

## Refund Policies

Full-time status is determined at the end of the first week of classes on the date indicated in the calendar as the last date to add classes (Census Day). A full-time student who drops below 12 credits after this date will continue to be billed at full-time rates unless the student withdraws from the University.

For official cost of attendance budget information, [click here \(/financial-aid/resources\)](/financial-aid/resources).

Federal or state financial aid for part-time students will be adjusted to reflect the final number of credits for which the student is enrolled in as of Census Day for each semester. If enrollment is for fewer than six credits (half-time status), the student may not be eligible for any financial aid.

Although the Financial Aid Census Date (adjustment date for financial aid) is one week after the semester begins, we are required by federal law to review any students who received the Federal Pell Grant. Under federal regulations, students can only receive Federal Pell Grants for the classes they attended, as of the Census Date. The regulation states the following: If a student begins attending some but not all of their classes, the Financial Aid Office will have to recalculate the student's Pell Grant award based on the student's actual enrollment status. Therefore, if a student receives a Federal Pell Grant, the Financial Aid Office will review the student's enrollment status throughout the semester.

**Procedures for Officially Withdrawing:** A student withdrawing from the University should complete the official withdrawal form with the Student Success Office, located in the lower level of the Library. If a student is not able to visit the office (due to illness, emergency, etc.), they may contact the Student Success Office by phone or email to communicate their intent. This form must be returned so that the University can calculate the refund, if any, of institutional charges and determine the amount of aid that may need to be refunded to the various sources.

If a recipient of Title IV aid or state aid unofficially withdraws from all classes without following the proper withdrawal procedure, Carroll University is required to determine the student's last date of academically related activity to calculate whether a portion of the student's financial aid must be returned to the government. The Financial Aid Office will use the last date of attendance reported by the professor(s) or will contact the student's professor(s) to determine the last date a student completed any academically related activity.

A student who withdraws from the University may be eligible for a refund. The amount of the refund is determined by the student's withdrawal date and the charges on the student's account. The refund is calculated using two formulas:

1. Carroll University Refund Policy
2. Federal Refund Policy\*

\*Federal methodology will be used to determine the amount of funds to be returned to State aid programs.

A student who withdraws may be responsible for tuition, housing and meal plan, fees or other charges that had previously been paid by institutional, federal, state, or outside sources of financial aid.

The University may be required to adjust a student's charges to take into account any return of funds the school might be required to make. All scholarships, grants, and loans must be credited to a student account before a refund check will be issued. All refunds will be reduced by an administrative fee (not to exceed \$100).

No refund of tuition, fees, housing or meal plan will be made to students dismissed or suspended from the University for disciplinary or academic reasons. Refunds of study abroad program registration fees are subject to regulations available in the Office of Global Education.

## **Carroll University Refund Policy:**

### **Fall 2023 and Spring 2024 Financial Aid Schedule**

Students who withdraw and have Carroll aid and/or aid other than Title IV or State aid (i.e. including but not limited to outside scholarship(s), other outside resources, or private loan) will earn this aid according to the following schedule:

<b>Fall 2023 Withdraw on or before:</b>	<b>Percentage</b>	<b>Spring 2024 Withdraw on or before:</b>	<b>Percentage</b>
Wednesday, September 6, 2023	0%	Wednesday, January 17, 2024	0%
Wednesday, September 20, 2023	20%	Wednesday, January 31, 2024	20%
Wednesday, September 27, 2023	40%	Wednesday, February 7, 2024	40%
Wednesday, October 4, 2023	60%	Wednesday, February 14, 2024	60%
Wednesday, October 11, 2023	80%	Wednesday, February 21, 2024	80%
Thursday, October 12, 2024 (on or after)	100%	Thursday, February 22, 2024 (on or after)	100%

### **Specially Timed Courses**

Students who withdraw from specially timed courses for the Summer 2023, Fall 2023, or Spring 2024 semester and have Carroll aid and/or aid other than Title IV aid (i.e. including but not limited to outside scholarship(s), other outside resources, or private loan) will earn this aid according to the following schedule:

Deadline	Percentage of aid earned
Withdraw on or before the first day of term	0%
Withdraw on or before the second day of term	25%
Withdraw on or before the third day of term	75%
Withdraw on or before the fourth day of term or after	100%

## **Federal Refund Policy:**

### **Treatment of Title IV Aid When a Student Withdraws**

The law specifies how the University must determine the amount of Title IV program assistance that a student earns if they withdraw from school. The Title IV programs that are covered by this law are Federal Pell Grants, Iraq and Afghanistan Service Grants, TEACH Grants, Federal Supplemental Educational Opportunity Grants (FSEOGs), Direct Loans, and Direct PLUS Loans.

