

## REFUND POLICIES



## Program Refund Policy

### **Institutional Refund Policy**

#### **Initial Period of Enrollment and Cancellation Refund Policy for First-Time Undergraduate Students Enrolled in Campus-Based Programs**

For purposes of this Initial Period of Enrollment Policy, a first-time undergraduate student is defined as a student who is not currently enrolled, is not a prior graduate from an undergraduate program, and does not have a prior enrollment in a withdrawn or dismissal status.

For students in graduate programs and undergraduate students who have previously attended, please see the Refund of Tuition section of the enrollment agreement and catalog.

South University programs provide all new applicants seeking a first-time enrollment in any campus-based undergraduate program of study, including blended (hybrid) programs, an Initial Period of Enrollment. The Initial Period of Enrollment allows first-time undergraduate students the ability to begin classes as a non-regular student, without any financial penalty, to determine if our school and educational program are right for the student. Students who enroll may cancel their enrollment prior to the start of the term or within seven (7) calendar days following the first day of the student's first scheduled class, whichever is later (referred to as the "Initial Period").

The chart below illustrates the days in the Initial Period for a non-regular student:

Class Days	Initial Period Days	Number of Calendar Days in Initial Period
April 28 <sup>th</sup> = 1 <sup>st</sup> Scheduled Class		1
April 29 <sup>th</sup>	1 <sup>st</sup> Day of Initial Period	2
April 30 <sup>th</sup>	2	3
May 1 <sup>st</sup>	3	4
May 2 <sup>nd</sup>	4	5
May 3 <sup>rd</sup>	5	6
May 4 <sup>th</sup>	6	7
May 5 <sup>th</sup>	7 <sup>th</sup> = Last Day of Initial Period	8
May 6 <sup>th</sup>	Initial period over – student is eligible to be reviewed for full admission	9

A first-time undergraduate student who notifies the school of the intent to withdraw in person or in writing, or simply stops attending and does not attend classes past the seventh (7th) calendar day following the student's first day of the term or first scheduled class, whichever is later, will be considered a cancellation. The school will refund any monies paid on the student's behalf and will remove any charges from the student's account. All refunds will be made within thirty (30) calendar days of the date of the cancellation.

During a first-time student's Initial Period of Enrollment in an undergraduate program, the student is considered a non-regular student for federal student aid purposes and is not eligible to receive federal, state or any other types of aid during this period.

Please note, a first-time undergraduate student who is receiving military educational benefits may incur a debt with the benefit provider for educational benefits paid if the student cancels within the seventh (7th) calendar day following the student's first scheduled class or does not meet the requirements for admission to the school.

Students who complete the Initial Period of Enrollment will be reviewed for full admission into the school as a regular student on the ninth (9<sup>th</sup>) respective calendar day (the day after the first calendar day plus seven (7) calendar days). Students are required to meet all school admission requirements and any additional programmatic admission requirements that apply to the student's program of study. Students completing the Initial Period of Enrollment who continue in the educational program will be subject to all student policies back to the first day of the student's first term or first scheduled class day, whichever is later, including the withdrawal, refund and Return to Title IV policy should the student cease attending at a later date.

In order to qualify for aid, students must be a regular student and meet all federal, state, or other types of aid eligibility requirements.

#### Cancellation Refund Policy Student Examples for Campus-Based Students:

##### Example 1:

- 1 Student's first scheduled class is January 5th.
- 2 Student ceases to attend and his or her last date of attendance is January 9th (the 4th day).
- 3 Student would no longer be enrolled and would not be eligible for any Title IV, state aid and other aid program funding nor would the student be charged tuition or fees for any portion of his or her Initial Period or for the term.
- 4 Students receiving military educational benefits may incur a debt with the benefit provider for educational benefits paid.

##### Example 2:

- 1 Student's first scheduled class is January 5th.
- 2 Student remains enrolled and attends class through January 14 (the 9th day), then ceases enrollment and attendance.
- 3 Student would be charged for the full class amount and his or her refund, if any, would be calculated based on withdrawal on day ten (10) of the class.
- 4 Student would be eligible for Title IV, veteran's benefits, state aid, and other aid programs, if all other conditions are met for admission and aid eligibility, since he or she became a regular student after January 11th (the 7th day).
- 5 Students receiving military educational benefits may incur a debt with the benefit provider for educational benefits paid.

### **Initial Period of Enrollment and Cancellation Refund Policy for First-Time Undergraduate Students Enrolled in Fully-Online Programs**

A first-time undergraduate student is a student who has not previously attended the school in an undergraduate program. A first-time undergraduate student is defined as a student who is not currently enrolled, is not a prior graduate from an undergraduate program, and does not have a prior enrollment in a withdrawn or dismissal status.

For students in graduate programs and undergraduate students who have previously attended please see the Refund of Tuition section of the enrollment agreement and catalog.

South University programs provide all new applicants seeking a first-time enrollment in any fully online undergraduate program of study, an Initial Period of Enrollment. The Initial Period of Enrollment allows first-time undergraduate students the ability to begin classes as a non-regular student, without any financial penalty, to determine if our school and educational program are right for the student. Students who enroll may cancel their enrollment prior to beginning classes or within twenty-one (21) calendar days following the first day of the student’s first term.

A first-time undergraduate student who notifies the school in person, in writing, or simply stops attending and does not attend classes past the twenty-first (21<sup>st</sup>) calendar day following the first day of the term will be considered a cancellation. The school will refund any monies paid on the student’s behalf and will remove any charges from the student’s account. All refunds will be made within thirty (30) calendar days of the cancellation.

The chart below illustrates the days in the Initial Period for a non-regular student:

Class Days	Initial Period Days	Number of Calendar Days in Initial Period
April 28 <sup>th</sup> = 1 <sup>st</sup> Scheduled Class		1
April 29 <sup>th</sup>	1 <sup>st</sup> Day of Initial Period	2
April 30 <sup>th</sup>	2	3
May 1 – May 7th	3, 4, 5, 6, 7, 8, 9	4, 5, 6, 7, 8, 9, 10
May 8 – 15th	10, 11, 12, 13, 14, 15, 16	11, 12, 13, 14, 15, 16, 17
May 16 <sup>th</sup> – 19th	17, 18, 19, 20	18, 19, 20, 21
May 20th	21st = Last Day of the Initial Period	22
May 21 <sup>st</sup>	Initial period over – student is eligible to be reviewed for full admission	23

During a first-time student’s Initial Period of Enrollment in an undergraduate program, the student is considered a non-regular student for federal student aid purposes and is not eligible to receive federal, state or any other types of aid during this period.

Please note, a first-time undergraduate student who is receiving military educational benefits may incur a debt with the benefit provider for educational benefits paid if the student cancels within

the twenty-first (21<sup>st</sup>) calendar days following the first day of the first term (22<sup>nd</sup> day), or does not meet the admission requirements to the school.

Students who complete the Initial Period of Enrollment will be reviewed for full admission into the school as a regular student on the twenty-third (23<sup>rd</sup>) respective calendar day (the day after the first day of the term plus twenty-one (21) calendar days). Students are required to meet all school admission requirements and any additional programmatic admission requirements that apply to the student's program of study. Students completing the Initial Period of Enrollment who continue in the educational program will be subject to all student policies back to the first day of the student's first term, including withdrawal, refund and Return to Title IV policy should the student cease attending at a later date.

#### Cancellation Refund Policy Student Examples for Fully Online Programs:

##### Example 1:

- 1 The term begins on January 5th.
- 2 Student ceases to attend and his or her last date of attendance is January 24th (the 19th day).
- 3 Student would no longer be enrolled and would not be eligible for any Title IV, veteran's benefits, state aid and other aid program funding nor would the student be charged for any portion of his or her tuition or fees for the Initial Period or for the term.
- 4 Students receiving military educational benefits may incur a debt with the benefit provider for educational benefits paid.

##### Example 2:

- 1 The term begins on January 5th.
- 2 Student remains enrolled and attends class through January 28 (the 23<sup>rd</sup> day) then ceases enrollment and attendance.
- 3 Student would be charged for the full class amount and his or her refund, if any, would be calculated based on withdrawal on day twenty-four (24) of the term.
- 4 Student would be eligible for Title IV, veteran's benefits, state aid and other aid program, if all other conditions are met for admission, since he or she became a regular student after January 25th (the 21<sup>st</sup> day).
- 5 Students receiving military educational benefits may incur a debt with the benefit provider for educational benefits paid.

#### **Refund of Tuition**

Tuition charges are based on the total number of credit hours for which a student is enrolled on the first day of classes (as listed in the University calendar), regardless of program. All students will be subject to the institutional refund policy. Students who receive Federal student aid and are subject to the Return of Title IV Funds Policy. Refunds or tuition adjustments will be awarded according to the following guidelines:

1. If circumstances prevent matriculation before a student begins attending the University, all tuition charges will be reversed and any payments made will be refunded. A tuition adjustment results when a student officially changes enrollment status (full-time to part-time, part-time to less than part-time or part-time to full time) during the drop/add period. No adjustment will be made for students dropping individual classes after the drop/add period.

2. Refund Policy after Class Start:

If a student has not attended sixty (60) percent of the academic term, the school shall not retain or be entitled to payment for a percentage of any tuition and fees or other educational costs for a session that was scheduled to be taken during the relevant academic term but was not attended because the student withdrew from school prior to the commencement of the session. For example, if a student is enrolled for multiple sessions within the academic term but withdraws completely from school prior to the start of a subsequent session within the academic term, the adjustment of charges based on the student's last date of attendance will be applied to the applicable period of attended session(s) using the session(s) charges and the start date of the first attended session through the end date of the last attended session within the academic term. Charges for the unattended session(s) after the student's last date of attendance will be reversed if required based on the tuition charge pricing for the reduced academic credits for the term for the Institutional Refund Policy, or State Refund Policy where applicable. The reversal of applicable charges will be completed after the Return of Title IV Policy. For the Return of Title IV, the evaluation period and term charges will include the entire period in which the student registered.

