

## REFUND POLICY

Mercer University will maintain a fair and equitable refund policy by adherence to the Institutional Refund Policy in all programs, in all schools, and on all campuses. This policy is subject to change if there are future changes to the Federal Return Policy or other federal, state, accrediting agency, or institutional policy with which it may conflict.

The criteria for the Mercer Institutional Refund Policy are based upon federal mandates established by the Federal Return Policy, which took effect on All Mercer campuses on August 15, 2000, replacing all existing refund policies throughout the University. The policy applies whether or not Title IV awards are involved.

Questions regarding refund procedures and amounts should be directed to the Office of the Bursar, 3001 Mercer University Drive, Atlanta, GA 30341 (Telephone: 678-547-6121).

Refunds will be calculated based on enrollment of either semester-based programs or session-based programs, as defined below;

**Semester-Based Programs: Class enrollment spans the entire semester. Classes typically run 16-weeks.**

**Session- (or module) Based Program: Enrolled in one or more courses that do not span the entire semester. Typically, there are two 8-week sessions within the semester.**

**\*Special requirements for session-based program refunds will be notated throughout this policy by an asterisk.**

**PLEASE NOTE:** The last date for a tuition refund MAY NOT correspond with the last day to withdraw for the term. Please contact the Bursar's Office for the last day to withdraw for a tuition adjustment.

### Eligibility for refund of tuition, fees and other institutional charges:

A student is not eligible for any refund if:

- 1) The student fails to formally withdraw
- 2) The student is suspended for disciplinary reasons
- 3) The student withdraws when a disciplinary action or honor code violation is pending
- 4) The student withdraws from a class or classes while currently enrolled in other classes for the semester.
- 5) \*The student provides written confirmation that they will return for a future session in the same semester.

## OFFICIAL AND UNOFFICIAL WITHDRAWALS

### Officially Withdrawing:

- 1) To officially withdraw from the semester, a student must drop or withdraw from all courses for the term, or be administratively dismissed from the term.
- 2) Students contemplating dropping or withdrawing from courses are urged to first consult their student financial aid counselor for information regarding the impact of this action on their financial aid award.
- 3) Submit the online withdrawal form in the MyMercer student portal, or complete and return a paper Term Withdrawal form to the Registrar's Office.
- 4) The completed form must be submitted by the Registrar's Office before withdrawal can be finalized.
- 5) Refund calculations will be based upon the date the student officially notifies the Registrar's Office in writing or in person of his/her intent to withdraw.
- 6) Per federal regulations, a calculation for the return of federal funds will be completed within 45 days of the student "officially withdrawing."
- 7) Any balance or overpayment created due to financial aid disbursements being returned to their original source of funding per the withdrawal calculation will then become immediately due and payable, by the student, to the University and in some cases to the U.S. Dept. of Ed.
- 8) Once all calculations are completed, the Bursar Office will invoice the student for any outstanding balance.
- 9) \*Session-Based students who officially withdraw from Session I and are also enrolled in Session II must provide written notification they plan to attend Session II classes. Without this written documentation, the student will be dropped from the Session II classes and a Term Withdrawal Calculation will be completed.
- 10) \*Session-Based students who drop Session II courses while still attending Session I are not considered withdrawals. However, if the student is Pell eligible or receiving the Georgia Tuition Equalization Grant, a downward enrollment calculation is necessary. NOTE: If the student drops all Session II courses after session I ends, through the end of drop/add period for Session II, a withdrawal calculation must be performed even if Session I courses were completed with grades.

