



**Universidad Ana G. Méndez
Florida Branch Campuses
Refund Policy**

Introduction

This policy outlines Universidad Ana G. Méndez's (UAGM) student refund policies.

Scope

This policy applies to all UAGM students.

Non-Attendance or Withdrawals

Cancellation and Withdrawals can be made in person, by email, by certified mail, or by administrative action. They cannot be made via phone or third parties.

1. ENROLLMENT CANCELLATION – Any student who cancels their enrollment on or before the first day of classes will have 100% of the tuition and fees refunded.
2. WITHDRAWAL PRIOR TO THE ADD/DROP DEADLINE – If the student withdraws on or before the add/drop deadline, the student will be refunded 100% of tuition and fees.
3. NON-ATTENDANCE – Any student who is marked as “non-attending” by their faculty during the established Census period will be automatically withdrawn and will be responsible for 25% of the tuition and fees of the enrolled course. Students that are marked as non- attending in a course but remain in attendance for additional courses will be responsible for 100% of the tuition and fees for those courses.
4. MID-POINT – Any student who, after the add/drop period, was marked as attending, and then obtains a “WF” in all their courses at the end of the semester will be responsible for 50% of their tuition cost and all fees. The student’s financial aid will also be adjusted to 50%.
5. PARTIAL WITHDRAWAL – Any student who, after the add/drop period, was marked as attending, and then withdraws from one or more (but not all) of their enrolled courses will be responsible for 100% of tuition and fees related to such courses. Financial Aid and VA/Military benefits could also be impacted. Students should meet with a Financial Aid Officer prior to requesting a withdrawal to understand the full financial impact.
6. TOTAL WITHDRAWAL – Any student who, after the add/drop period, was marked as attending, and then withdraws from all of their enrolled courses in the first 60% of the term registered shall be entitled to a pro rata refund according to the following formula: Total days elapsed (using the student’s official withdrawal date)/total term days. After 60% of the total days of the term has elapsed, the student will be responsible for 100% of tuition and fees. Financial Aid and VA/Military benefits could also be impacted. Students should meet with a Financial Aid Officer prior to requesting a withdrawal to understand the full financial impact.

7. RETURN OF TITLE IV FUNDS (R2T4) – If a student who qualifies for Title IV (federal financial aid) funds does not complete the term or part of term, UAGM will complete a pro rata calculation to determine the percentage of the Title IV funding the student has earned for that term in accordance with the Return of Title IV policy.

Refunds

All refunds will be processed according to the following refund guidelines, unless otherwise required by applicable law:

1. If the amount paid to the student account exceeds the cost of tuition and fees, a refund check or direct deposit will be processed.
2. Refunds will be processed within thirty (30) days of the determination date of the student's withdrawal or receipt of a Cancellation Notice from the student, as applicable.
3. Refunds will first be applied to any outstanding amounts owed to UAGM.
4. Financial Aid refunds will be processed within fourteen (14) days after the financial aid funds have been disbursed into the student account.
5. The student is responsible for any outstanding balances incurred after the refund has been processed.
6. Students are responsible for updating their personal contact information with UAGM.
7. Students have ninety (90) calendar days to deposit the refund check. If the student does not deposit the check within the established time, the check will be canceled, and the funds will be returned to the original funding source.
8. Students should report concerns related to refunds (direct deposit or checks) in writing to their campus Bursar staff.