If a student has attended sixty (60) percent of the academic term, the evaluation period and academic term charges include the entire period in which the student registered. The Institutional Refund Policy, or State Refund Policy, where applicable, shall be applied based on the student's last date of attendance in the academic term using the academic term charges, aid disbursed during the academic term, and the start date of the first session through the end date of the last session within the academic term. For the Return of Title IV, the evaluation period and academic term charges include the entire period in which the student registered.

3. Richmond and Virginia Beach Virginia campuses only: Rejection: An applicant rejected by South University is entitled to a refund of all monies paid. Three-Day Cancellation: An applicant who provides written notice of cancellation within three (3) business days, excluding weekends and holidays, of executing the enrollment agreement is entitled to a refund of all monies paid. Other Cancellations: An applicant requesting cancellation more than three (3) days after executing the enrollment agreement and making an initial payment, but prior to the first day of class is entitled to a refund of all monies paid, less a maximum tuition fee of fifteen (15) percent of the stated cost of the course or one hundred (100) dollars, whichever is less. A student applicant will be considered a student as of the first day of classes.

Withdrawal Procedure: A student choosing to withdraw from the school after the commencement of classes is to provide notice in writing or in person to the Office of the

Registrar. The notice must include the expected last date of attendance and be signed and dated by the student. A student will be determined to be withdrawn from the institution if the student violates the schools published attendance policy. The withdrawal date is the last date of attendance as determined by the school from its attendance records. All refunds must be submitted within forty-five (45) calendar days after receipt of a written request or the date the student last attended classes, whichever is sooner.

Tuition Refunds will be Determined as Follows:

<b>Proportion of Total Course Taught by Withdrawal Date</b>	<b>Tuition Refund</b>
During the Drop/Add Period	100% of tuition cost
After the Drop/Add Period and before the first 25%	75% of tuition cost
25% up to but less than 50%	50% of tuition cost
50% up to but less than 75%	25% of tuition cost
75% or more	No Refund

4. Accelerated Graduate Programs, Atlanta, Austin, Columbia\*, High Point, Montgomery, Novi, and Savannah campuses:

Tuition Refunds will be Determined as Follows, based on the week in which the student withdraws:

<b>Withdrawal Date</b>	<b>Tuition Refund</b>
Week 1	75% of tuition cost
Week 2	50% of tuition cost
Week 3	25% of tuition cost
After Week 3	0% of tuition cost

\*Columbia campus only: For students attending the University for the first time and who withdraw from the institution, a prorated refund calculation shall be applied up to sixty (60) percent point in time of that initial term. Prorated refund is a refund for a student of not less than that portion of tuition, fees, and other charges assessed the student equal to the portion of the period of enrollment for which the student has been charged that remains on the last day of attendance by the student, rounded downward to the nearest ten percent of that period, less any unpaid charges owed for the period of enrollment for which the student has been charged that remains on the last day of attendance by the

student, rounded downward to the nearest ten (10) percent of that period, less any unpaid charges owed for the period of enrollment for which the student has been charged, and less an administrative fee not to exceed the lesser of five (5) percent or one hundred (100) dollars.

**Withdrawal Procedure:** To withdraw officially from the institution, students must contact the office of the registrar to provide notification of their intention to withdraw. A student will be determined to be withdrawn from the institution if the student violates the University's published attendance policy in all their classes. The withdrawal date is the last date of attendance as determined by the school from its attendance records. All refunds must be submitted within thirty (30) calendar days of the determination of the withdrawal date.

5. Florida campuses including Orlando, Tampa, and West Palm Beach:

Tuition charges are based on the total number of credit hours for which a student is enrolled on the first day of classes (as listed in the University calendar), regardless of program. Refunds or tuition adjustments will be awarded according to the following guidelines:

Students who apply for enrollment into a Florida campus but are rejected or provide written notice of cancellation within three (3) calendar days of executing the enrollment agreement are entitled to a refund of all monies paid. An applicant requesting cancellation more than three (3) calendar days after executing the enrollment agreement and making an initial payment but prior to the first day of class is entitled to a refund of all monies paid.

**Withdrawal Procedure:** To withdraw officially from the institution, students must contact the office of the registrar to provide notification of their intention to withdraw. A student will be determined to be withdrawn from the institution if the student violates the University's published attendance policy in all their classes. The withdrawal date is the last date of attendance as determined by the school from its attendance records. All refunds must be submitted within thirty (30) calendar days of the determination of the withdrawal date.



Tuition Refunds will be Determined as Follows, based on the week in which the student withdraws:

<b>Proportion of Total Course Taught by Withdrawal Date</b>	<b>Tuition Refund</b>
During the Drop/Add Period	100% of tuition cost
After the Drop/Add Period and before the end of Week 1, if different	75% of tuition cost
Week 2	50% of tuition cost
Week 3	25% of tuition cost
After Week 3	0% of tuition cost

6. Ohio campus:

Students who apply for enrollment into the Cleveland campus but are rejected or provide written notice of cancellation within five (5) calendar days of executing the enrollment agreement are entitled to a refund of all monies paid. An applicant requesting cancellation more than five (5) calendar days after executing the enrollment agreement and making an initial payment but prior to the first day of class is entitled to a refund of all monies paid.

Withdrawal Procedure: The University requests that a student choosing to withdraw from the school after the commencement of classes is to provide notice in writing or in person to the Office of the Registrar. The notice must include the expected last date of attendance and be signed and dated by the student. A student will be determined to be withdrawn from the institution if the student violates the University's published attendance policy. The withdrawal date is the last date of attendance as determined by the school from its attendance records. All refunds will be submitted within thirty (30) calendar days of the determination of the withdrawal date. Refunds are calculated based on the student's last date of attendance or participation in an academic activity.

Refunds for Tuition and Refundable Fees will be determined as Follows:

<b><u>Calendar Week</u></b>	<b><u>Tuition Refund</u></b>
Withdrawal during the first full week	75% of tuition and refundable fees,
Withdrawal during the second full week	50% of tuition and refundable fees,
Withdrawal during the third full week	25% of tuition and refundable fees,
Withdrawal after the third full week	No tuition or refundable fees refund

7. South University, Term-Based and Non-Term Based Online Programs:

Student Right to Cancel/Buyer's Right to Cancel:

If circumstances prevent matriculation before a student begins attending South University, all tuition charges will be refunded.

Students in South University's online programs who drop before the start date of the academic term will receive a one hundred (100) percent refund of the total cost of tuition for the academic term. Tuition refunds after the start of an academic term are based on weekly attendance. Fully online students must contact their Academic Counselor to officially withdraw from school. A student will be determined to be withdrawn from the institution if the student violates the University's published attendance policy in all their classes. The withdrawal date is the last date of attendance as determined by the school from its attendance records. All refunds must be submitted within thirty (30) calendar days of the determination of the withdrawal date.

Term-Based Online Programs:

Mid-Quarter Start:

- Students who withdraw during week 1 will receive a 75% tuition refund.
- Students who withdraw during week 2 will receive a 50% tuition refund.
- Students who withdraw during or after the 3rd week will receive a 0% tuition refund.

Quarter Start:

- Students who withdraw during weeks 1 and 2 will receive a 75% tuition refund.
- Students who withdraw during weeks 3 and 4 will receive a 50% tuition refund.
- Students who withdraw during or after the 5th week will receive a 0% tuition refund.

Non-Term Based Online Programs:

4, 5 and 5.5 Week Courses:

- Students who withdraw from their course during week 1 will receive a 75% tuition refund.
- Students who withdraw from their course during week 2 will receive a 50% tuition refund.
- Students who withdraw from their course during or after the 3rd week will receive a 0% tuition refund.

10 and 11 Week Courses:

- Students who withdraw from their course during weeks 1 and 2 will receive a 75% tuition refund.
- Students who withdraw from their course during weeks 3 and 4 will receive a 50% tuition refund.
- Students who withdraw from their course during or after the 5th week will receive a 0% tuition refund.

**Iowa State Refund Policy**

Students taking online courses from their home state of Iowa who withdraw from their academic term will receive a prorated academic term refund based on their official last date of attendance (LDA). Tuition charges are based on the total number of credit hours for which a student is enrolled on the first day of classes (as listed in the University calendar), regardless of program. Refunds or tuition adjustments will be awarded according to the following guidelines:

1. If circumstances prevent matriculation before a student begins attending the University, all tuition charges will be refunded.
2. Students who drop before the start date of the academic term will receive a one hundred (100) percent refund of the total cost of tuition for the academic term. Tuition refunds after the start of an academic term are based on weekly attendance.