### Unofficially Withdrawing

- 1) Non-attendance or ceasing to attend a course(s) does not constitute an official schedule change, course withdrawal, or term withdrawal

- 2) Failure to “officially withdraw” will result in academic penalties and may affect the student’s Satisfactory Progress rating.
- 3) Students failing to officially withdraw will be held financially accountable for tuition, fees, and stipends issued to them for the term
- 4) If a student ceases attendance without notifying the university, a Federal statutory provision allows the university to use the midpoint of the payment period as the withdrawal date for calculating the return of financial aid funds. Otherwise, the university may use the student’s last verifiable day of an academically related activity.
- 5) Per federal regulations, a withdrawal date will be determined within 30 calendar days from the end of the semester for those students who ceased attendance without “officially withdrawing” from the University and those students who are determined not to have earned any credit for the semester.
- 6) Any balance or overpayment created due to financial aid disbursements being returned to their original source of funding per the withdrawal calculation will then become immediately due and payable, by the student, to the University and in some cases to the U.S. Dept. of Ed.
- 7) Once all calculations are completed, the Bursar Office will invoice the student for any outstanding balance.
- 8) \*Session-based students who complete Session I, earning a grade(s), then ceases attendance in session II courses are considered “unofficial withdrawals.”

### **Refund of Non-Tuition Charges**

- 1) If a student withdraws before the first day of classes for the term, housing and/or meals will be charged based on usage up until that point in time.
- 2) If a student withdraws prior to the beginning of the semester or during the official drop/add period, lab fees, facility/technology fees, and insurance premiums will be reversed.
- 3) If a student withdraws after the end of the official drop/add period, housing and meal plan refunds will be calculated by Residence Life and Auxiliary Services respectively, based on usage.
- 4) Pre-enrollment deposits and dormitory or housing deposits are non-refundable.
- 5) Insurance Premiums are non-refundable after the waiver deadline.
- 6) Additional charges for housing and meals will be assessed on a prorated basis from the date of withdrawal until the student vacates the room and returns his/her key and keycard.
- 7) Once all calculations are completed, the Bursar Office will invoice the student for any outstanding balance.

### **Refund Appeals**

Any exception to the University Refund Policy requires a written appeal by the student to the Refund Appeals Committee. Letters must be submitted, along with any supporting documentation, to the University Bursar by the beginning of the semester following the one in dispute. The committee meets each semester and responds in writing. This is the student’s final venue of appeal.

### **Withdrawal Refund Calculations**

The federal government requires the Office of Financial Aid to calculate how much Title IV aid a student has earned. Federal regulations state that a student earns Title IV aid based on the period of time he/she remains enrolled for a particular term.

A student who has completed more than 60% of the enrollment period is considered to have earned 100% of the Title IV aid awarded; no return of Title IV aid is required.

$$\frac{\text{Enrolled Days}}{\text{Days in the Enrollment Period}} = \% \text{ of Title IV Earned By Student}$$

Per federal regulations, any federal funds not earned by the student must be returned to the Title IV program in the following order:

- Unsubsidized Federal Direct Stafford Loan
- Subsidized Federal Direct Stafford Loan
- Federal Perkins Loan
- Federal Direct Plus Loan
- Federal Pell Grant
- Federal Supplemental Educational Opportunity Grant
- Other Title IV Aid Programs

Non-Title IV financial aid funds will be returned in the following order:

- State and other loans

- State and other grants/scholarships
- Mercer institutionally-funded loans
- Mercer institutionally-funded grants/scholarships
- Mercer endowment-funded loans
- Mercer endowment-funded grants/scholarships
- Other loans
- Other scholarships
- Student/parent payments

**Semester-Based Federal Return Calculation Example**

The following scenarios illustrate how Federal Return calculations are performed for Semester-Based programs:

**Scenario #1:**

First day of class: August 20th

Last day of exams: December 14th

Holidays: Thanksgiving - November 27-December 1

**Number of calendar days in this enrollment period = 112 days**

A Macon undergraduate student completes and submits a term withdrawal form in the Registrar's office on October 17th.

