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REG 07.55.01

Refund Regulation of The University of North Carolina at Pembroke

Authority: Vice Chancellor for Finance and Administration

History:

- First Issued: May 15, 2002.
- Revised: April 23, 2012, July 11, 2012.
- Last Revised: March 18, 2014.

Additional References:

- [Code of Federal Regulations, 34 CFR 668.22 – Treatment of Title IV funds when a student withdraws](#)
- Office of the Controller
- [North Carolina General Statute §147-86.23](#)
- [UNC Pembroke Academic Calendar](#)
- [UNCP Housing and Residence Life Handbook](#)
- UNCP Policy 07.55.01 – Student Debt Collections
- [UNC Policy Manual 1000.3.1\[G\] - Guidelines for Refunds of Tuition and Fees for Students Serving in the Military or in Case of National Emergency](#)
- [UNC Policy Manual 700.7.1 \[R\] \(Regulations of Active duty Service members and Veterans\)](#)

Contact Info: Office of the Bursar, 910-775-4082

1. PURPOSE

1.1 The Refund Regulation is used to determine a student's eligibility for a refund when there is a change in the student's status regarding tuition, required fees, housing, and food services (i.e., withdrawal, drop in hours, moving on or off campus, etc.) in accordance with the published refund schedule. Any refund is calculated on a term by term basis and based on the effective date in the Banner system. On occasion, a request for a refund may be unusual and/or extreme or the request may be unresolvable at the appropriate level.

1.2 Additionally, guidance for other student charges such as Tuition Surcharge and Late Payment Penalties have provisions for waiving or appealing the charges given specific, unique circumstances and/or based on “good cause.”

2. SCOPE

2.1 This regulation applies to all current and incoming new students of The University of North Carolina at Pembroke (UNCP).

3. OUTSTANDING STUDENT ACCOUNT BALANCES

3.1 Any refund that a student becomes entitled to shall first be applied to outstanding financial obligations owed to the university.

4. TUITION AND FEES

4.1 Withdrawals. Tuition and fees, including room and board will be refunded per the following schedules, provided a student officially withdraws from the university.

4.1.1 Fall and Spring Semesters

4.1.1.1 Through the first week of classes (five class days starting the first official day of classes for the university) tuition and required fees will be refunded at 100 percent.

4.1.1.2 The second week of classes (six to ten consecutive class days) tuition and required fees will be refunded at 75 percent.

4.1.1.3 The third and fourth week of classes (eleven to twenty consecutive class days) tuition and required fees will be refunded at 50 percent.

4.1.1.4 The fifth and sixth week of classes (twenty-first to thirtieth consecutive class days) tuition and required fees will be refunded at 25 percent.

4.1.1.5 Beginning with the seventh week of classes (thirty-first consecutive class day) refunds will not be considered.

4.1.2 First and Second Summer Sessions and Non-Traditional Courses

4.1.2.1 Through the first week of classes (three class days starting the first official day of classes for the university) tuition and required Full Time Equivalent (FTEs) will be refunded 100 percent.

4.1.2.2 The second week of classes (four to eight consecutive class days) tuition and required FTEs will be refunded at 75 percent.

4.1.2.3 The third week of classes (nine to twelve consecutive class days) tuition and required FTEs will be refunded at 50 percent.

4.1.2.4 During the third week of classes (thirteenth consecutive class day) refunds will not be considered.

4.1.3 UNCP begins days with the first official day of classes (not the first day of particular classes).

4.2 Reducing Hours. Students who officially drop from full-time to part-time status or those who drop to a lower block of credit hours will receive a refund equal to the difference between the amount paid and the charge for the block of hours for which the student is officially registered at

the end of the registration (drop-add) period. Refunds for withdrawing or reducing hours will be processed after the registration period. A refund will only be issued for reducing hours or dropping a class while still attending other classes at the university, if the reduction or the class drop is completed during the drop/add period.

4.3 Please allow two weeks for processing of any refund. All refunds are subject to the above noted time limitations. Students who receive Title IV financial aid are subject to separate federal refund regulations governing such aid. A student receiving financial aid may not receive a refund until the Financial Aid Office determines if any funds from an awarding agency must be returned. Changes in the number of hours a student is enrolled may have an effect on eligibility for aid, and may result in a student having to repay all or a portion of the aid. Generally, students withdrawing from the institution may owe a repayment of all or some portion of the financial aid received. Students who have specific questions should contact the Financial Aid Office for additional information.

5. APPEALS

5.1 Tuition and Fees

5.1.1 Individuals wishing to appeal the percentage of refunds they are eligible to receive must initiate the request in writing to the Registrar's Office and are encouraged to include any and all documentation they believe to be relevant to the appeal. Appeals can be submitted in person or via email. All documents submitted for an appeal are retained for audit purposes by the Registrar or his/her designee, along with documentation of the appeal outcome. Changing your mind about college, poor academic performance, disciplinary withdrawal, or not receiving expected financial assistance are considered to be the result of personal choices and actions and will not be considered for a refund appeal after the above noted time limitations. Failure to comply with published deadlines or regulations is not a serious and compelling reason to seek a refund and will not be approved.

5.1.2. Students withdrawing after fifty percent of the semester or term has expired will not be considered for a refund, regardless of the reasons(s) necessitating the withdrawal.

5.1.3 Requests for refunds submitted later than one year after the end of the semester/term for which the refund request is made will not be considered, regardless of reason(s).

5.1.4 Refunds are generally not approved when withdrawal or reduction in course load is caused by the following:

5.1.4.a. Personal reason(s);

5.1.4.b. Ignorance of publicized rules and regulations;

5.1.4.c. Circumstances within the student's control; and

5.1.4.d. Failure of student to fulfill responsibilities.

