

Concord University

Policy No. 19

Policy on Assessment, Payment, and Refund of Fees and Return of Financial Aid Funds

Section 1. General

1.1 Scope

- 1.1.1 This policy provides direction for the assessment, payment and refund of tuition and fees.
- 1.1.2 This policy provides direction for the return of student financial aid.
- 1.1.3 This policy is applicable to all University undergraduate and graduate level fees.

1.2 Authority

- 1.2.1 US Department of Education Federal Student Aid Handbook
- 1.2.2 West Virginia State Code §18B-10-1
- 1.2.3 West Virginia State Code §18C-5-1
- 1.2.4 West Virginia Higher Education Policy Commission (WVHEPC) Series 133 Procedural Rule 32

1.3 Passage Date: xx/xx/2019

1.4 Effective Date: xx/xx/2019

1.5 Definitions

Full-time student: Any undergraduate student enrolled for twelve or more academic credit hours or graduate student enrolled for nine or more academic credit hours.

Other fees: Non-tuition University charges including, but not limited to: course fees, program fees, major fees, residential housing, residential dining, parking decals, etc.

Regular academic term: Academic terms as approved and published by the Office of the Provost. A regular academic term typically refers to the fall and spring terms.

Student category: Undergraduate students are categorized as: in-state, out-of-state and discounted. Graduate students are categorized as: in-state, out-of-state, clinical faculty and virtual.

Tuition: Commonly referred to as 'tuition and fees'. Tuition is the base charge, excluding other fees as defined above, for academic courses offered by the institution.

Section 2. Assessment of Fees

2.1 The Concord University Board of Governors is responsible for approving tuition and other fees on either an academic course or student category basis.

2.1.1 Online academic courses may be fixed at a rate which varies from academic courses delivered on-campus or through other non-traditional methods; such as, video conferencing, hybrid mediums, etc. under either assessment basis, academic course or student category.

2.1.2 Tuition rates shall be established on a full-time student basis who are enrolled during a regular academic term.

2.1.2.1 In-state tuition rates are subject to WV State Code §18B-10-1(k) and WVHEPC 133CSR22.4.2.a.

2.1.2.2 Out-of-state tuition rates are subject to WVHEPC 133CSR22.4.2.d.

2.1.2.3 Reduced tuition rates, regardless of student category or academic level, are subject to Concord University Board of Governors approval.

2.1.3 Students with concurrent undergraduate and graduate level registration shall be assessed tuition under each academic level independently.

- 2.1.4 Students with concurrent University provided instruction and third-party hosted instruction, in which the University processes academic credit, such as the WVROCKS! Program or study abroad programs, shall be assessed tuition independently under each agency's fee structure.
- 2.1.5 Students enrolled less than full-time, in a regular academic term, at any academic level, shall be assessed reduced tuition on a pro-rata basis, per hour enrolled.
- 2.1.6 Students enrolled in a term other than a regular academic term, at any academic level, shall be assessed reduced tuition on a pro-rata basis, per hour enrolled.
- 2.2 Tuition and other fees rates and guidelines, for specifically identified groups within WV State Code §18B-10, shall supersede this policy and shall be implemented as required.
- 2.3 The Concord University Board of Governors is responsible for ensuring approved tuition and other fees are recorded and approved as required in WV State Code §18B-10-1(e) and §18B-10-1(k).
- 2.4 Tuition and other fees, as approved, are to be published in the appropriate course catalog for public access.

Section 3. Payment of Fees

- 3.1 The Concord University Board of Governors is responsible for approving the collection of tuition and other fees assessed under this policy.
 - 3.1.1 Tuition and other fees are due and payable upon the later of registration for academic course(s) or the first day of the term, except as provided otherwise within this section.
 - 3.1.1.1 Unpaid tuition and other fees are subject to a one-time, flat late fee, as approved under Section 2, beginning the day following the payable date, as indicated in Section 3.1.1.
 - 3.1.1.2 Unpaid tuition and other fees are subject to a one-time, 2% percentage penalty based on the total unpaid account balance, beginning the day following the published Last Day to Pay.
 - 3.1.1.3 The Business Manager or designee shall have the authority to waive the late fee(s) on a case-by-case basis, in which, there is a documented instance in which the University contributed to the delay.
 - 3.1.2 Financial aid awards shall be considered at the time of payment.
 - 3.1.2.1 Financial aid awards under federal and state agency programs are applied in advance of the receipt of actual funding from the awarding agency.
 - 3.1.2.2 Financial aid awards under a private agency program are applied in advance of the receipt of actual funding from the awarding agency, when a written authorization exists.
 - 3.1.2.3 All other payments are applied upon receipt.
 - 3.1.3 Tuition and other fees can be made in installments under an approved installment plan.
 - 3.1.3.1 Installment plans are fixed, uniform written payment agreements.
 - 3.1.3.2 Installment plans are available for any regular academic term.
 - 3.1.3.3 Installment plans require an initial payment up to thirty (30) days prior to the start of the term, but no later than the first day of term.
 - 3.1.3.4 Installment plans require the final payment no later than ninety (90) days after the start of term.
 - 3.1.3.5 Installment plans are subject to a one-time service fee at a rate approved under Section 2.

