

ADMINISTRATIVE PRACTICE LETTER

SUBJECT: TUITION, ROOM AND BOARD, AND FEE REFUNDS

Effective with fall 2000, student charges will be refunded to students who are voluntarily withdrawing or dropping courses from the University of Maine System institutions in accordance with the schedule and provisions set forth below. For purposes of this practice withdrawal is defined as students who give official notification of their withdrawal to the University after a semester/session begins. Dropping courses is defined as a reduction in course load while remaining enrolled in the University. Refunds for drops are issued during the first two weeks only. Some fees are not refundable and they include application, matriculation, and orientation. If a student leaves the university without official notification (dropout), the practices and procedures in this APL do not apply and thus dropouts are not entitled to refunds. The practices and associated procedures apply to all students and should be administered consistently at every university.

A. Determination of Attendance

For purposes of calculating refunds, the attendance period begins on the opening day of scheduled university classes, includes weekends and holidays, and ends on the date the student notifies the registrar/records office (or other designated office), in writing, that (s)he is withdrawing.

B. Schedules

SEMESTER/SESSION 11 WEEKS OR LONGER

	Refund Percentage
Cancellation prior to the first day of semester/session	100% tuition and fees 100 % room
Withdrawal/drop prior to the end of first week	100% tuition, fees and room
Withdrawal/drop prior to the end of the second week	100% tuition and fees 75% room
Withdrawal prior to the end of the third week	50% tuition, fees and room
Withdrawal prior to the end of the fourth week	50% tuition and fees 25% room
Withdrawal prior to the end of the fifth week	50% tuition and fees 0% room
Withdrawal prior to the end of the eighth week	25% tuition and fees 0% room
Withdrawal after the eighth week	0%

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SESSIONS THAT ARE LESS THAN 11 WEEKS*

	Refund Percentage
Cancellation through the first day of classes	100% tuition and fees (see B 2 for room)
Withdrawal after the first day and until 30% of the term has expired	50% tuition and fees (see B 2 for room)
Withdrawal after 30% has expired and until 60% of the term has expired	25% tuition and fees (see B 2 for room)
Withdrawal after 60% has expired	0% tuition and fees (see B 2 for room)

*Asynchronous courses that do not have a specified length should have a 'marker' (i.e., number of examinations or papers) determined to measure progress, and this marker will be used for refunding as stated in the table above.

1. Board Refunds

Students who withdraw from the university will be charged for board funds expended and/or for meals at the daily-established rate through the date of clearance. Any remaining balance will be refunded. Any part of a board plan, not based on a daily rate, will be refunded in accordance with the residence hall contract.

2. Room Refunds for Sessions Less Than 11 Weeks

All room refunds will be governed by the terms and conditions of the residence hall contract.

3. Room Refunds for Students Who Are Enrolled but Have Vacated a Residence Hall

Refunds, if any, will be governed by the terms and conditions of the residence hall contract.

4. Room Refunds for Students Who Are Not Enrolled but Are Living in a Residence hall

Refunds, if any, will be governed by the terms and conditions of the residence hall contract.

C. Advanced Deposits

No part of an advance deposit is refundable after May 1 (January 1 for Spring) for tuition and fees and after June 1 (January 1 for Spring) for room for students withdrawing from a University of Maine System institution. Although such deposits are applicable to tuition and room charges for students who remain enrolled, students who withdraw forfeit them.

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D. Involuntary withdrawals

Consideration for *retroactive refunds* of tuition and fees for involuntary withdrawals, e.g., extended illness, or military service, will be considered by the university on a case-by-case basis. *Administrative dismissals* are not covered by this APL and thus are not entitled to refunds of institutional charges. However, financial aid eligibility must be calculated based on the withdrawal date.

E. Statute of Limitations - Appeals for exception to the established refund practice may be made to the designated university official. Normally, appeals will be considered up to 90 days after the close of the semester/session for which the student is claiming a refund. For a typical semester/session the dates are no later than March 31 (Fall), August 31 (Spring) and November 30 (Summer). University academic appeals committees hear appeals on academic matters and have no authority to authorize refunds.

F. Procedures for Financial Aid that comply with Title IV Financial Aid Regulations

1. Institutional dollars - Do not include any need-based institutional dollars in the refund calculations.

a) Only retract need-based institutional dollars if the adjustment of charges and Federal dollars creates a credit.

b) The financial aid office and/or the business office will contact the awarding party who will determine refunding of institutional funds awarded for any reason beyond need.

2. Procedure to monitor dropouts - UMS Chief Academic Officers approved Standard Grading designations to become effective with the Spring 2000 semester. The standard designations include a grade of 'L' thus making it possible to implement the procedures listed below.

a) At the end of each semester/session the financial aid office will review all financial aid recipients who receive any combination of at least one 'L' and 'W' grade and a gpa = 0.0 that may be an indication of dropouts.

b) If no information is received from the student, the financial aid office will refund the Federal programs based on the halfway point in the semester/session.

c) Financial aid will be recalculated based on a proscribed date. As a result of this action, students may lose financial aid funds and may owe a balance to the University. Students will be notified of any adjustments with a revised award letter.

G. Definitions and Guidelines for Involuntary and Voluntary Withdrawals

1. Involuntary Withdrawal

In order to be eligible for a refund under the conditions below, the student must submit the required notification of withdrawal and the appropriate substantiating data that supports the withdrawal to the appropriate university office. The university official makes a decision based on the documentation and/or conditions presented. Involuntary withdrawals may include but are not limited to the following:

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- a) Entering involuntarily to active duty into the armed services - The request for withdrawal must be substantiated with copies of military orders that show proof of date of entry. The individual's commanding officer or another appropriate official must sign the orders.
- b) Illness of the student or an immediate family member - A physician's certification must be provided stating the student's or family member's illness that required the student withdrawal.
- c) Death of the student or an immediate member of the student's family - Appropriate documentation must accompany the request for withdrawal.
- d) Involuntary transfer by the student's employer that precluded continued enrollment (military branches of the service are considered employers under this section) - The request for withdrawal must be substantiated by appropriate documentation from the employer.

2. Voluntary Withdrawal

Voluntary withdrawal is one that results from students who give official notification of their withdrawal to the University after a semester/session begins.

Related Documents:

Policy 703: Tuition and Fees

APPROVED:

Vice Chancellor for Finance and Administration