Term-Based Online Programs:

Mid-Quarter Start:

5 Week Refund%

Week 1 LDA 75%  
 Week 2 LDA 54%  
 Week 3 LDA 36%  
 Week 4 LDA 18%  
 Week 5 LDA 0%

5.5 Week Refund%

Week 1 LDA 75%  
 Week 2 LDA 57%  
 Week 3 LDA 40%  
 Week 4 LDA 24%  
 Week 5 LDA 7%  
 Week 6 LDA 0%

Quarter Start:

10 Week Refund%

Week 1 LDA 81%  
 Week 2 LDA 75%  
 Week 3 LDA 63%  
 Week 4 LDA 54%  
 Week 5 LDA 45%  
 Week 6 LDA 36%  
 Week 7 LDA 27%  
 Week 8 LDA 18%  
 Week 9 LDA 9%  
 Week 10 LDA 0%

11 Week Refund%

Week 1 LDA 82%  
 Week 2 LDA 75%  
 Week 3 LDA 65%  
 Week 4 LDA 57%  
 Week 5 LDA 49%  
 Week 6 LDA 40%  
 Week 7 LDA 32%  
 Week 8 LDA 24%  
 Week 9 LDA 15%  
 Week 10 LDA 7%  
 Week 11 LDA 0%

12 Week Refund %

Week 1 LDA 83%  
 Week 2 LDA 75%  
 Week 3 LDA 68%  
 Week 4 LDA 60%  
 Week 5 LDA 53%  
 Week 6 LDA 45%  
 Week 7 LDA 38%  
 Week 8 LDA 30%  
 Week 9 LDA 23%  
 Week 10 LDA 15%  
 Week 11 LDA 8%  
 Week 12 LDA 0%

Non-Term Based Online Programs:

4 Week Course Refund%

Week 1 LDA 68%

5 Week Course Refund%

Week 1 LDA 75%

5.5 Week Course Refund%

Week 1 LDA 75%

Week 2 LDA 45%	Week 2 LDA 54%	Week 2 LDA 57%
Week 3 LDA 23%	Week 3 LDA 36%	Week 3 LDA 40%
Week 4 LDA 0%	Week 4 LDA 18%	Week 4 LDA 24%
	Week 5 LDA 0%	Week 5 LDA 7%
		Week 6 LDA 0%

10 Week Course Refund%

Week 1 LDA 81%
Week 2 LDA 75%
Week 3 LDA 63%
Week 4 LDA 54%
Week 5 LDA 45%
Week 6 LDA 36%
Week 7 LDA 27%
Week 8 LDA 18%
Week 9 LDA 9%
Week 10 LDA 0%

11 Week Course Refund%

Week 1 LDA 82%
Week 2 LDA 75%
Week 3 LDA 65%
Week 4 LDA 57%
Week 5 LDA 49%
Week 6 LDA 40%
Week 7 LDA 32%
Week 8 LDA 24%
Week 9 LDA 15%
Week 10 LDA 7%
Week 11 LDA 0%

3. Iowa residents who are a member, or a spouse of a member if the member has a dependent child, of the Iowa National Guard or Reserve Forces of the United States and who is ordered to state military service or federal service or duty will be afforded the following options:
  - (a) Withdraw from the student's entire registration and receive a full refund of tuition and mandatory fees.
  - (b) Make arrangements with the student's instructors for course grades, or for incompletes that shall be completed by the student at a later date. If such arrangements are made, the student's registration shall remain intact and tuition and mandatory fees shall be assessed for the courses in full.
  - (c) Make arrangements with only some of the student's instructors for grades, or for incompletes that shall be completed by the student at a later date. If such arrangements are made, the registration for those courses shall remain intact and tuition and mandatory fees shall be assessed for those courses. Any course for which arrangements cannot be made for grades or incompletes shall be considered dropped and the tuition and mandatory fees for the course refunded.

**Maryland State Refund Policy**

The Maryland State Refund Policy applies to students who are residents of Maryland. Refunds are made within sixty (60) calendar days from the date of withdrawal or termination. The withdrawal date is the last date of attendance as determined by the school from its attendance records. A Maryland student that withdraws or is terminated after completing only a portion of a course, program, or term within the applicable billing period is as follows:

Term-Based and Non-Term Based Online Programs:

<b>Proportion of Total Course, Program, or Term completed as of Date of Withdrawal or Termination</b>	<b>Tuition Refund</b>
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

**New Mexico Refund Policy**

The New Mexico State Refund Policy applies to students who are residents of the state of New Mexico who withdraw from all courses from South University online programs.

Any student signing an enrollment agreement or making an initial deposit or payment toward tuition and fees of the institution shall be entitled to a cooling off period of three (3) business days from the date of agreement or payment or from the date that the student first visits the institution, whichever is later. During the cooling off period, the agreement can be withdrawn and all payments shall be refunded. Evidence of personal appearance at the institution or deposit of a written statement of withdrawal for delivery by mail or other means shall be deemed as meeting the terms of the cooling off period.

Following the cooling off period but prior to the beginning of instruction, a student may withdraw from enrollment following the cooling off period, prior to submission by the student of any lesson materials and effective upon deposit of a written statement of withdrawal for delivery by mail or other means, and the institution shall be entitled to retain no more one hundred (100) dollars or five (5) percent in tuition or fees, whichever is less, as registration charges.

A student may withdraw after beginning instruction or submitting lesson materials, effective upon appearance at the institution or deposit of a written statement of withdrawal for delivery by mail or other means. The institution shall be entitled to retain, as registration charges, no more than one hundred (100) dollars or five percent (5%) of tuition and fees, whichever is less. Additionally, institutions are eligible to retain tuition

and fees earned at a pro-rata amount according to the following schedule, based on the date of student withdrawal as a percentage of the enrollment period for which the student was obligated. The withdrawal date is the last date of attendance as determined by the school from its attendance records.

Term-Based and Non-Term Based Online Programs:

On first class day	0%
After first day and within 10%	10%
After 10% and within 25%	50%
After 25% and within 50%	75%
50% or thereafter	100%

Upon request by a student or by the department, the institution shall provide an accounting for such amounts retained within five (5) business days of the request.

Tuition and fee refunds will be made within thirty (30) calendar days of the institution receiving written notice of a student's withdrawal or of the institution terminating enrollment of the student, whichever is earlier.

**Ohio State Refund Policy**

Residents of Ohio who apply for enrollment at South University but are rejected or provide written notice of cancellation within five (5) calendar days of executing the enrollment agreement are entitled to a refund of all monies paid. An applicant requesting cancellation more than five (5) calendar days after executing the enrollment agreement and making an initial payment but prior to the first day of class is entitled to a refund of all monies paid.

The University requests that a student choosing to withdraw from the school after the commencement of classes is to provide notice in writing or in person to the Office of the Registrar. The notice must include the expected last date of attendance and be signed and dated by the student. A student will be determined to be withdrawn from the institution if the student violates the University's published attendance policy. The withdrawal date is the last date of attendance as determined by the school from its attendance records. All refunds will be submitted within thirty (30) calendar days of the determination of the withdrawal date. Refunds are calculated based on the student's last date of attendance or participation in an academic activity.

Term-Based and Non-Term Based Online Programs:

Refunds for Tuition and Refundable Fees will be determined as Follows:

<u>Calendar Week</u>	<u>Tuition Refund</u>
Withdrawal during the first full week	75% of tuition and refundable fees
Withdrawal during the second full week	50% of tuition and refundable fees
Withdrawal during the third full week	25% of tuition and refundable fees
Withdrawal after the third full week	No tuition or refundable fees refund

### **Oregon State Refund Policy**

The Oregon State Refund Policy applies to students who are residents of Oregon. Students who drop before the start date of the course will receive a one hundred (100) percent refund of the total cost of tuition for the course. Tuition refunds after the start of a course are based on weekly attendance. A student will be determined to be withdrawn from the institution if the student violates the University's published attendance policy. The withdrawal date is the last date of attendance as determined by the school from its attendance records. All refunds will be submitted within thirty (30) calendar days of the determination of the withdrawal date.

#### Non-Term Based Online Programs:

##### 4, 5 and 5.5 Week Courses:

- Students who withdraw from their course during week 1 will receive a 75% tuition refund.
- Students who withdraw from their course during week 2 will receive a 50% tuition refund.
- Students who withdraw from their course during week 3 will receive a 25% tuition refund.
- Students who withdraw from their course during or after the 4th week will receive a 0% tuition refund.

##### 10 and 11 Week Courses:

- Students who withdraw from their course during weeks 1 and 2 will receive a 75% tuition refund.
- Students who withdraw from their course during weeks 3 and 4 will receive a 50% tuition refund.
- Students who withdraw from their course during weeks 5 and 6 will receive a 25% tuition refund.
- Students who withdraw from their course during or after the 7th week will receive a 0% tuition refund.

### **Wisconsin State Refund Policy**

The Wisconsin State Refund Policy applies to students who are residents of the state of Wisconsin who withdraw from all courses from South University. The enrollment agreement is a legally binding contract upon acceptance of the student by the school unless the student cancels the enrollment agreement within three (3)-business days of acceptance by the school day cancellation period.

A student who withdraws or is dismissed after the three (3)-business day cancellation period, but before completing sixty (60) percent of the potential units in the current enrollment period, shall be entitled to a pro rata refund, as calculated below, less any amounts owed by the student for the current enrollment period. Pro rata refund shall be determined as the number of units remaining after the last unit completed divided by the total number of units in the enrollment period, rounded downward to the nearest ten (10) percent. Pro rata refund is the resulting percent applied to the total tuition and other

required costs paid by the student for the current enrollment period. The withdrawal date is the last date of attendance as determined by the school from its attendance records.

The school will make every effort to refund prepaid amounts for books, supplies and other charges unless the student has consumed or used those items and they can no longer be used or sold to new students, or returned by the school to the supplier.

The school will issue refunds within forty (40) calendar days of the effective date of termination. A written notice of withdrawal is not required. The student is considered withdrawn from the school if the student fails to attend classes, utilize instructional facilities, or submit lessons, without providing an explanation to the school regarding the inactivity for fifteen (15) calendar days.

