



OFFICE OF AUDIT AND COMPLIANCE SERVICES  
UVM.EDU/POLICIES



## POLICY

**Title:** Refund and Bill Adjustment

### About This Policy

<b>Responsible Official:</b>	Vice President for Enrollment Management	<b>Approval Authority:</b>	President
<b>Policy Number:</b>	V. 2.25.4	<b>Effective Date:</b>	March 18, 2019
<b>Revision History:</b>	V.2.25.3 approved February 18, 2015 V.2.25.2/V.3.3.4.2 approved October 29, 2012 V.3.3.4.1 approved December 2, 2010 - Responsible Official changed from Vice President for Finance and Administration to Vice President for Enrollment Management V.4.3.1.2 approved February 21, 2008 V.4.3.1.1 approved September 6, 2006		
<b>Questions concerning the daily operational interpretation of this policy should be directed to the following (in accordance with the policy elaboration and procedures):</b>			
<b>Title(s)/Department(s):</b>		<b>Contact Information:</b>	
Student Financial Services Associate Director for Compliance, Audit, and Controls		223 Waterman (802)656-1190 Fax: (802) 656-4076	

### 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.

## Applicability of the Policy

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

## Definitions

None

## Procedures

### 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: Semester-Based Programs

An undergraduate, graduate or continuing education student whose courses all span the full length of the fall or spring semester, and who cancels or withdraws from the University for personal or medical reasons, or is suspended or dismissed from the University, will receive a refund of tuition and comprehensive fee in accordance with the following schedule:

<u>If the action occurs</u>	<u>The amount of the refund is</u>
By the published add/drop deadline for the semester found on the Registrar's Office webpage.	100% of tuition and comprehensive fee
By the 7th day after the add/drop deadline for the semester.	50% of tuition and comprehensive fee
By the 14th day after add/drop deadline for the semester.	25% of tuition and comprehensive fee
After the 14th day after the add/drop deadline for the semester.	0% of tuition and comprehensive fee

### Room and Meal Plan Refunds

Room and meal plan charges will be refunded based on a daily pro-rated calculation, using the official withdrawal date. There would be no refund after the 14th day after the semesters add/drop deadline.

### Cancellation, Withdrawal, Suspension or Dismissal: Summer Term and Fall/Spring courses which do not span the entire semester

Refunds of tuition and comprehensive fees for summer term courses and fall/spring courses which do not span the entire semester are provided on a course-by-course basis with the drop and withdrawal dates published in the course registration system.

### Effective Date

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.

### College of Medicine

Medical students who take a leave or withdraw from the COM curriculum will have their tuition charges adjusted on a pro-rated basis based on the length of the courses attempted as compared to the overall length of the semester. Students will be billed the full calculated amount of any attempted courses, clerkships and/or rotations if more than 1/3 of the course has been completed at the time of withdrawal.

At the time that a student leaves or withdraws from the COM curriculum, or otherwise adjusts their curricular plan, the Office of Medical Student Education will provide Student Financial Services with detailed information regarding the student's educational plan and timeline and this information shall be used in determining the amount of any tuition refund.

### Appeals

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:

- Prior to the add/drop deadlines for the course(s), the student may drop the course(s) and receive a 100% refund of tuition and fee charges associated with the course(s) OR;
- After the add/drop deadline for the course(s), the student may withdraw from the course(s) and receive a 100% refund of tuition and fee charges associated with the course(s) OR;
- With faculty and Dean's office permission and if the coursework will be satisfied no later than the beginning of the corresponding semester in the next academic year, take an Incomplete for the course(s) OR;
- 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.

## Financial Aid Implications

If the student is a financial aid applicant, the financial aid is awarded based on the expectation that they will remain enrolled for the entire semester. If they withdraw from all of their classes, we must calculate how much of their Federal Student Aid they have actually earned and then return any unearned funds to the Department of Education. Eligibility for University grants, scholarships and loans will be re-evaluated based on their actual tuition charges. Vermont State Grant eligibility will be re-evaluated in accordance with the Vermont Grant refund policy established by VSAC. The student may be required to repay some or all of the financial aid paid to their student account. In addition, if they received a refund of financial aid to assist with their educationally related and/or living expenses, those may need to be repaid as well.

## Forms/Flowcharts/Diagrams

- [Add/Drop Course Forms](#)
- [Course Withdrawal Forms](#)
- [Military Call Up Form](#)

## Related Documents/Policies

- [Code of Student Rights and Responsibilities](#)
- [Housing Contract Terms and Conditions](#)

## Regulatory References/Citations

- [Federal Student Aid](#)

## Training/Education

Training will be provided on an as-needed basis as determined by the Approval Authority or the Responsible Official.

## Effective Date

Approved by the President March 20, 2019