**Total number of days student is enrolled = 59 days**

$$\frac{59 \text{ Days}}{112 \text{ Days}} = 52.7\% \text{ Charges/aid earned by the Student}$$

Charges			Amount Retained	Amount Refunded
Tuition	\$16,410.00		\$8,648.07	\$7,761.93
Fees	\$150.00		\$79.05	\$70.95
Housing	\$2,320.00		\$1,222.64	\$1,097.36
Meal Plan	\$2,875.50		\$1,515.39	\$1,360.11
<b>Total</b>	<b>\$21,755.50</b>		<b>\$11,465.15</b>	<b>\$10,290.35</b>

Changes in the calculations below

**Financial Aid Refund Calculation**

<b>Total Title IV aid to be Returned</b>	<b>\$4,245 x 47.3%</b>	<b>=</b>	<b>\$2,007.89</b>
<b>Total Non-Title IV aid to be returned</b>	<b>\$10,290.35-2008</b>	<b>=</b>	<b>\$8,282.35</b>

Title IV Aid		Disbursed	Amount Retained	Amount Refunded
Direct Subsidized Loan		\$1,750.00	\$0.00	\$1,750.00
Federal Pell Grant		\$2,495.00	\$2,237.00	\$258.00
<b>Total Title IV Aid</b>		<b>\$4,245.00</b>	<b>\$2,237.00</b>	<b>\$2,008.00</b>

<b>Non-Title IV Aid</b>				
	GA Tuition Equalization Grant	\$350.00	\$0.00	\$350.00
	HOPE Scholarship	\$1,854.00	\$0.00	\$1,854.00
	Mercer Scholarship	\$7,000.00	\$921.65	\$6,078.35
	<b>Total Non-Title IV Aid</b>	<b>\$9,204.00</b>	<b>\$921.65</b>	<b>\$8,282.35</b>
	<b>TOTAL FINANCIAL AID</b>	<b>\$13,449.00</b>	<b>\$3,158.36</b>	<b>\$10,290.35</b>

**Session-Based Federal Return Calculation**

**Scenario #1:**

	<b>First Day of Session</b>	<b>Last Day of Session</b>	<b>Total # of days in Enrollment Period</b>
<b>Session 1</b>	January 6 <sup>th</sup>	March 3 <sup>rd</sup>	<b>57</b>
<b>Session 2</b>	March 7 <sup>th</sup>	May 3 <sup>rd</sup>	<b>58</b>
<b>Session 3</b>	January 6 <sup>th</sup>	May 3 <sup>rd</sup>	<b>118</b>

A student is enrolled in 4 classes for the Spring term. Two of the classes begin on January 6th and two of the classes begin on March 7th for a total of 12 hours. The student is enrolled in sessions. The student begins both session 1 courses on January 6th. On January 22nd the student withdrawals from both session 1 courses and drops both session 2 courses on the same day.

**Total number of days student is enrolled = 17 days**

$$\frac{\text{Total number of days enrolled}}{\text{Total number of days in enrollment period}} = \% \text{ of Charges/aid earned by the Student}$$

$$\frac{17 \text{ Days}}{118 \text{ Days}} = 14.4\%$$

<b>Charges</b>		<b>Session 1</b>	<b>Session 2</b>	<b>Amount Retained</b>	<b>Amount Refunded</b>
	Tuition	\$2,460.00	\$2,460.00	\$708.48	\$4,211.52
	Fees	\$75.00	\$75.00	\$21.60	\$128.40
	<b>Total</b>	<b>\$2,535.00</b>	<b>\$2,535.00</b>	<b>\$730.08</b>	<b>\$4,339.92</b>

**Financial Aid Refund Calculation**

$$\begin{aligned} \text{Total Title IV aid Earned} & \quad \$5,120 \times 14.4\% & = & \quad \mathbf{\$737.28} \\ \text{Total Title IV aid Unearned} & \quad \$5,120 - 737.28 & = & \quad \mathbf{\$4,382.72} \end{aligned}$$

Total Title IV aid to be returned by the Institution = Lesser of Unearned Title IV aid vs. Unearned Charges returned by the Institution

**Mercer to return \$4,340 in Title IV aid.**

<b>Title IV Aid</b>		<b>Disbursed</b>	<b>Amount Retained</b>	<b>Amount Refunded</b>
	Direct Unsubsidized Loan	\$4,452.00	\$112.00	\$4,340.00
	Direct Subsidized Loan	\$668.00	\$668.00	\$0.00
	<b>Total Title IV aid</b>	<b>\$5,120.00</b>	<b>\$780.00</b>	<b>\$4,340.00</b>

**The amount of Title IV aid required to be returned by the student = Total Unearned Title IV aid - Amount of Title IV aid returned by the Institution**

**Title IV aid to be returned by the student      \$4,382.72-4,340      =      \$42.72**

**Scenario #2**

A student is enrolled in 6 credit hours for session 1 and 6 credit hours for session 2. The student completes session 1. On March 7th, the student drops both session 2 courses. This student is considered a term withdrawal as of March 7th.