No refund is required for any student who withdraws or is dismissed after completing sixty (60) percent of the potential units of instruction in the current enrollment period unless a student withdraws due to mitigating circumstances, which are those that directly prohibit pursuit of a program and which are beyond the student's control.

**Cancellation Privilege:**

A student shall have the right to cancel enrollment for a program not exempted until midnight of the third (3<sup>rd</sup>) business day after written and final receipt of notice of acceptance from the school.

The student will receive a full refund of all money paid if the student cancels within the three (3)-business-day cancellation period; the student accepted was unqualified and the school did not secure a disclaimer; the school procured the student's enrollment as the result of false representations in the written materials used by the school or in oral representations made by or on behalf of the school. The school will issue refunds within three (3) days of cancellation.

**Adjustments of the Tuition and Fee Charges before Attending Any Units of Instruction but After the Three (3) – Day Cancellation Period:**  
One hundred (100) percent refund.

**Term-Based and Non-Term Based Online Programs:**

**Adjustment of Charges after Completing:**

<i>At Least</i>	<i>But Less Than</i>	<i>Refund of Tuition</i>
<i>1 unit/calendar day</i>	10%	90%
10%	20%	80%
20%	30%	70%
30%	40%	60%
40%	50%	50%
50%	60%	40%
60%	no refund	no refund



8. The Art Institute of Dallas, The Art Institute of Fort Worth, The Art Institute of Charlotte and The Art Institute of Raleigh Durham campuses:

Examples of the calculations for these policies are available in the Student Accounting Office.

**Refund Policy**

As allowed under Federal, state, and accreditation agency rules, the refund policy may be changed. Students will be notified approximately sixty (60) calendar days in advance of any changes.

**Initial Period of Enrollment and Cancellation Refund Policy for First-Time Undergraduate Students Enrolled On-Ground**

For purposes of this Initial Period of Enrollment Policy, a first-time undergraduate student is defined as a student who is not currently enrolled, is not a prior graduate from an undergraduate program, and does not have a prior enrollment in a withdrawn or dismissal status.

For students in graduate programs and undergraduate students who have previously attended, please see the Refund Policy Prior to Class Start section of the enrollment agreement and catalog.

The school provides all new applicants seeking a first-time enrollment in any on-ground undergraduate program of study, including hybrid programs, an Initial Period of Enrollment. The Initial Period of Enrollment allows first-time undergraduate students the ability to begin classes as a non-regular student, without any financial penalty, to determine if our school and educational program are right for the student. Students who enroll may cancel their enrollment prior to the start of the term or within seven (7) calendar days following the first day of the student’s first scheduled class, whichever is later (referred to as the “Initial Period”).

The chart below illustrates the days in the Initial Period for a non-regular student:

Class Days	Initial Period Days	Number of Calendar Days in Initial Period
April 28 <sup>th</sup> = 1 <sup>st</sup> Scheduled Class		1
April 29 <sup>th</sup>	1 <sup>st</sup> Day of Initial Period	2
April 30 <sup>th</sup>	2	3
May 1 <sup>st</sup>	3	4
May 2 <sup>nd</sup>	4	5
May 3 <sup>rd</sup>	5	6
May 4 <sup>th</sup>	6	7
May 5 <sup>th</sup>	7 <sup>th</sup> = Last Day of Initial Period	8
May 6 <sup>th</sup>	Initial period over – student is eligible to be reviewed for full admission	9

A first-time undergraduate student who notifies the school of the intent to withdraw in person or in writing, or simply stops attending and does not attend classes past the seventh (7th) calendar day following the student's first day of the term or first scheduled class, whichever is later, will be considered a cancellation. The school will refund any monies paid on the student's behalf and will remove any charges from the student's account. All refunds will be made within thirty (30) calendar days of the date of the cancellation.

During a first-time student's Initial Period of Enrollment in an undergraduate program, the student is considered a non-regular student for federal student aid purposes and is not eligible to receive federal, state or any other types of aid during this period.

Please note, a first-time undergraduate student who is receiving military educational benefits may incur a debt with the benefit provider for educational benefits paid if the student cancels within the seventh (7th) calendar day following the student's first scheduled class or does not meet the requirements for admission to the school.

Students who complete the Initial Period of Enrollment will be reviewed for full admission into the school as a regular student on the ninth (9<sup>th</sup>) respective calendar day (the day after the first calendar day plus seven (7) calendar days). Students are required to meet all school admission requirements and any additional programmatic admission requirements that apply to the student's program of study. Students completing the Initial Period of Enrollment who continue in the educational program will be subject to all student policies back to the first day of the student's first term or first scheduled class day, whichever is later, including the withdrawal, refund and Return to Title IV policy should the student cease attending at a later date.

In order to qualify for aid, students must be a regular student and meet all federal, state, or other types of aid eligibility requirements.

#### Cancellation Refund Policy Student Examples for On-Ground Students:

##### Example 1:

- 1 Student's first scheduled class is January 5th.
- 2 Student ceases to attend and his or her last date of attendance is January 9th (the 4th day).
- 3 Student would no longer be enrolled and would not be eligible for any Title IV, state aid and other aid program funding nor would the student be charged tuition or fees for any portion of his or her Initial Period or for the term.
- 4 Students receiving military educational benefits may incur a debt with the benefit provider for educational benefits paid.

##### Example 2:

- 1 Student's first scheduled class is January 5th.
- 2 Student remains enrolled and attends class through January 14 (the 9th day), then ceases enrollment and attendance.
- 3 Student would be charged for the full class amount and his or her refund, if any, would be calculated based on withdrawal on day ten (10) of the class.

- 4 Student would be eligible for Title IV, veteran's benefits, state aid, and other aid programs, if all other conditions are met for admission and aid eligibility, since he or she became a regular student after January 11th (the 7th day).
- 5 Students receiving military educational benefits may incur a debt with the benefit provider for educational benefits paid.

#### **Refund Policy Prior to Class Start**

Applicants may cancel their enrollment in person or in writing before the beginning of classes. An applicant not requesting cancellation before the scheduled starting date indicated on his or her Enrollment Agreement will be considered a student.

1. All monies paid by applicants will be refunded if they are not accepted for admission.
2. The applicant may cancel the contract and receive a full refund of all monies paid if cancellation is requested by the applicant prior to the beginning of classes or within five (5) business days after signing the enrollment agreement, whichever is later, and making an initial payment.
3. For The Art Institute of Charlotte, if the student has not visited the school prior to enrollment, all tuition and fee monies paid by applicants will be refunded if requested within three (3) business days after their first tour of the school and inspection of equipment or if requested within three (3) business days of the student's attendance at the regularly scheduled orientation program for their starting date, whichever is sooner.
4. Refunds will be made within thirty (30) calendar days after the applicant's/student's request to cancel application or within thirty (30) calendar days after his/her first scheduled class.

#### **Refund Policy after Class Start**

All students will be subject to the institutional refund policy. Students who receive Federal student aid and are subject to the Return of Title IV Funds Policy. In the event of withdrawal by the student or termination by the school during any quarter of study:

1. Prepaid tuition and fees for any period beyond the student's current quarter will be refunded in full.
2. The student may officially withdraw from school by notifying the Office of the Registrar in person or in writing. The termination date will be the student's last date of attendance. If the student stops attending without notifying the Office of the Registrar, the school shall determine the date of withdrawal. This determination date will be considered the notification date for refunding purposes. Refunds due shall be paid within thirty (30) calendar days of the notification date, unless the student is withdrawing at the end of the quarter.
3. Refunds for a student notifying the school prior to the end of a quarter that he/she will be withdrawing at the end of that quarter will be paid within thirty (30) calendar days of the last day of that quarter.
4. For a student who attended a previous quarter of study and did not indicate that he/she was not returning, refunds will be made within thirty (30) calendar days of the first scheduled day of class in the quarter in which the student was expected to return.
5. The refund shall be paid to the student, unless payment to a lender or other entity is required by the terms of a student financial aid program in which the school participates.
6. In the event of a fully documented extreme illness or personal emergency that makes it

impractical for the student to complete the program, the school may modify the tuition refund policy as deemed appropriate to the circumstances.

7. In the event the school cancels or changes a course or program of study in such a way that a student who had started the program or course is unable to complete it, the school will refund all monies paid by the student for the course or program within thirty (30) calendar days.

8. A separate lease agreement and refund policy exists for students who lease housing accommodations arranged by the school. The school reserve the right to apply any student payment, or any refund due a student, to any student financial liability.

9. Each academic quarter is eleven (11) weeks in duration. The calculation of refunds is based upon the last day of attendance within the quarter. Any portion of a day's attendance is considered a full day of attendance for refund purposes.

10. Session II academic terms are approximately five and one-half (5 ½) weeks in duration. The calculation of refunds is based upon the last day of attendance within the term. Any portion of a day's attendance is considered a full day of attendance for refund purposes. Information in the catalog or student handbook will apply except for the following changes specific to Session II courses: The add/drop period is two (2) days from the start of Session II courses and financial aid eligibility may change if the student drops or adds one or more courses. Please see your Financial Aid Officer before dropping or adding a course.

11. If a student has not attended sixty (60) percent of the academic term, the school shall not retain or be entitled to payment for a percentage of any tuition and fees or other educational costs for a session that was scheduled to be taken during the relevant academic term but was not attended because the student withdrew from school prior to the commencement of the session. For example, if a student is enrolled for multiple sessions within the term but withdraws completely from school prior to the start of a subsequent session within the academic term, the adjustment of charges based on the student's last date of attendance will be applied to the applicable period of attended session(s) using the session(s) charges and the start date of the first attended session through the end date of the last attended session within the academic term. Charges for the unattended session(s) after the student's last date of attendance within the academic term will be reversed for the Institutional Refund Policy, or State Refund Policy, where applicable. The reversal of applicable charges will be completed after the Return of Title IV Policy. For the Return of Title IV, the evaluation period and term charges include the entire period in which the student registered.