5.1.5 Refund Consideration. In general, a refund of tuition and required fees due to a withdrawal or reduction in course load before fifty percent of the semester or term has expired is approved if the request was caused by any of the following circumstances.

5.1.5.1 Death of student. Should the death of a student occur during a semester or session in which no academic credit is received, UNCP will refund 100% of the tuition and required fees paid for that particular semester or term.

5.1.5.2 Being called to active military duty or the reassignment to a new active duty station. If a student is involuntarily called to active military duty or is an active member of the armed forces and is transferred to a new permanent duty station preventing the student from completing the semester or term and receiving no academic credit, pending verification of orders, UNCP will refund 100% of the tuition and required fees for that particular semester. For instances in which a student volunteers for active military duty or requests to withdraw due to circumstances relating to a national emergency, consideration for a full refund of tuition and fees will be determined on a case by case basis. A full refund for textbooks purchased for the semester in progress is available through the university bookstore by presenting the textbooks, the receipt, and a copy of the applicable military orders. A per diem refund of room rent in a campus residence facility will be issued based on the student's official check-out date. Also, board fees will be prorated from the opening date of the dining hall for the term. Unpaid account balances will be subject to a payment plan formulated with the student along with no collection actions during a deployment.

5.1.5.3 Documented serious medical reasons. UNCP may limit the financial liability of a student who becomes unable to complete his/her course work and officially withdraws from the university before academic credit is received as a direct result of a serious medical condition, pending the submission and review of pertinent medical records and supporting documentation.

5.1.5.4 Death or serious illness of immediate family. Due to the death of or the serious illness of an immediate family member necessitating the withdrawal of a student before academic credit is received, UNCP may refund up to 100% of the tuition and required fees paid for that particular semester or term.

5.1.5.5 Verifiable circumstances completely beyond the student's control that result in extreme or unusual hardship to the student (i.e. Catastrophic calamity; natural or otherwise). Notwithstanding any other provisions for refund, on rare occasions, when a student has withdrawn or reduced course load due to unforeseen circumstances totally beyond the student's control, under conditions in which the denial of refund would cause unreasonable and extreme hardship, UNCP may limit the financial liability of a student, provided that no academic credit is received.

5.1.5.6 Substantive error on the part of the university. Substantive error on the part of UNCP will be corrected and, if appropriate, refunded in a timely fashion. Any university penalty charges assessed as a result of the error(s) will be reversed.

5.1.6 Notification of Appeal Determination. Decisions will be final and will be communicated to the student in writing (or via email) and will be disseminated internally as necessary and externally upon written request and in accordance with federal and state guidance related to release of student data.

5.1.7 Retro-Withdrawals. In those instances where nonattendance is verified and a retro-withdrawal is granted, or in those instances where the associate vice chancellor for enrollment grants a retro-withdrawal, tuition and fee charges will be adjusted in accordance with the university's established refund processes.

5.2 Late Payment Penalty

5.2.1 A student is charged the one-time late payment fee and interest if the debt is remaining outside of the current semester and the student is not currently enrolled. According to [North Carolina General Statute §147-86.23](#), a state agency shall charge interest at the rate established pursuant to [G.S. 105-241.21](#) on a past due account receivable from the date the account receivable was due until it is paid. The late fee shall be 1% of the outstanding debt.

5.2.2 The Bursar's Office is the initial point of contact for submitting an appeal of the late payment penalty, as the penalty is assessed as a function of collection activity. Disputing a late fee does not guarantee that the fee will be removed. Submitting a written request for removal only means that the penalty and fee is being disputed and that the Bursar will review the student's account to assess the appeal validity. If the Bursar deems the penalty and interest fees to be legitimate, the student will be required to pay it. Appeals must be in writing and students are encouraged to include any and all documentation they believe to be relevant to the appeal, which can be submitted in person or via email to student.accounts@uncp.edu. All documents submitted for an appeal are retained for audit purposes by the Bursar or his/her designee documenting the outcome of each appeal.

5.2.3 Time Limitations. A written appeal request along with supporting documentation may be submitted to the Bursar within 45 days of the effective date of the charge. Failure to dispute the penalty and late fee within the timeframe will be considered an acknowledgement by the student that they are aware of the fee and accept the charges. Once any past due balance – including the late payment penalty is paid – no requests for waiving a late payment penalty will be accepted or considered.

5.2.4 Late Payment Penalty Waiver Consideration. [NCGS §147-86.23](#) allows for waiving the late payment penalty with good cause. Criteria similar to that of the refund appeals are applied in determining if good cause is shown as follows:

5.2.4.a. military service obligation;

5.2.4.b. serious health debilitation

5.2.4.c. disability; or

5.2.4.d. other extraordinary hardship.

5.2.5 Notification of Appeal Determination. Every student that files an appeal will be notified in writing of the outcome within 30 days of the date of determination.

6. ROOM DEPOSIT

6.1 The university will refund all but \$25 of the housing deposit to incoming new housing applicants if written cancellation is received by July 31, preceding the fall semester, and November 30, preceding the spring semester. The housing deposit is nonrefundable after these deadlines.

6.2 The \$150 housing deposit (less damages and/or any other financial obligations owed UNCP) will be refunded to established residents provided the resident submits written cancellation by November 30, preceding the spring semester and by May 31, preceding the fall semester. Established residents must follow check-out procedures as detailed in the [Housing and Residence Life Handbook](#) to ensure an appropriate refund of the room deposit.

6.3 If a student withdraws from the university prior to mid-semester, the room deposit will be forfeited. If the student withdraws after the mid-semester, the room deposit (less damages) will be refunded, provided check-out procedures have been followed.