



# Refund Policy, Withdrawal and Return of Title IV Funds

## Section 1. Attendance and Policy for Official and Unofficial Withdrawals

### Withdrawal Policy

Any student who withdraws from the College during the course of the academic year must provide written notification to the Vice President for Student Development. A student is legally registered until he/she provides a written notification. The **date of notification is the date of withdrawal, unless a later date is requested.** Students are expected to leave within 48 hours of the date of withdrawal. If any refund is due upon withdrawal, it will be made on the basis of the written notification and the tuition and fees refund policy in effect that year. If the student withdraws from the College on or after the first day of class, a grade of "W" will be recorded as a final grade for all classes in which the student was enrolled. Students withdrawing from the College will not receive partial credit for courses that were not fully completed. These policies may be found in the student handbook "Within the Ivy".

### Official Notification Not Provided

No official notification due to circumstances beyond the student's control (e.g., illness, accident, grievous personal loss); or otherwise withdraws without providing official notification. Students who withdraw without providing official notification must be determined within 30 days of the earliest of (a) the end of the payment period, (b) the end of the academic year, or (c) the end of the student's educational program.

*Withdrawal date:* Is determined through one or more of the following mechanisms; using information provided by the student's professor that they noticed last day of in-class attendance, or posting in "canvas"; or from an on campus employer when the student did not arrive to work; or from Student Services when a student was no longer in the dormitory or using campus dining facilities; or parent/guardian notification of when they returned home.

*Date of determination:* Will be the earliest date as determined by the aforementioned.

Once the date has been determined the returns/overpayments are handled in accordance to a student who followed the official notification regulation timelines. Within 5 days of receipt the Return of Title IV calculation is performed using the worksheets provided by the U.S. Department of Education. If unearned aid must be returned, required changes are made in COD and communicated to Student Accounts. If a student is eligible for a post-withdrawal disbursement the tracking worksheet is used and the student notified via email/letter. A student who owes a grant overpayment is notified via email/letter. All award changes are detailed in a revised award letter. If students have informed Financial Aid staff in person of the withdrawal, an exit counseling session occurs in person; if not, the student is sent an email notification containing a link to <https://studentloans.gov>.

## **Withdrawal Related to Leave of Absence (LOA) – Undergraduate:**

The Stephens College leave of absence policy does not meet the criteria of a Title IV-approved leave of absence. Therefore all undergraduate students on an LOA are considered withdrawn. An email detailing the LOA is forwarded to relevant departments from the Registrar.

Within 5 days of receipt the Return of Title IV calculation is performed using the worksheets provided by the U.S. Department of Education. If unearned aid must be returned, required changes are made in COD and communicated to Student Accounts. If a student is eligible for a post-withdrawal disbursement the tracking worksheet is used and the student notified via email/letter. A student who owes a grant overpayment is notified via email/letter. All award changes are detailed in a revised award letter. If students have informed Financial Aid staff in person of the withdrawal, an exit counseling session occurs in person; if not, the student is sent an email notification containing a link to <https://studentloans.gov>.

## **Never Begins Attendance**

If a student never begins attendance, the procedures in this policy do not apply. The Registrar will identify those students who never begin attendance at the census date.

Student has no positive attendance in any courses for which the student is registered. Courses will be dropped. Enrollment-related departments will be notified: Student Accounts, Financial Aid, Housing, etc. Adjustments will be made accordingly (e.g., tuition/dorm refund, award revisions).

Enrollment reporting will be submitted indicating student's status as:

<b>Status</b>	<b>Definition</b>	<b>Effective Date</b>
W	Continuing student who did not return for current term	Final day of term in which student was last enrolled
X	Student who never attended classes at AIC	Certification date

## **Official Notification of Enrollment Status**

The **enrollment status** of a withdrawn student will be updated at the National Student Loan Data System (NSLDS) within 30 days. The effective date of the W (withdrawn) status is the date the student officially withdrew, or the final day of the term in which the student was last enrolled.

## **Section 2 – Leave of Absence Policy**

### **Graduate and Continuing Studies**

Students may request a leave of absence (LOA) for up to one calendar year. The request must be sent to the Program Director. All courses currently in progress must be completed or dropped prior to the start of the leave of absence and payments on outstanding account balances with Stephens College must be continued. Students wishing to take a temporary leave from their studies are strongly encouraged to formally request a leave of absence, since that will ensure that they can continue their degree under the curricular requirements of the catalog under which they initially enrolled. At the end of the leave of absence, students should work with their academic adviser to enroll in classes.

## Section 3 – Post-Withdrawal Disbursements

### Refund Policy

When a credit balance exists on a student account (students can check their account balance via [My Stephens](#)), unless the student has submitted an Authorization to Hold Credit Balance on file (see attached) accounting automatically generates a check that will be available for pick up from the Accounting office on Fridays, usually between 12 and 3 p.m. Refund checks are made out to the student unless otherwise requested in advance by the student. If checks are not picked up after a week, they will be mailed to the student's permanent address on file.