12. If a student has attended sixty (60) percent of the academic term, the evaluation period and academic term charges include the entire period in which the student registered. The Institutional Refund Policy, or State Refund Policy, where applicable, shall be applied based on the student's last date of attendance in the academic term using the academic term charges, aid disbursed during the academic term, and the start date of the first session through the end date of the last session within the academic term. For the Return of Title IV, the evaluation period and academic term charges include the entire period in which the student registered.

**Adjustment of Charges for the Quarter or Courses Delivered in Session I or in Session II  
The Art Institutes of Dallas and Fort Worth:**

In accordance with The Art Institutes of Dallas and Fort Worth refund policy, in the event of withdrawal by the student, or suspension or termination by the school:

1. Refer to the Kits, Components of the Kits, Books, or Supplies Return Policy.
2. In the event of withdrawal or suspension or termination from school, the school will retain earned tuition and fees for the quarter and mid-quarter starts as follows, based on the week in which the student withdraws:

Week 1	25% of the term's tuition and fees
Week 2	50% of the term's tuition and fees
Week 3	75% of the term's tuition and fees
After Week 3	100% of the term's tuition and fees

*Refund Policy for Oklahoma Residents at The Art Institutes of Dallas and Fort Worth:*

1. For first quarter students who terminate within the first week of training, the school will retain no more than ten (10) percent of the contract price of the program.
2. For a student terminating training after completing the first week but within the first twenty-five (25) percent of the program, the tuition and fees retained by the school shall not exceed twenty-five (25) percent of the contract price of the program.
3. For a student terminating training after completing over twenty-five (25) percent up through fifty (50) percent of the program, the tuition and fees retained by the school shall not exceed fifty (50) percent of the contract price of the program.
4. A student completing more than fifty (50) percent of the program is not entitled to a refund of any tuition.
5. In case of a student's prolonged illness or accident, death in the family, or any other circumstances that make it impractical to complete the course, that school shall make settlement, which is reasonable and fair to both.
6. In all other respects and circumstances, the refund policy set forth above applies to Oklahoma students.

The Art Institutes of Charlotte and Raleigh Durham:

In accordance with the North Carolina Administrative Code for The Art Institutes of Charlotte and Raleigh Durham, if a student withdraws from school, the school will earn tuition and fees as follows, based on the student's last day of attendance:

*Quarter Starts:*

- First 25% of the quarter in calendar days – 25%  
After the first 25% of the quarter in calendar days – 100%

*Mid-Quarter Starts:*

Week One	25%
Week Two	50%
Week Three	75%
After Week Three	100%

**Refund Policy for Online Course Withdrawal**

Students who withdrawal from a Session I or Session II online course after the add/drop period are treated the same as if they withdrew from an on-ground course. Session II courses begin approximately the day after the Session I courses end, and run approximately five and one-half (5 ½) weeks. The ending date of the second session may not coincide with ending date of the on-ground courses.

**Refund Calculations after Class Start**

If there is additional money to be refunded from Federal funds after calculating the Return of Title IV formula and the refund policy, the refund will be made to the student or, with the student's authorization, to the Federal loan program(s) in the following order, up to the amount received for the term of withdrawal: Federal Unsubsidized Direct Loans, Federal Subsidized Direct Loans, Federal Perkins Loans, Federal PLUS Loans and Alternative Loans. If there is an additional credit balance made up of non-Title IV funds, it will be refunded in the following order, up to the amount received for the term of withdrawal: Federal Unsubsidized Direct Loans, Federal Subsidized Direct Loans, Federal Perkins Loans, Federal PLUS Loans, Alternative Loans, other loans, other aid (if required), and student.

**Kits, Components of the Kits, Books, or Supplies Return Policy**

For The Art Institutes of Dallas and Fort Worth: If kits, components of the kit, books, supplies, or uniforms, are returned to the Supply Store in resalable, completely unused condition within twenty-one (21) calendar days of withdrawal, a credit will be given. Students who leave school during the first three (3) weeks of the mid-quarter session may return the starting kit and/or individual components of the starting kit within ten (10) calendar days of the last date of attendance in the mid-quarter session.

For The Art Institutes of Charlotte and Raleigh Durham: Students who leave school during the first three (3) weeks of the session may return the starting kit and/or individual components of the starting kit within ten (10) calendar days of your last date of attendance. If kits, components of the kit, books, or supplies are returned to the bookstore in re-salable condition, a credit will be given.

All refunds and return of funds will be made within thirty (30) calendar days of the date the student notifies the school of the withdrawal.

**Official and Unofficial Withdrawal**

To officially withdraw, the student will need to notify the Office of the Registrar in person or in writing. The registrar will assist the student to complete the withdrawal process and will determine the last date of attendance and the date of determination. The date of determination would be the earlier of the date the student begins the school's withdrawal process or the date the student provides notice. For students who unofficially withdraw, the Registrar will determine the last date of attendance using attendance records. The refund policies shall apply in the event that a student withdraws, is suspended, or is terminated from school.

A student who withdraws from a program before the end of week nine (9) for an eleven

(11) week term (before the end of week four (4) for a five and one-half week (5 ½) week term) will be assigned a “W” code for each course within that quarter. To withdraw from a program, a student must notify the Registrar’s Office. Every course for which a student receives an “F”, a “UF”, or a “W” grade/code must be repeated and completed with a passing grade in order to graduate. The original grade/code and the subsequent passing grade(s) will remain on the record for reference purposes. However, when a course is successfully repeated, only the passing grade will be computed in the grade point average. Tuition is charged for repeated courses.

When a final course grade has been established and recorded in the student record, the grade may not be changed without approval by the Academic Director or Chair and the Dean of Academic Affairs. Withdrawals and failed courses can affect the student’s Incremental Completion Rate and ability to succeed.

For the purpose of determining a refund, a student is deemed to have withdrawn from a course of instruction when any of the following occur:

1. The student notifies the school of withdrawal or of the date of withdrawal.
2. The school terminates the student’s enrollment in accordance with institutional policies.
3. The student exceeds the number of absences allowed and must be withdrawn from the last class remaining on his/her program of study. The date of withdrawal shall be deemed the last date of recorded attendance.
4. All refunds and return of funds will be made within thirty (30) calendar days of the date of determination.

### **Return of Title IV Funds**

#### *On-Campus Programs and Term-Based Online Programs*

In compliance with Federal regulations, the school will determine how much Federal student financial assistance the student has earned or not earned when a student who is a Title IV recipient withdraws from school.

The school will calculate the percentage and amount of awarded Federal student financial assistance that the student has earned if the student withdraws up through the sixty (60) percent point of the term or session if the student is only attending a session. If the student has completed more than sixty (60) percent of the term or session the student earns one hundred (100) percent of the Federal student financial assistance.

The amount earned will be based on the percentage of the term that was completed in days up to and including the last date of attendance. To calculate the amount earned, the school will determine the percentage by dividing the number of calendar days completed in the term up to and including the last date of attendance by the total number of calendar days in the term. If there is a scheduled break of five (5) or more days, it will reduce the term length and if the scheduled break is before the student’s last date of attendance, it will also reduce the calendar days completed.

If the student received more than the amount of Federal student financial assistance

earned, the difference will be returned to the Federal student financial assistance programs from which funds were received in the following order: Federal Unsubsidized Direct Loans, Federal Subsidized Direct Loans, Federal Perkins Loans, Federal Direct PLUS Loans, Federal Pell Grant, Federal Supplemental Educational Opportunity Grant. Funds will be returned to the aid source within forty-five (45) calendar days of the date that the school determines that the student has withdrawn.

If more Federal student financial assistance has been earned than has been received, the student may be eligible for a post-withdrawal disbursement. The school will notify the student of any post-withdrawal disbursement loan funds for which the student may be eligible and what steps need to be taken for the Federal financial assistance funds to be received. The student or parent, in the case of the Federal PLUS Loans, needs to provide permission before any loan funds may be disbursed on the student's account or disbursed to the student or parent. However, the school may automatically use all or a portion of the post-withdrawal disbursement of grant funds for tuition, fees, and room and board charges (as contracted with the school), and, with the student's authorization, the school may automatically use the grant funds for other educationally-related charges. Any balance of grant funds that may be available will be offered the student.

If Federal student financial assistance funds need to be returned, the institution must return a portion or all of the unearned funds equal to the lesser of:

- The institutional charges multiplied by the percentage of the unearned Federal student financial assistance funds; or
- The entire amount of unearned funds.

If there are remaining unearned Federal financial aid funds to be returned, the student must return any loan funds that remain to be returned in accordance with the terms and conditions of the promissory note. If the remaining amount of funds to be returned includes grant funds, the student must return any amount of the overpayment that is more than half of the grant funds received. The school will notify the student as to the amount owed and how and where it should be returned.

If students are only scheduled to attend Session I or Session II, the Return of Title IV Funds calculation as described will be applied to the applicable Session attended using the session start and end dates.

#### *Non-Term Based Online Programs*

In compliance with Federal regulations, the school will determine how much Federal student financial assistance the student has earned or not earned when a student who is a Title IV recipient withdraws from school.

The school will calculate the percentage and amount of awarded Federal student financial assistance that the student has earned if the student withdraws up through the sixty (60) percent point of the payment period. If the student has completed more than sixty (60) percent of the payment period, the student earns one hundred (100) percent of the Federal student financial assistance.