**Total number of days student is enrolled = 61 days**

**$\frac{\text{Total number of days enrolled}}{\text{Total number of days in enrollment period}} = \% \text{ of Charges/aid Earned by the Student}$**

**$\frac{61 \text{ Days}}{118 \text{ Days}} = 51.7\%$**

Charges		Session 1	Session 2	Amount Retained	Amount Refunded
	Tuition	\$2,460.00	\$2,460.00	\$2,460.00	\$2,460.00
	Fees	\$75.00	\$125.00	\$75.00	\$125.00
	<b>Total</b>	<b>\$2,535.00</b>	<b>\$2,585.00</b>	<b>\$2,535.00</b>	<b>\$2,585.00</b>

Since the student dropped session 2 courses during the institutions scheduled drop/add period for session 2, the institution will refund 100% of the session 2 charges.

**Financial Aid Refund Calculation**

Before the Title IV refund calculation is performed, the Financial Aid office will have to adjust some of this student's aid due to the reduction in attempted hours. Since the student dropped his session 2 courses, he is now eligible for a reduced Pell Grant award for half-time attendance. The Return to Title IV calculation will only include \$1,412 of the Pell Grant awarded.

**Total Title IV aid Earned      \$7,599 x 51.7%      =      \$3,928.68**

**Total Title IV aid Unearned      \$7,599 – 3,928.68      =      \$3,670.32**

Total Title IV aid to be returned by the Institution = Lesser of Unearned Title IV aid vs. Unearned Charges returned by the Institution

**Total Unearned charges = \$5,120 x 48.3% = \$2,472.96**

**Mercer to return \$2,473 in Title IV aid.**

Title IV Aid		Disbursed	Amount Retained	Amount Refunded
	Federal Pell Grant	\$2,823.00	\$1,412.00	\$1,411.00

This Refund was not part of the

	Direct Unsubsidized	\$3,465.00	\$992.00	\$2,473.00	Return to Title IV.
	Direct Subsidized Loan	\$2,722.00	\$2,722.00	\$0.00	
	<b>Total Title IV aid</b>	<b>\$9,010.00</b>	<b>\$5,126.00</b>	<b>\$3,884.00</b>	

**The amount of Title IV aid required to be returned by the student = Total Unearned Title IV aid - Amount of Title IV aid returned by the Institution**

**Title IV aid to be returned by the student      \$3,670.32-2,473 = \$1,197.32**

A look at the student's statement:

Date	Description	Amount
January 6	Tuition – Session 1	\$2,460.00
	Fees – Session 1	\$75.00
	Tuition – Session 2	\$2,460.00
	Fees – Session 2	\$75.00
	Lab Fee – Session 2	\$50.00
January 16 <sup>th</sup>	Federal Pell Grant	(\$2,823.00)
	Direct Unsubsidized Loan	(\$3,465.00)
	Direct Subsidized Loan	(\$2,722.00)
January 18 <sup>th</sup>	Refund to student	\$3890.00
	<b>BALANCE DUE</b>	<b>\$0.00</b>
March 7 <sup>th</sup>	Refund – Tuition Session 2	(\$2,460.00)
	Refund – Fees Session 2	(\$75.00)
	Refund – Lab Fee Session 2	(\$50.00)
March 8 <sup>th</sup>	Reduce Pell Award due to reduction in attempted hours	\$1,411.00
March 10 <sup>th</sup>	Return Unsubsidized Loan due to Title IV refund Calculation	\$2,473.00
	<b>BALANCE DUE</b>	<b>\$1,299.00</b>