### Post-withdrawal Disbursements of Earned Aid Not Disbursed:

If the Return of Title IV calculation determines that a student has earned aid, which has not yet been disbursed, Stephens will offer the student a post-withdrawal disbursement (PWD) within 30 days of the date of determination; this is not optional. Any post-withdrawal disbursement will meet the late disbursement rule and it will be made within 180 days of the date of determination. Stephens will document the post-withdrawal disbursements and will use ED's *Post-Withdrawal Disbursement Tracking Sheet* to fulfill this requirement. If necessary Stephens office of financial aid will ask and receive in writing/email authorization from the student prior to posting the funds to the student account.

- *Federal Grants* - Stephens does not need permission from the student to disburse federal grant funds to the student account to cover current tuition, fees and room and board or to disburse the funds to the student. If the charges on the account are from a prior payment period or educationally related expenses and Stephens already has authorization on file, grant funds may be posted to cover these expenses. If these authorizations are not already on file, Stephens will obtain authorization prior to posting a grant PWD to cover these expenses.
- *Federal Loans* - Stephens must both notify the student/parent of PWD eligibility and obtain authorization from the student/parent prior to making a PWD to the student account of loan funds. Additionally, if the loan proceeds will be covering anything other than current charges on the student's account Stephens will also have authorization from the student/parent to cover these charges. Authorization will also be obtained prior to disbursing any PWD loan funds to the student/parent. The notification and request of authorization may be combined in the same communication and it will be sent before 30 days after the date of determination. The authorization will include the type and amount of the loan disbursement. The student/parent has the option to accept all of the funds offered, a portion of the funds offered, or to decline the funds. The notification will also notify the student that loan funds posted must be repaid and consideration should be given to keeping loan debt to a minimum.
- *Deadline* - Stephens requires a response from the student within 15 business days. If a response is not received before the deadline, Stephens is not required to make the loan PWD. The funds will be disbursed within 180 days of the date of determination.

## **Section 4 – Process for Calculation of Title IV Funds Earned**

### **Calculations for Returns and R2T4s**

Returns and R2T4s are calculated in the Accounting Department of Stephens College. The calculations will preferably be done within 5 business days of the withdrawal and absolutely within the federal guidelines of 30 days. Stephens will refund all of the student's comprehensive fees if she/he cancels her/his enrollment before the first day of the semester. In the event that a student completely withdraws after the first day of classes but prior to 60% of the completion of the semester, a pro-ration of comprehensive fees is calculated based on the number of class days attended compared to the total number of class days in the semester. **Class days are defined as any day during which classes are in session at Stephens College**, not the number of days a particular class may be scheduled. Comprehensive fees are credited and financial aid is charged back in accordance with Federal regulations in the following order: Unsubsidized Federal Stafford loans, Subsidized Federal Stafford loans, Federal Perkins loans, Federal Plus (Parent) loans, Federal Pell Grants, and Federal Supplemental Educational Opportunity Grant (SEOG). A similar pro-ration will be established regarding room and board refunds. Calculations are completed and recorded in the student file on the "Treatment of Title IV Funds When a Student Withdraws From A Credit-Hour Program" form provided by the Department of Education (Example attached).

Official notification of withdrawal must be given to the Vice President for Student Development in all cases of voluntary withdrawal. Official notification is defined as completion of the Notice of Withdrawal form in the Office of the Vice President for Student Development, 223 Stamper Commons. If no official notice is provided to the College, the student will be considered to be enrolled for the purposes of this policy: additionally, the student's Stephens College academic transcript will not be released until the Withdrawal Form has been completed. After the 60% point in the semester, a student will be charged 100% of the comprehensive fees and will be deemed to have earned 100% of their financial aid.

If the student has not submitted all verification documents prior to when the Stephens performs R2T4, Stephens will only include in the calculation those funds which are not subject to verification (i.e., PLUS, unsubsidized loan) and meet late disbursement rules. Interim disbursements of funds subject to verification must be returned and are not included in the calculation.

If the verification deadline is after the 30-day deadline for R2T4 and the student submits verification documents, Stephens will perform verification and revise the R2T4. The fund amounts (as determined by verification) will be included in the calculation as aid that could have been disbursed.

## **Section 5 – Returning Unearned Aid (Stephens College)**

### **Return of Title IV Funds**

Returns and R2T4s are calculated in the Accounting department of Stephens College within 5 business days of the withdrawal, they then notify financial aid and refunds are processed electronically via COD (no greater than 5 business days after notification from accounting). Return of Title IV funds are processed in the following order: Unsubsidized Federal Stafford loans, Subsidized Federal Stafford loans, Federal Perkins loans, Federal Plus (Parent) loans, Federal Pell Grants, and Federal Supplemental Educational Opportunity Grant (SEOG). Financial aid will notify the student at their primary address of record or by email once these returns are processed with a letter detailing the aid returned.