When a student withdraws from the payment period, the amount of Federal financial aid assistance the student earned is determined by a specific formula. Scheduled breaks of at



least five (5) consecutive days and days in which the student was on an approved leave of absence are excluded from this calculation. Generally, a payment period consists of eighteen (18) credits; this may vary by program. If the student received less assistance than the amount the student earned, the student may be able to receive those additional funds as a post-withdrawal disbursement. If the student received more assistance than the amount the student earned, the excess funds must be returned by the University and/or the student. The excess funds could result in an overpayment. The amount of assistance the student earned is determined on a rate-of-progression basis. When the student completes more than sixty (60) percent of the payment period, the student earns all the assistance scheduled for that payment period.

If the student received more than the amount of Federal student financial assistance earned, the difference will be returned to the Federal student financial assistance programs from which funds were received in the following order: Federal Unsubsidized Direct Loans, Federal Subsidized Direct Loans, Federal Perkins Loans, Federal Direct PLUS Loans, Federal Pell Grant, Federal Supplemental Educational Opportunity Grant. Funds will be returned to the aid source within forty-five (45) calendar days of the date that the school determines that the student has withdrawn.

If more Federal student financial assistance has been earned than has been received, the student may be eligible for a post-withdrawal disbursement. The school will notify the student of any post-withdrawal disbursement loan funds for which the student may be eligible and what steps need to be taken for the Federal financial assistance funds to be received. The student or parent, in the case of the Federal PLUS Loans, needs to provide permission before any loan funds may be disbursed on the student's account or disbursed to the student or parent. However, the school may automatically use all or a portion of the post-withdrawal disbursement of grant funds for tuition, fees, and room and board charges (as contracted with the school), and, with the student's authorization, the school may automatically use the grant funds for other educationally-related charges. Any balance of grant funds that may be available will be offered the student.

If Federal student financial assistance funds need to be returned, the institution must return a portion or all of the unearned funds equal to the lesser of:

- The institutional charges multiplied by the percentage of the unearned Federal student financial assistance funds; or
- The entire amount of unearned funds.

If there are remaining unearned Federal financial aid funds to be returned, the student must return any loan funds that remain to be returned in accordance with the terms and conditions of the promissory note. If the remaining amount of funds to be returned includes grant funds, the student must return any amount of the overpayment that is more than half of the grant funds received. The school will notify the student as to the amount owed and how and where it should be returned.

### **Single Course Refund Policy**

#### **Refund of Tuition**

Tuition charges are based on the total number of credit hours for which a student is enrolled on

the first day of the class (as listed in the University calendar), regardless of the class. All students will be subject to the institutional refund policy. Refunds or tuition adjustments will be awarded according to the following guidelines:

1. If circumstances prevent matriculation before a student begins attending the University, all tuition charges will be reversed and any payments made will be refunded. A tuition adjustment results when a student officially changes enrollment status during the drop/add period. No adjustment will be made for students dropping the class after the drop/add period and will be subject to the tuition refund schedules below.
  
2. Richmond and Virginia Beach Virginia campuses only: Rejection: An applicant rejected by South University is entitled to a refund of all monies paid. Three-Day Cancellation: An applicant who provides written notice of cancellation within three (3) business days, excluding weekends and holidays, of executing the enrollment agreement is entitled to a refund of all monies paid. Other Cancellations: An applicant requesting cancellation more than three (3) days after executing the enrollment agreement and making an initial payment, but prior to the first day of class is entitled to a refund of all monies paid, less a maximum tuition fee of fifteen (15) percent of the stated cost of the course or one hundred (100) dollars, whichever is less. A student applicant will be considered a student as of the first day of classes.

Withdrawal Procedure: A student choosing to withdraw from the school after the commencement of the class is to provide notice in writing or in person to the Office of the Registrar. The notice must include the expected last date of attendance and be signed and dated by the student. A student will be determined to be withdrawn from the institution if the student violates the schools published attendance policy. The withdrawal date is the last date of attendance as determined by the school from its attendance records. All refunds must be submitted within forty-five (45) calendar days after receipt of a written request or the date the student last attended the class, whichever is sooner.

Tuition Refunds will be Determined as Follows:

<b>Proportion of Total Course Taught by Withdrawal Date</b>	<b>Tuition Refund</b>
During the Drop/Add Period	100% of tuition cost
After the Drop/Add Period and before the first 25%	75% of tuition cost
25% up to but less than 50%	50% of tuition cost
50% up to but less than 75%	25% of tuition cost
75% or more	No Refund

3. Accelerated Graduate Programs, Atlanta, Austin, Columbia\*, High Point, Montgomery, Novi, and Savannah campuses:

Tuition Refunds will be Determined as Follows, based on the week in which the student withdraws:

Withdrawal Date	Tuition Refund
Week 1	75% of tuition cost
Week 2	50% of tuition cost
Week 3	25% of tuition cost
After Week 3	0% of tuition cost

\*Columbia campus only: For students attending the University for the first time and who withdraw from the institution, a prorated refund calculation shall be applied up to sixty (60) percent point in time of that class. Prorated refund is a refund for a student of not less than that portion of tuition, fees, and other charges assessed the student equal to the portion of the period of enrollment for which the student has been charged that remains on the last day of attendance by the student, rounded downward to the nearest ten percent of that period, less any unpaid charges owed for the period of enrollment for which the student has been charged that remains on the last day of attendance by the student, rounded downward to the nearest ten (10) percent of that period, less any unpaid charges owed for the period of enrollment for which the student has been charged, and less an administrative fee not to exceed the lesser of five (5) percent or one hundred (100) dollars.

**Withdrawal Procedure:** To withdraw officially from the institution, students must contact the office of the registrar to provide notification of their intention to withdraw. A student will be determined to be withdrawn from the institution if the student violates the University’s published attendance policy. The withdrawal date is the last date of attendance as determined by the school from its attendance records. All refunds must be submitted within thirty (30) calendar days of the determination of the withdrawal date.

4. Florida campuses including Orlando, Tampa, and West Palm Beach:

Tuition charges are based on the total number of credit hours for which a student is enrolled on the first day of the class (as listed in the University calendar), regardless of the class. Refunds or tuition adjustments will be awarded according to the following guidelines:

Students who apply for enrollment into a Florida campus but are rejected or provide written notice of cancellation within three (3) calendar days of executing the enrollment agreement are entitled to a refund of all monies paid. An applicant

requesting cancellation more than three (3) calendar days after executing the enrollment agreement and making an initial payment but prior to the first day of class is entitled to a refund of all monies paid.

**Withdrawal Procedure:** To withdraw officially from the institution, students must contact the office of the registrar to provide notification of their intention to withdraw. A student will be determined to be withdrawn from the institution if the student violates the University’s published attendance policy. The withdrawal date is the last date of attendance as determined by the school from its attendance records. All refunds must be submitted within thirty (30) calendar days of the determination of the withdrawal date.

Tuition Refunds will be Determined as Follows, based on the week in which the student withdraws:

<b>Proportion of Total Course Taught by Withdrawal Date</b>	<b>Tuition Refund</b>
During the Drop/Add Period	100% of tuition cost
After the Drop/Add Period and before the end of Week 1, if different	75% of tuition cost
Week 2	50% of tuition cost
Week 3	25% of tuition cost
After Week 3	0% of tuition cost

5. Ohio campus:

Students who apply for enrollment into the Cleveland campus but are rejected or provide written notice of cancellation within five (5) calendar days of executing the enrollment agreement are entitled to a refund of all monies paid. An applicant requesting cancellation more than five (5) calendar days after executing the enrollment agreement and making an initial payment but prior to the first day of class is entitled to a refund of all monies paid.

**Withdrawal Procedure:** The University requests that a student choosing to withdraw from the school after the commencement of classes is to provide notice in writing or in person to the Office of the Registrar. The notice must include the expected last date of attendance and be signed and dated by the student. A student will be determined to be withdrawn from the institution if the student violates the University’s published attendance policy. The withdrawal date is the last date of attendance as determined by the school from its attendance records. All refunds will be submitted within thirty (30) calendar days of the determination of the withdrawal date. Refunds are calculated based on the student’s last date of attendance or participation in an academic activity.

Refunds for Tuition and Refundable Fees will be determined as Follows:

<u>Calendar Week</u>	<u>Tuition Refund</u>
Withdrawal during the first full week	75% of tuition and refundable fees
Withdrawal during the second full week	50% of tuition and refundable fees
Withdrawal during the third full week	25% of tuition and refundable fees
Withdrawal after the third full week	No tuition or refundable fees refund

6. South University Online, Term-Based and Non-Term Based Courses:

Student Right to Cancel/Buyer's Right to Cancel:

If circumstances prevent matriculation before a student begins attending South University, all tuition charges will be refunded.

Students in South University's online courses who drop before the start date of the course will receive a one hundred (100) percent refund of the total cost of tuition for the course. Tuition refunds after the start of a course are based on weekly attendance. Fully online students must contact their Academic Counselor to officially withdraw from school. A student will be determined to be withdrawn from the institution if the student violates the University's published attendance policy. The withdrawal date is the last date of attendance as determined by the school from its attendance records. All refunds must be submitted within thirty (30) calendar days of the determination of the withdrawal date.

Term-Based Online Courses:

Mid-Quarter Course:

- Students who withdraw during week 1 will receive a 75% tuition refund.
- Students who withdraw during week 2 will receive a 50% tuition refund.
- Students who withdraw during or after the 3rd week will receive a 0% tuition refund.

