

REFUND POLICY

(Available on-line at <http://deanofstudents.uncg.edu/policy/>)

This policy was accurate as of the date printed. For the most current revisions to this policy refer to the Web site referenced above.

PART I: POLICY FOR STUDENTS COMPLETELY WITHDRAWING FROM UNCG

Official Notice of Intent to Completely Withdraw from The University of North Carolina at Greensboro

Students who find that they must withdraw from the University can do so by dropping all courses through *UNCGenie*. Students who drop all courses are considered to be withdrawn from the University and must seek reactivation or readmission through either Undergraduate Admissions or The Graduate School to return to school in subsequent terms.

Students who wish to discuss the academic consequence of a change in enrollment status at the University may contact:

Undergraduate Students: Student Academic Services, 159 Mossman Building

Graduate Students: Graduate School, 241 Mossman Building

There will be a \$50.00 non-refundable processing fee charged to all students who completely withdraw from the University.

In case of a major disaster, including a pandemic flu occurrence, UNCG will follow UNC General Administration refunding guidelines and in the absence of such guidelines, UNCG Executive Staff decisions.

Complete Withdrawal from UNCG for Students Activated for Military Duty including the Armed Services Reserve and the National Guard

If a student is involuntarily called for active duty during a currently enrolled semester, the following refund guidelines apply:

- The return of funds calculation will be completed under the normal terms and conditions as applicable.
- The student will be expected to provide correspondence supporting the call to active military duty.

Students who serve in the Armed Services Reserve or the National Guard are often alerted that they may be called to active duty for various reasons. If any student is voluntarily or involuntarily called for active duty during a term in which he or she is enrolled, the eligible student may elect one of the following options:

A. Complete Withdrawal Option (without academic penalty)

1. Tuition and general fees will be fully refundable.

2. Health fees generally will be fully refundable except for students who have used the University's health services. These students would be billed at the fee for service rate to a maximum charge equivalent to the health fee. Students who have enrolled in the Student Health Insurance program should contact the Agent for information on a pro-rated refund of premium.
3. Room and board will be refunded based on the number of weeks the room was occupied and the meals consumed.
4. The student will be responsible for any miscellaneous charges such as library fines, parking tickets, parking permits, health service charges, etc.
5. In order to be eligible for a refund under these guidelines, the student must contact the University Registrar's Office and provide the following:
 - a. A copy of his or her call-up papers; these "orders" will serve as documentation for the refund of tuition and fees.
 - b. A mailing address to which the student would like the refund to be sent.
 The University Registrar's Office will notify appropriate offices of the student's withdrawal including Student Academic Services, The Graduate School, Financial Aid Office, Housing and Residence Life, and the Cashiers and Student Accounts Office.
6. In order to receive a refund from the Department of Residence Life, the student must complete the usual residence hall check out procedure. The student can then withdraw either in person or via *UNCGenie*.
7. If a student is receiving financial aid during the term in which he or she is called to active duty, financial aid must be repaid according to federal and state guidelines before a refund will be issued by the University.

B. Early Exam Option

Eligible students who are required to report for military duty not earlier than four calendar weeks prior to the date a semester ends as stated in the official catalog of the University, or after completion of at least 75% of the enrollment period in a non-standard semester when authorized by the instructor, take their final exam early and be given full credit for all courses for which they have an average of C or better. Students are not eligible for refunds for courses for which they receive credit.

C. Incomplete Grade Option

Students, when called to active duty, may opt to take an incomplete in a course and complete it upon release from active duty. Course completion may be accomplished by independent study or by retaking the course without payment of tuition and fees. Under federal financial aid policies, a course that is retaken this way may not be counted toward a student's enrollment load. Eligible students who receive an incomplete for any course for which they are enrolled shall not be entitled to any refund of tuition or fees paid.

D. Returning to the University

1. If a student is called for active duty and subsequently released in a manner that would allow them to re-enroll during the semester in which they withdraw, the University will make every effort to accommodate the request. Individual contacts with faculty involved will determine appropriateness of returning to a course.
2. Students who are called to active duty during a semester, and who withdraw from the University, are technically ineligible to early register for the term in which they wish to re-enroll.

However, UNCG will make every effort to give these students special dispensation and to allow them to pre-register for that term.

Summer Session

Students who completely withdraw from their summer courses will be handled with the same refund policy that applies to the regular academic year.

