Course Withdrawal Forms

<http://www.uvm.edu/~rgweb/forms/download/wdform.pdf>

Add/Drop Course Forms

https://giraffe.uvm.edu/owa_prod/owa/twbkwbis.P_WWWLogin

Military Call Up Form

<http://www.uvm.edu/policies/student/billadjust.military.call.up.form.pdf>

Contacts

Questions related to the daily operational interpretation of this policy should be directed to:

Associate Director for Compliance, Audit, and Controls in Student Financial Services
Waterman Building, Office Location: 223 Waterman
(802) 656-1190 Fax: (802) 656-4076

The Vice President for Enrollment Management is the official responsible for the interpretation and administration of this policy.

Related Documents/Policies

Housing Contract Terms and Conditions
http://www.uvm.edu/~rlweb/contract/reslife_contract.pdf

Code of Student Rights and Responsibilities
<http://www.uvm.edu/policies/student/studentcode.pdf>

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Approved by the President on December 6, 2010