Quarter Course:

- Students who withdraw during weeks 1 and 2 will receive a 75% tuition refund.
- Students who withdraw during weeks 3 and 4 will receive a 50% tuition refund.
- Students who withdraw during or after the 5th week will receive a 0% tuition refund.

Non-Term Based Online Courses:

4, 5 and 5.5 Week Courses:

- Students who withdraw from their course during week 1 will receive a 75% tuition refund.
- Students who withdraw from their course during week 2 will receive a 50% tuition refund.
- Students who withdraw from their course during or after the 3rd week will receive a 0% tuition refund.

10 and 11 Week Courses:

- Students who withdraw from their course during weeks 1 and 2 will receive a 75% tuition refund.
- Students who withdraw from their course during weeks 3 and 4 will receive a 50% tuition refund.
- Students who withdraw from their course during or after the 5th week will receive a 0% tuition refund.

**Iowa State Refund Policy**

Students taking online courses from their home state of Iowa who withdraw from their course(s) will receive a prorated course refund based on their official last date of attendance (LDA). Tuition charges are based on the total number of credit hours for which a student is enrolled on the first day of the class (as listed in the University calendar), regardless of the class. Refunds or tuition adjustments will be awarded according to the following guidelines:

1. If circumstances prevent matriculation before a student begins attending the University, all tuition charges will be refunded.
2. Students who drop before the start date of the course will receive a one hundred (100) percent refund of the total cost of tuition for the course. Tuition refunds after the start of a course are based on weekly attendance.

Term-Based Online Courses:

Mid-Quarter Courses:

5 Week Refund%

Week 1 LDA 75%  
 Week 2 LDA 54%  
 Week 3 LDA 36%  
 Week 4 LDA 18%  
 Week 5 LDA 0%

5.5 Week Refund%

Week 1 LDA 75%  
 Week 2 LDA 57%  
 Week 3 LDA 40%  
 Week 4 LDA 24%  
 Week 5 LDA 7%  
 Week 6 LDA 0%

10 Week Refund%

Week 1 LDA 81%  
 Week 2 LDA 75%  
 Week 3 LDA 63%  
 Week 4 LDA 54%  
 Week 5 LDA 45%  
 Week 6 LDA 36%  
 Week 7 LDA 27%  
 Week 8 LDA 18%  
 Week 9 LDA 9%  
 Week 10 LDA 0%

11 Week Refund%

Week 1 LDA 82%  
 Week 2 LDA 75%  
 Week 3 LDA 65%  
 Week 4 LDA 57%  
 Week 5 LDA 49%  
 Week 6 LDA 40%  
 Week 7 LDA 32%  
 Week 8 LDA 24%  
 Week 9 LDA 15%  
 Week 10 LDA 7%  
 Week 11 LDA 0%

12 Week Refund %

Week 1 LDA 83%  
 Week 2 LDA 75%  
 Week 3 LDA 68%  
 Week 4 LDA 60%  
 Week 5 LDA 53%  
 Week 6 LDA 45%  
 Week 7 LDA 38%  
 Week 8 LDA 30%  
 Week 9 LDA 23%  
 Week 10 LDA 15%  
 Week 11 LDA 8%  
 Week 12 LDA 0%

Non-Term Based Online Courses:

4 Week Course Refund%

Week 1 LDA 68%  
Week 2 LDA 45%  
Week 3 LDA 23%  
Week 4 LDA 0%

5 Week Course Refund%

Week 1 LDA 75%  
Week 2 LDA 54%  
Week 3 LDA 36%  
Week 4 LDA 18%  
Week 5 LDA 0%

5.5 Week Course Refund%

Week 1 LDA 75%  
Week 2 LDA 57%  
Week 3 LDA 40%  
Week 4 LDA 24%  
Week 5 LDA 7%  
Week 6 LDA 0%

10 Week Course Refund%

Week 1 LDA 81%  
Week 2 LDA 75%  
Week 3 LDA 63%  
Week 4 LDA 54%  
Week 5 LDA 45%  
Week 6 LDA 36%  
Week 7 LDA 27%  
Week 8 LDA 18%  
Week 9 LDA 9%  
Week 10 LDA 0%

11 Week Course Refund%

Week 1 LDA 82%  
Week 2 LDA 75%  
Week 3 LDA 65%  
Week 4 LDA 57%  
Week 5 LDA 49%  
Week 6 LDA 40%  
Week 7 LDA 32%  
Week 8 LDA 24%  
Week 9 LDA 15%  
Week 10 LDA 7%  
Week 11 LDA 0%

3. Iowa residents who are a member, or a spouse of a member if the member has a dependent child, of the Iowa National Guard or Reserve Forces of the United States and who is ordered to state military service or federal service or duty will be afforded the following options:

- (a) Withdraw from the student's entire registration and receive a full refund of tuition and mandatory fees.
- (b) Make arrangements with the student's instructors for course grades, or for incompletes that shall be completed by the student at a later date. If such arrangements are made, the student's registration shall remain intact and tuition and mandatory fees shall be assessed for the courses in full.
- (c) Make arrangements with only some of the student's instructors for grades, or for incompletes that shall be completed by the student at a later date. If such arrangements are made, the registration for those courses shall remain intact and tuition and mandatory fees shall be assessed for those courses. Any course for which arrangements cannot be made for grades or incompletes shall be considered dropped and the tuition and mandatory fees for the course refunded.

**Maryland State Refund Policy**

The Maryland State Refund Policy applies to students who are residents of Maryland. Refunds are made within sixty (60) calendar days from the date of withdrawal or

termination. The withdrawal date is the last date of attendance as determined by the school from its attendance records. A Maryland student that withdraws or is terminated after completing only a portion of a course, program, or term within the applicable billing period is as follows:

Term-Based and Non-Term Based Online Courses:

<b>Proportion of Total Course, Program, or Term completed as of Date of Withdrawal or Termination</b>	<b>Tuition Refund</b>
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

**New Mexico Refund Policy**

The New Mexico State Refund Policy applies to students who are residents of the state of New Mexico who withdraw from all courses from South University online programs.

Any student signing an enrollment agreement or making an initial deposit or payment toward tuition and fees of the institution shall be entitled to a cooling off period of three (3) business days from the date of agreement or payment or from the date that the student first visits the institution, whichever is later. During the cooling off period, the agreement can be withdrawn and all payments shall be refunded. Evidence of personal appearance at the institution or deposit of a written statement of withdrawal for delivery by mail or other means shall be deemed as meeting the terms of the cooling off period.

Following the cooling off period but prior to the beginning of instruction, a student may withdraw from enrollment following the cooling off period, prior to submission by the student of any lesson materials and effective upon deposit of a written statement of withdrawal for delivery by mail or other means, and the institution shall be entitled to retain no more one hundred (100) dollars or five (5) percent in tuition or fees, whichever is less, as registration charges.

A student may withdraw after beginning instruction or submitting lesson materials,



effective upon appearance at the institution or deposit of a written statement of withdrawal for delivery by mail or other means. The institution shall be entitled to retain, as registration charges, no more than one hundred (100) dollars or five percent (5%) of tuition and fees, whichever is less. Additionally, institutions are eligible to retain tuition and fees earned at a pro-rata amount according to the following schedule, based on the date of student withdrawal as a percentage of the enrollment period for which the student was obligated. The withdrawal date is the last date of attendance as determined by the school from its attendance records.

**Term-Based and Non-Term Based Online Courses:**

On first class day	0%
After first day and within 10%	10%
After 10% and within 25%	50%
After 25% and within 50%	75%
50% or thereafter	100%

Upon request by a student or by the department, the institution shall provide an accounting for such amounts retained within five (5) business days of the request.

Tuition and fee refunds will be made within thirty (30) calendar days of the institution receiving written notice of a student's withdrawal or of the institution terminating enrollment of the student, whichever is earlier.

**Ohio State Refund Policy**

Residents of Ohio who apply for enrollment at South University but are rejected or provide written notice of cancellation within five (5) calendar days of executing the enrollment agreement are entitled to a refund of all monies paid. An applicant requesting cancellation more than five (5) calendar days after executing the enrollment agreement and making an initial payment but prior to the first day of class is entitled to a refund of all monies paid.

The University requests that a student choosing to withdraw from the school after the commencement of classes is to provide notice in writing or in person to the Office of the Registrar. The notice must include the expected last date of attendance and be signed and dated by the student. A student will be determined to be withdrawn from the institution if the student violates the University's published attendance policy. The withdrawal date is the last date of attendance as determined by the school from its attendance records. All refunds will be submitted within thirty (30) calendar days of the determination of the withdrawal date. Refunds are calculated based on the student's last date of attendance or participation in an academic activity.

**Term-Based and Non-Term Based Online Courses:**

Refunds for Tuition and Refundable Fees will be determined as Follows:

<u>Calendar Week</u>	<u>Tuition Refund</u>
Withdrawal during the first full week	75% of tuition and refundable fees
Withdrawal during the second full week	50% of tuition and refundable fees
Withdrawal during the third full week fees	25% of tuition and refundable
Withdrawal after the third full week	No tuition or refundable fees refund

### **Oregon State Refund Policy**

The Oregon State Refund Policy applies to students who are residents of Oregon. Students who drop before the start date of the course will receive a one hundred (100) percent refund of the total cost of tuition for the course. Tuition refunds after the start of a course are based on weekly attendance. A student will be determined to be withdrawn from the institution if the student violates the University's published attendance policy. The withdrawal date is the last date of attendance as determined by the school from its attendance records. All refunds will be submitted within thirty (30) calendar days of the determination of the withdrawal date.