Return of Federal Title IV Funds

The federally mandated Return of Funds Policy governs the return of Title IV funds disbursed to students who complete the official withdrawal process as defined by the University. The term refund should be understood to mean the repayment of money received by the University for tuition and fees or for a reduction of charges if tuition and fees have not yet been paid. Title IV funds include Federal Unsubsidized and Subsidized Stafford Loans, Federal Perkins Loans, Federal Graduate Plus Loans, Federal PLUS Loans, Federal Pell Grants, Federal Supplemental Educational Opportunity Grants (SEOG), Academic Competitiveness Grants (ACG), National SMART Grants, and NCSIG. Federal Work Study is excluded from this procedure.

Unearned Title IV funds must be returned to the Title IV programs. Unearned aid is the amount of disbursed Title IV aid that exceeds the amount of earned Title IV aid. During the first 60% of the enrollment period (semester or term), a student earns funds in direct proportion to the length of time he or she remains enrolled. The period of time during which a student is enrolled is the percentage of aid earned by the student. A student who remains enrolled beyond the 60% point earns all Title IV aid for the term.

The percentage of the period that a student remains enrolled is determined by dividing the number of days the student attended by the number of days in the term. Calendar days are used in the determination of percentages. Breaks of five (5) days or longer are excluded in the calculations. The percentage may be found by using the following formula:

$$100\% - \left(\frac{\text{number of days the student attended}}{\text{number of days in the semester}} \right)$$

<u>DAY</u>	<u>REFUND</u>	<u>DAY</u>	<u>REFUND</u>	<u>DAY</u>	<u>REFUND</u>	<u>DAY</u>	<u>REFUND</u>
1	100%	7	94%	13	89%	19	84%
2	98%	8	93%	14	88%	20	83%
3	97%	9	92%	15	87%	21	82%
4	97%	10	91%	16	86%	22	81%
5	96%	11	91%	17	85%	23	80%
6	95%	12	90%	18	85%	24	79%
25	79%	37	68%	49	58%	61	48%
26	78%	38	68%	50	57%	62	47%
27	77%	39	67%	51	56%	63	46%
28	76%	40	66%	52	56%	64	45%
29	75%	41	65%	53	55%	65	44%
30	74%	42	64%	54	54%	66	44%
31	74%	43	63%	55	53%	67	43%
32	73%	44	62%	56	52%	68	42%
33	72%	45	62%	57	51%	69	41%
34	71%	46	61%	58	50%	70	40%
35	70%	47	60%	59	50%	71 - 117	0%
36	69%	48	59%	60	49%		

Example of Total Withdrawal Refund Calculation¹:

If the amount of the Title IV funds disbursed is greater than the amount of Title IV funds earned by a student, a return of Title IV funds is necessary. Both the University and the student are responsible for returning a percentage of the unearned aid.

The University will return federal funds to the appropriate federal program up to the total net amount disbursed from each source as required by law. The prescribed order of return is:

- Federal Unsubsidized Stafford Loan
- Federal Subsidized Stafford Loan
- Federal Perkins Loan
- Federal Graduate Plus Loan
- Federal PLUS Loan (Parent)
- Federal Pell Grant
- Academic Competitiveness Grant (ACG)
- National SMART Grant
- FSEOG
- Other Title IV Programs

Return of Non-Federal Funds

¹ Actual refund calculation percentages, for a specific semester, are available in each semester's registration booklet.

UNCG will return Non-Federal funds received and applied to a student's account requested by the source from which the funds were disbursed. Any outstanding financial obligation to UNCG will be deducted from the amount of Non-Federal funds to be returned. Funds will be returned to the student unless they are requested by the source from which the funds were disbursed. When a student completes the withdrawal process, the Cashiers and Student Accounts Office will initiate a refund and mail it to the student's last known off campus address.

If a student still has an outstanding financial obligation as a result of this process, the University will bill the student for payment.

PART II: POLICY FOR STUDENTS WHO DROP COURSE HOURS

The refund policy applies to complete withdrawals from UNCG. If a student simply reduces their course load after the Late Registration and Schedule Adjustment period (refer to the University Academic Calendar), NO refund or reduction of charges whatsoever will be credited to the student's account. However, if the drop in hours occurs before the end of the Late Registration and Schedule Adjustment period, *the student is entitled to a full refund for the hours dropped*. If this change results in the creation of a credit balance, a check will be generated and mailed to the student's last known on or off campus address.

If students reduce the amounts of their credit hours during a summer session, they should then refer to *the last day for tuition refund for a drop in credit hours* chart listed in the Summer Session Calendar published in the Summer Session Bulletin.

For any questions, please contact the Cashiers and Student Accounts Office, 151 Mossman Building, 336-334-5831 or toll free at 1-877-286-8250.