## Section 6 – Returning Unearned Aid (Student)

### Returning Unearned Aid

Students who owe funds to a grant program are required to make payment of those funds within 45 days of being notified that they owe this overpayment. During the 45 day period students will remain eligible for Title IV funds. If no positive action is taken by the student within 45 days of being notified, Stephens College will notify the U.S. Department of Education of the student's overpayment situation. The student will no longer be eligible for Title IV funds until they enter into a satisfactory repayment agreement with the U.S. Department of Education.

During the 45-day period, the student can make full payment to Stephens College of the overpayment. The college will forward the payment to the U.S. Department of Education and the student will remain eligible for Title IV funds. Please make check payable to Stephens College, Attn: Director of Accounting. Our mailing address is Stephens College, 1200 E. Broadway, Columbia, MO 65215

If a student is unable to pay their overpayment in full, they can set up a repayment plan with the U.S. Department of Education. Before doing this please contact the Stephens College Home Financial Aid Office. You will need to make sure we have referred your situation to the U.S. Department of Education before any repayment plan can be set up.

If you want to contact the U.S. Department of Education, their address is listed below.

U.S. Department of Education  
Student Financial Assistance Programs  
P.O. Box 4222  
Iowa City, IA 52245  
Phone: 1-800-621-3115  
E-Mail: [DCS\\_HELP@ed.gov](mailto:DCS_HELP@ed.gov)

### Return of Grant Overpayments

Unearned grant funds for which the student is responsible are only the amount of the original overpayment that exceeds 50% of the amount disbursed or that could have been disbursed in the payment period.

*Managing Grant Overpayments* - Students will be informed of their responsibility to repay the overpayment via email from the financial aid office. A student who owes an overpayment as a result of withdrawal has a maximum of 45 days from the date 1) Stephens notified the student of the overpayment, or (2) Stephens was required to notify the student of the overpayment.

- Stephens will notify the student of a grant overpayment within 30 days of the when it was determined that the student owes a grant overpayment. The notification will include the following information:
- A statement declaring that the student owes an overpayment.
- A statement that the student's Title IV eligibility will lapse if the student does not take steps to resolve the overpayment prior to the 45<sup>th</sup> day.
- The student may resolve the overpayment in one of three ways:
- Make a payment to the school in full repayment of the overpayment amount;
- Make a repayment agreement with the school (maximum time frame is two years); or
- Make a repayment agreement with ED.
- A student who pays her debt in full before the 45<sup>th</sup> day will not be reported to NSLDS nor referred to Borrower Services for collection.

*Reporting and Referring Grant Overpayments* - Reporting grant overpayments creates a record in NSLDS. If the student fails to resolve the overpayment in full within 45 days, on the 46<sup>th</sup> day, the student loses Title IV eligibility and it is not regained until she has made a satisfactory repayment agreement with ED. A student who contacts the school prior to the 45<sup>th</sup> day and wishes to make repayment arrangements with ED should have her overpayment immediately reported in NSLDS and referred to Borrower Services.

Referring grant overpayments turns the student debt over to Borrower Services. The student may contact Borrower Services no earlier than 10 days after her overpayment has been referred to Borrower Services.

In order for ED to facilitate repayment arrangements with the student, Stephens will refer the student to Borrower Services by means of an *Overpayment Referral Form*, which is mailed to the Student Loan Processing Center – Overpayments.

## **Section 7 –Return of Title IV Funds**

### **Order of Return of Funds**

Return of Title IV funds are processed in the following order: Unsubsidized Federal Stafford loans, Subsidized Federal Stafford loans, Federal Perkins loans, Federal Plus (Parent) loans, Federal Pell Grants, and Federal Supplemental Educational Opportunity Grant (SEOG). Returns and R2T4s are calculated in the Accounting Department of Stephens College within 5 business days of the withdrawal, they then notify financial aid and refunds are processed electronically via COD (no greater than 5 business days after notification from accounting).

### **Time Sensitive Requirement**

Stephens will perform a **Return of Title IV calculation** (R2T4) if any Title IV recipient withdraws from all classes prior to the end of period for which funds have been awarded. The calculation must be performed within 30 days of when the school determines the student is no longer in attendance, ideally this is completed within 5 days.

The **enrollment status** of a withdrawn student will be updated at the National Student Loan Data System (NSLDS) within 30 days, unless a report will be submitted within 60 days. The effective date of the W (withdrawn) status must be the date student officially withdrew, or In case of a student who completes a term and does not return for the next, the final day of the term in which the student was last enrolled.

## **Section 8 – Required Consumer Information**

Students receive both a letter and an email providing them the full detail of their charges, refunded aid, returned institutional aid and any remaining balance. This letter also includes instructions on their obligations for repayment and exit counseling instructions as necessary.