Non-Term Based Online Courses:

4, 5 and 5.5 Week Courses

- Students who withdraw from their course during week 1 will receive a 75% tuition refund.
- Students who withdraw from their course during week 2 will receive a 50% tuition refund.
- Students who withdraw from their course during week 3 will receive a 25% tuition refund.
- Students who withdraw from their course during or after the 4th week will receive a 0% tuition refund.

10 and 11 Week Courses

- Students who withdraw from their course during weeks 1 and 2 will receive a 75% tuition refund.
- Students who withdraw from their course during weeks 3 and 4 will receive a 50% tuition refund.
- Students who withdraw from their course during weeks 5 and 6 will receive a 25% tuition refund.
- Students who withdraw from their course during or after the 7th week will receive a 0% tuition refund.

### **Wisconsin State Refund Policy**

The Wisconsin State Refund Policy applies to students who are residents of the state of Wisconsin who withdraw from all courses from South University. The enrollment

agreement is a legally binding contract upon acceptance of the student by the school unless the student cancels the enrollment agreement within three (3)-business days of acceptance by the school day cancellation period.

A student who withdraws or is dismissed after the three (3)-business day cancellation period, but before completing sixty (60) percent of the potential units in the current enrollment period, shall be entitled to a pro rata refund, as calculated below, less any amounts owed by the student for the current enrollment period. Pro rata refund shall be determined as the number of units remaining after the last unit completed divided by the total number of units in the enrollment period, rounded downward to the nearest ten (10) percent. Pro rata refund is the resulting percent applied to the total tuition and other required costs paid by the student for the current enrollment period. The withdrawal date is the last date of attendance as determined by the school from its attendance records.

The school will make every effort to refund prepaid amounts for books, supplies and other charges unless the student has consumed or used those items and they can no longer be used or sold to new students, or returned by the school to the supplier.

The school will issue refunds within forty (40) calendar days of the effective date of termination. A written notice of withdrawal is not required. The student is considered withdrawn from the school if the student fails to attend classes, utilize instructional facilities, or submit lessons, without providing an explanation to the school regarding the inactivity for fifteen (15) calendar days.

No refund is required for any student who withdraws or is dismissed after completing sixty (60) percent of the potential units of instruction in the current enrollment period unless a student withdraws due to mitigating circumstances, which are those that directly prohibit pursuit of a program and which are beyond the student's control.

**Cancellation Privilege:**

A student shall have the right to cancel enrollment for a program not exempted until midnight of the third (3<sup>rd</sup>) business day after written and final receipt of notice of acceptance from the school.

The student will receive a full refund of all money paid if the student cancels within the three (3)-business-day cancellation period; the student accepted was unqualified and the school did not secure a disclaimer; the school procured the student's enrollment as the result of false representations in the written materials used by the school or in oral representations made by or on behalf of the school. The school will issue refunds within three (3) days of cancellation.

**Term-Based and Non-Term Based Online Courses:**

**Adjustments of the Tuition and Fee Charges before Attending Any Units of Instruction but After the Three (3) – Day Cancellation Period:**

One hundred (100) percent refund.

Adjustment of Charges after Completing:

<i>At Least</i>	<i>But Less Than</i>	<i>Refund of Tuition</i>
<i>1 unit/calendar day</i>	10%	90%
10%	20%	80%
20%	30%	70%
30%	40%	60%
40%	50%	50%
50%	60%	40%
60%	no refund	no refund

7. The Art Institute of Dallas, The Art Institute of Fort Worth, The Art Institute of Charlotte and The Art Institute of Raleigh Durham campuses:

Examples of the calculations for these policies are available in the Student Accounting Office.

**Refund Policy**

As allowed under state and accreditation agency rules, the refund policy may be changed. Students will be notified approximately sixty (60) calendar days in advance of any changes.

**Refund Policy Prior to Class Start**

Applicants may cancel their enrollment in person or in writing before the beginning of classes. An applicant not requesting cancellation before the scheduled starting date indicated on his or her Enrollment Agreement will be considered a student.

1. All monies paid by applicants will be refunded if they are not accepted for admission.
2. The applicant may cancel the contract and receive a full refund of all monies paid if cancellation is requested by the applicant prior to the beginning of classes or within five (5) business days after signing the enrollment agreement, whichever is later, and making an initial payment.
3. Refunds will be made within thirty (30) calendar days after the applicant's/student's request to cancel application or within thirty (30) calendar days after his/her first scheduled class.

**Refund Policy after Class Start**

All students will be subject to the institutional refund policy. In the event of withdrawal by the student or termination by the school during the course:

1. The student may officially withdraw from school by notifying the Office of the Registrar in person or in writing. The termination date will be the student's last date of attendance. If the student stops attending without notifying the Office of the Registrar, the school shall determine the date of withdrawal. This determination date will be considered the notification date for refunding purposes. Refunds due shall be paid within thirty (30) calendar days of the notification date, unless the student is withdrawing at the end of the class.

2. Refunds for a student notifying the school prior to the end of a class that he/she will be withdrawing at the end of that class will be paid within thirty (30) calendar days of the last day of that class.
3. In the event of a fully documented extreme illness or personal emergency that makes it impractical for the student to complete the class, the school may modify the tuition refund policy as deemed appropriate to the circumstances.
4. In the event the school cancels or changes a class in such a way that a student who had started the class is unable to complete it, the school will refund all monies paid by the student for the class within thirty (30) calendar days.
5. Each academic class is typically eleven (11) weeks in duration. The calculation of refunds is based upon the last day of attendance within the class. Any portion of a day's attendance is considered a full day of attendance for refund purposes.
6. Session II academic classes are approximately five and one-half (5 ½) weeks in duration. The calculation of refunds is based upon the last day of attendance within the class. Any portion of a day's attendance is considered a full day of attendance for refund purposes. Information in the catalog or student handbook will apply except for the following changes specific to Session II classes: The add/drop period is two (2) days from the start of Session II courses.

**Adjustment of Charges for the Quarter or Courses Delivered in Session I or in Session II**  
The Art Institutes of Dallas and Fort Worth:

In accordance with The Art Institutes of Dallas and Fort Worth refund policy, in the event of withdrawal by the student, or suspension or termination by the school:

1. Refer to the Kits, Components of the Kits, Books, or Supplies Return Policy.
2. In the event of withdrawal or suspension or termination from school, the school will retain earned tuition and fees for the Session I class and Session II class s as follows, based on the week in which the student withdraws:

Week 1	25% of the class's tuition and fees
Week 2	50% of the class's tuition and fees
Week 3	75% of the class's tuition and fees
After Week 3	100% of the class's tuition and fees

*Refund Policy for Oklahoma Residents at The Art Institutes of Dallas and Fort Worth:*

1. If withdraw prior to the second course meeting, a refund of 100% of the course's tuition and fees.
2. After the second course meeting and within the first week of training, the school will retain no more than ten percent (10%) of the contract price of the class.
3. For a student terminating training after completing the first week but within the first twenty-five percent (25%) of the class, the tuition and fees retained by the school shall not exceed twenty-five percent (25%) of the contract price of the class.
4. For a student terminating training after completing over twenty-five percent (25%) up through fifty percent (50%) of the class, the tuition and fees retained by the school shall not exceed fifty percent (50%) of the contract price of the class.
5. A student completing more than fifty percent (50%) of the class is not entitled to a

refund of any tuition.

6. In case of a student's prolonged illness or accident, death in the family, or any other circumstances that make it impractical to complete the course, that school shall make settlement, which is reasonable and fair to both.

7. In all other respects and circumstances, the refund policy set forth above applies to Oklahoma students.

The Art Institutes of Charlotte and Raleigh Durham:

In accordance with the North Carolina Administrative Code for The Art Institutes of Charlotte and Raleigh Durham, if a student withdraws from school, the school will earn tuition and fees as follows, based on the student's last day of attendance:

*Session I Class:*

First 25% of the class in calendar days – 25%

After the first 25% of the class in calendar days – 100%

*Session II Class:*

Week One                      25%

Week Two                      50%

Week Three                    75%

After Week Three            100%

**Refund Policy for Online Course Withdrawal**

Students who withdrawal from a Session I or Session II online course after the add/drop period are treated the same as if they withdrew from an on-ground course. Session II courses begin approximately the day after the Session I courses end, and run approximately five and one-half (5 ½) weeks. The ending date of the second session may not coincide with ending date of the on-ground courses.

**Kits, Components of the Kits, Books, or Supplies Return Policy**

For The Art Institutes of Dallas and Fort Worth: If kits, components of the kit, books, supplies, or uniforms, are returned to the Supply Store in resalable, completely unused condition within twenty-one (21) calendar days of withdrawal, a credit will be given. Students who leave school during the first three (3) weeks of the Session II class may return the starting kit and/or individual components of the starting kit within ten (10) calendar days of the last date of attendance in the Session II class.

For The Art Institutes of Charlotte and Raleigh Durham: Students who leave school during the first three (3) weeks of the class may return the starting kit and/or individual components of the starting kit within ten (10) calendar days of your last date of attendance. If kits, components of the kit, books, or supplies are returned to the bookstore in re-salable condition, a credit will be given.

All refunds and return of funds will be made within thirty (30) calendar days of the date the student notifies the school of the withdrawal.

**Official and Unofficial Withdrawal**

To officially withdraw, the student will need to notify the Office of the Registrar in person or in writing. The registrar will assist the student to complete the withdrawal process and will determine the last date of attendance and the date of determination. The date of determination would be the earlier of the date the student begins the school's withdrawal process or the date the student provides notice. For students who unofficially withdraw, the Registrar will determine the last date of attendance using attendance records. The refund policies shall apply in the event that a student withdraws, is suspended, or is terminated from school.