- 3.1.3.6 Temporary, case-by-case, modifications to the terms and conditions of the University installment plan shall require the approval of the Business Manager or appointed designee.
- 3.1.4 Registration related to unpaid tuition and other fees under this section shall be removed at the close of the published Last Day to Pay.
 - 3.1.4.1 Reinstatement of registration removed for non-payment of fees can be granted when:
 - 3.1.4.1.1 Written request to be reinstatement is received within ten days from the date of removal.
 - 3.1.4.1.2 Payment in full, as calculated based upon Section 3.1.2, including a Reinstatement Fee, as approved under Section 2, is received within ten days from the date of removal.
 - 3.1.4.1.3 Requests not meeting this criteria are subject to the University's Academic Exception Policy for approval for reinstatement.

Section 4. Return of Financial Aid Funds and Refund of Fees Eligibility Determination

- 4.1 A student who withdraws from a course(es), retaining some level of enrollment, within the timeframe set forth in the Academic Policy, may be subject to a financial aid recalculation and/or fee assessment adjustment.
- 4.2 A student who withdraws from a course(es), retaining some level of enrollment, outside of the timeframe set forth in Academic Policy, shall not be entitled to a financial aid recalculation or fee assessment adjustment.
 - 4.2.1. Module terms (summer and other non-standard duration terms) are exempt from section 2.2.
 - 4.2.1.1 A student who withdraws from a course(es), related to a module term, are subject to the US Department of Education guidelines set forth in the Federal Student Aid Handbook; and, may be subject to a financial aid recalculation and/or fee assessment adjustment.
- 4.3 A student who withdraws from all classes are subject to this policy as set forward regardless of the date of withdrawal or the type of funding received.
 - 4.3.1 Official Withdrawal
 - 4.3.1.1 Students must contact the Center for Academic and Career Development to officially withdraw from the University.
 - 4.3.1.2 The date of submission is considered the official date of withdrawal for purposes of this policy.
 - 4.3.2 Unofficial Withdrawal
 - 4.3.2.1 Students that cease attendance and do not complete the official withdrawal process, shall be unofficially withdrawn by the University.
 - 4.3.2.1.1 The last date of documented attendance is considered the official date of withdrawal for purposes of this policy.
 - 4.3.2.1.2 Instances where a last date of documented attendance does not exist, the midpoint date of the term is considered the official date of withdrawal for purposes of this policy.
 - 4.3.2.2 Students that fail to earn a passing grade in at least one registered course, shall be unofficially withdrawn by the University, pursuant to US Department of Education guidelines, as set forth in the Federal Student Aid Handbook.

- 4.3.2.2.1 The last date of documented attendance is considered the official date of withdrawal for purposes of this policy.
- 4.3.2.2.2 Instances where a last date of documented attendance does not exist, the midpoint date of the term is considered the official date of withdrawal for purposes of this policy.

Section 5. Return of Financial Aid Funds

5.1 Federal Aid

- 3.1.1 The return of federal aid will be determined by the Federal R2T4 calculation pursuant to US Department of Education guidelines set forth in the Federal Student Aid Handbook.

5.2 Non-Federal Aid

5.2.1 State Aid

- 5.2.1.1 The institution will perform a Federal R2T4 calculation or simulated R2T4 calculation, when the funding does not include any federal funding, for any official or unofficial withdrawal pursuant to WV Code §18C-5-1.

5.2.2 Institutional and Private Aid

- 5.2.2.1 The institution will perform a Federal R2T4 calculation or simulated R2T4 calculation, when the funding does not include any federal funding, for any official or unofficial withdrawal.

- 5.3 The institution shall return both the institution and student shares, in the case of federal funding, to the original source(s), based upon the calculation as prescribed.

- 5.4 Federal R2T4 calculations or simulated R2T4 calculations cease when 60% of the term has been completed (i.e. 60% of the funding has been earned) in accordance with US Department of Education guidelines as set forth in the Federal Student Aid Handbook.

- 5.5 The student will be billed for any amount the institution must return due to the student's official or unofficial withdrawal that is not offset by refundable fees as determined based upon Section 6.

Section 6. Refund of Fees

- 6.1 HEPC 133CSR32.6.2 gives authority to the University to utilize the Federal R2T4 calculation of the percentage of completion for the semester of withdrawal to determine the percentage of refundable student fees.

- 6.1.1 The institution shall refund tuition, fees, and residential housing fees based upon the percentage as calculated under the Federal R2T4 or simulated calculation.

- 6.1.1.1 The calculation of refundable fees shall cease when 60% of the term has been completed with the exception of residential dining fees.

- 6.1.2 Residential dining fees shall be refunded based upon the percentage of the term completed through the end of the term.

Section 7. Policy Publication

- 7.1 The University shall electronically post this policy for public access.

- 7.2 The University shall publish benchmarked refund periods for public access.

Section 8. Regulatory Changes

- 8.1 Any future changes within WV State Code §18B-10 or other regulatory agency, such as the US Department of Education or the WVHEPC, that directly impacts any section(s) of this policy shall automatically supersede the affected section(s) of this policy.