Title IV funds are awarded to a student under the assumption that the student will attend school for the entire period for which the assistance is awarded. When a student withdraws, the student may no longer be eligible for the full amount of Title IV funds that the student was originally scheduled to receive.

Students with federal aid who withdraw from the University after beginning attendance will have their Title IV aid recalculated in accordance with guidelines established by the U.S. Department of Education derived from the October 7, 1998, Reauthorization of the Higher Education Act. "A school must return the amount of Title IV funds for which it is responsible as soon as possible but no later than 45 days after it determines or should have determined that a student withdrew."

The federal formula provides a return of the Title IV aid if the student received federal financial assistance and withdraws on or before completing 60% of the semester. A pro rata schedule is used to determine the amount of Title IV funds the student has earned at the time of withdrawal. For example, if a student completed 30% of their payment period, they earn 30% of the assistance they were originally scheduled to receive. Once they have completed more than 60% of the payment period, they earn all of the assistance that they were scheduled to receive for that period.

The percentage of the semester completed is determined by dividing the number of calendar days completed in the semester, as of the day the student withdrew, by the total number of calendar days in the same semester. Scheduled breaks of five or more consecutive days are excluded.

A student will not be subject to returns of their Title IV program assistance if they meet one of the following exemptions:

- They complete all the requirements for graduation;
- They successfully complete a class or multiple classes that comprise at least 49 percent of the days in the term (only applies to a program offered in modules); or
- They successfully complete a class or multiple classes that comprise at least half-time enrollment (only applies to a program offered in modules).

**Post-withdrawal disbursement:** If a student withdraws after their aid was awarded, but prior to all aid having been disbursed, the unpaid aid will be included in the federal formula as aid that “could have been disbursed”. If the refund calculation indicates that the student is still eligible for the undisbursed aid, the aid will be offered to the student via a post-withdrawal disbursement. The Financial Aid Office will notify the student (or parent for a Direct Parent PLUS Loan) in writing prior to making any post-withdrawal disbursement of loan funds. The notice will request confirmation of any post-withdrawal disbursement of loan funds that the student or parent (as applicable) wishes the school to make. A post-withdrawal disbursement of grant funds will automatically be disbursed without requesting written confirmation from the student.

#### **Order of Return of Title IV funds:**

Pro-rated Title IV funds are returned to the respective federal programs in the following order:

- Federal Direct Unsubsidized Loan
- Federal Direct Subsidized Loan
- Federal Direct PLUS Loan (parent or graduate)
- Federal Pell Grant Program
- Iraq Afghanistan Service Grant
- Federal SEOG Program
- TEACH Grant Program
- Any other assistance offered to the student under programs authorized by Title IV HEA

Worksheets used to determine the amount of refund or return of Title IV aid are available upon request at the Carroll University Financial Aid Office.

For purposes of repayment, if funds are released to a student because of a credit balance on the student's account, then the student may be required to repay some of the federal grants released to the student. Until the repayment is resolved, the student is ineligible for further Title IV assistance. These refund policies are based upon the rules and regulations of the U.S. Department of Education and are subject to change.

## **Tuition, Housing and Meal Plan Refund Schedules**

- Full or part-time students who withdraw from the University may be eligible for a tuition and/or housing and meal plan refund.
- Tuition rates are charged regardless of the modality of course instruction (i.e. face-to-face, online or hybrid). Tuition will not be refunded or prorated in the event the University changes the modality of instruction as a result of situations such as: The COVID-19 pandemic.

### **Summer 2023 Refund Schedule**

<b>Summer I, II and III 2023 – Withdraw on or before</b>	<b>Percentage</b>
The first day of the term by 4:30 p.m.	100%
The second day of the term by 4:30 p.m.	75%
The third day of the term by 4:30 p.m.	25%

### **Summer 2023 Specially Timed Courses Refund Schedule**

<b>Withdrawal on or before</b>	<b>Percentage</b>
The first day of term	100%
The second day of term	75%
The third day of term	25%
The fourth day of term or after	0%

Students who withdraw from specially timed courses for the Summer 2023 or Summer 2024 session and have Carroll aid and/or aid other than Title IV aid are asked to contact the Financial Aid Office at 262.524.7296 for information regarding the amount of Carroll aid and/or aid other than Title IV aid earned.

### **Fall 2023 Refund Schedule**

<b>Fall 2023 Withdraw on or before</b>	<b>Percentage</b>	<b>Days from start of term</b>
Wednesday, September 6, 2023	100%	

Wednesday, September 20, 2023	80%	14 days from start of the semester
Wednesday, September 27, 2023	60%	15-21 days from the start of the semester
Wednesday, October 4, 2023	40%	22-28 days from the start of the semester
Wednesday, October 11, 2023	20%	29-35 days from the start of the semester
Thursday, October 12, 2023	0%	After 35 days

### **Spring 2024 Refund Schedule**

Spring 2024 Withdraw on or before	Percentage	Days from start of term
Thursday, January 17, 2024	100%	
Wednesday, January 31, 2024	80%	14 days from the start of the semester
Wednesday, February 7, 2024	60%	15-21 days from the start of the semester
Wednesday, February 14, 2024	40%	22-28 days from the start of the semester
Wednesday, February 21, 2024	20%	29-35 days from the start of the semester
Thursday, February 22, 2024	0%	After 35 days

### **Housing and Meal Plan Refunds**

Refunds of housing and meal plan fees are available if a resident student officially withdraws from the University. The amount is determined by the refund calculation listed previously, or in the case of housing and meal plan fees, actual use, whichever is greater. The University will follow its published refund schedule, even in the event a student withdraws for medical reasons or in response to other concerns, such as those related to the COVID-19 pandemic. In the event the University closes its residence halls, a prorated refund schedule will be announced.

### **Fall 2023 and Spring 2024 Specially Timed Courses Refund Schedule**

Percent of Refund	Withdraw on or before
100%	The first day of term
75%	The second day of term
25%	The third day of term
0%	The fourth day of the term or after

### **Tuition Refunds for Winter 2024**

<b>Percent of Refund</b>	<b>Withdraw on or before</b>
100%	The first day of the term
75%	The second day of the term
25%	The third day of the term
0%	The fourth day of the term or after

### **OCICU Refund Schedule**

**Courses in the Carroll Online Consortium (OCICU) have a separate refund schedule.** To verify the refund date for a particular OCICU course you have registered for, check the section comments of that course for refund details. Each course will follow its own refund schedule.

### **Refund Policy for Students Called to Active Military Duty**

Refund policy for students called to active military duty: The University recognizes the sacrifices that those in the armed services make while serving our country. We are proud to have these individuals as a part of our campus community and therefore maintain the following policy:

- The student must provide the Registrar's Office [reg.@carrollu.edu](mailto:reg.@carrollu.edu) copies of official military orders for a leave of absence. The student will then be automatically withdrawn from all courses for the given semester. The academic record will reflect the non-punitive "W".
- The student will be eligible for a full refund for tuition and course fees for any courses that are not completed during the semester/session.
- Once the student's military obligations are fulfilled, Carroll University will accommodate the student's intentions of returning to the program they were in before their military leave. The student will be responsible to follow all program and degree requirements in order to complete this program.
- Any housing and meal plan charges will be prorated based on the date in the semester the student is required to leave and the remaining amount will be refunded.
- All students adding or dropping a course must do so in writing through the Registrar's Office. Refunds are based on the date of the postmark of withdrawals sent by mail, sent date of e-mail, or on date of delivery of those brought personally to the Registrar's Office. If a student drops from a credit class to an audit, the refund will be based on the credit course fee according to the refund policy. If a class is cancelled due to lack of enrollment, students registered for that class will be given a full refund.