

## **Institutional Refund Policy**

### Refund Policy

If an applicant is not accepted into the program, a full refund of all tuition and fees paid will be given. Cancellations that occur within 3 days of signing the enrollment agreement will result in a full refund of all funds paid. If a student cancels his/her enrollment after 3 business days from signing their enrollment agreement (Excluding Saturday, Sunday and Holidays), any deposits that have been paid will be refunded to the student within 30 days.

### Books and Equipment Return Policy

If a student withdraws or cancels, the books and equipment they have received are eligible for return for credit. If a book or piece of equipment is returned unused and in “new” condition, full credit will be given to the student and applied to their account. New condition means that there are no noticeable marks on the cover or inside pages including any writing and the corners must not be damaged or equipment must not be damaged in any way. Books that have been marked or used may be returned for possible partial credit at the discretion of the administration. Credit will be determined on a case by case basis. Some equipment if opened cannot be returned for full credit including computers or massage tables. Partial credit by the school may be considered on a case by case basis.

### Withdrawal Policy

If a student withdraws from the program after this point, they may be eligible for a partial tuition refund, according to the following schedule:

- A student will be charged for all clock hours attempted in the program. There are no partial clock hours in processing a refund.
- Students who withdraw prior to attempting 50% of program will be assessed a 10% tuition penalty fee of the total program tuition. This penalty fee may not be paid using federal aid funds or VA funds and is the sole responsibility of the Student. No refund will be given after the 50% mark.
- For a Title IV aid student terminating their program of study after entering WellSpring and before completing more than 60% of the payment period, the school must determine the amount of Title IV funds that a student earned based on the Title IV return policy of the Department of Education.
- WellSpring will calculate the return of Title IV aid that was earned based on the payment period and a pro rata formula. After more than 60% of the payment period is completed, no refunds will be returned to the Department of Education.
- Institutional refunds will continue to be calculated by credit hours attempted in the program and the student will be obligated for any tuition, fees, books, or equipment not covered by Title IV funds.

The accepted official withdrawal date is considered the date a student has officially withdrawn using the published policy, or 14 days after the last date of academically related activity including projects, clinical experience, or examination. The withdrawal date for a student on leave of absence will be the scheduled return date if the student fails to return to class by that date. In cases of Title IV funding, the official withdrawal date will be the last date of attendance.

If a student is withdrawn from the program due to not meeting Satisfactory Academic Progress due to exceeding the maximum timeframe policy, the student would not be readmitted in the future to the same program.

Tuition balance will be returned within 30 days of the official withdrawal date.

Students who have failed a course will not receive a refund for that course and will be required to pay to retake the course. Students who “no show” for a class will receive no refund for that course and will be required to pay to retake the course. Veterans or eligible persons should refer to the school catalog for their specific refund policy.

In the event of a medical emergency that causes a student to withdraw from class, the student may be eligible to transfer the tuition paid for their course to another course. The determination will be at the discretion of the WellSpring administration.

### **Refund Policy for Veterans or Eligible Persons**

A refund of the unused portion of tuition, fees, and other charges will be made, as required by Veterans Administration Regulations, to veterans or eligible persons who fail to enter or fail to complete the course. The refund will be within 10 percent of an exact pro rata refund.

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

For students who enroll and begin classes and are Title IV recipients, the return to Title IV as described below will apply:

If a student cancels his/her enrollment before 3 business days has elapsed from signing the enrollment agreement, the student shall be refunded all monies paid to the school.

For any Title IV aid recipient terminating his or her enrollment after entering the institution, the statutory return of Title IV fund policy will be implemented. Based on this policy the school will calculate the amount of the Title IV aid that was earned based on a payment period basis. The institution will determine:

1. the amount of Title IV aid earned by the student
2. the Title IV aid disbursed or that could have been disbursed
3. the percentage of Title IV aid earned by the student by taking the scheduled hours divided by the number of hours in the payment period
4. the total Title IV aid to be returned to the Department of Education or disbursed to the student as a post-withdrawal disbursement
5. the amount of unearned Title IV aid to be returned to the Department of Education by the school
6. the amount of unearned Title IV aid to be returned to the Department of Education by the student

### **DATE OF DETERMINATION THAT THE STUDENT WITHDREW:**

For schools required to take attendance, the school’s date of determination that the student withdrew may not be more than 14 days after the last date of attendance. Funds must be returned within 45 days after the date of determination.

### **TREATMENT OF TITLE IV FUNDS WHEN A STUDENT WITHDRAWS FROM A CLOCK HOUR SCHOOL**

The Registrar’s Office is required by federal statute to calculate the percentage of earned Title IV Funds received or pending to be received and to return the unearned funds for a student who withdrew, was terminated or failed to return from an approved leave of absence. If a student fails to return from a leave of absence the date of withdrawal is the last day the student attended class before the leave began.

Recalculation is based on the percentage of earned aid using the following Federal return of Title IV funds formula:

Percentage of aid earned = the number of scheduled hours in the payment period completed up to the student's last date of attendance as per the school's attendance records, divided by the total clock hours in the payment period.

If this percentage is greater than 60%, the student earns 100% of the disbursed Title IV funds or aid that could have been disbursed.

If this percentage is less than 60%, then the percentage earned is equal to the calculated value.

Funds are returned to the appropriate federal program based on the percent of unearned aid using the following formula:

Aid to be returned = (100% minus the percent earned) multiplied by the amount of aid disbursed toward institutional charges. If a student earned less aid than was disbursed, the institution would be required to return a portion of the funds and the student may be required to return a portion of the funds. All Title IV funds that the institution must return will be made no later than 45 calendar days after the date the school determines that the student withdrew.

When Title IV funds are returned, the student may owe a balance to the institution.

If a student earned more aid than was disbursed to him/her, the institution must send written notification to the student (or parent for PLUS loan funds) to offer a post-withdrawal disbursement for any amount not credited to the student's account no later than 30 calendar days after the date that the school determines that the student withdrew. The institution is required to make a post-withdrawal disbursement within 45 days of the student's date of determination that they withdrew for grants and 180 days of the student's date of determination that they withdrew for loans.

Refunds are allocated in the following order:

Unsubsidized Federal Stafford Loan

Subsidized Federal Stafford Loan

Federal Parent (PLUS) Loan

Federal Pell Grant

Federal Supplemental Opportunity Grant

Other Title IV assistance

State Tuition Assistance Grants (if applicable)

Private and institutional aid

The student

## TREATMENT OF TITLE IV FUNDS WHEN A STUDENT WITHDRAWS FROM A CREDIT HOUR SCHOOL

This policy applies to students' who withdraw official, unofficially or fail to return from a leave of absence or are dismissed from enrollment at the School. It is separate and distinct from the School refund policy. (Refer to institutional refund policy)

The calculated amount of the Return of Title IV, HEA (R2T4) funds that are required to be returned for the students affected by this policy, are determined according to the following definitions and procedures as prescribed by regulations.

The amount of Title IV, HEA aid earned is based on the amount of time a student spent in academic attendance, and the total aid received; it has no relationship to student's incurred institutional charges. Because these requirements deal only with Title IV, HEA funds, the order of return of unearned funds do not include funds from sources other than the Title IV, HEA programs.

Title IV, HEA funds are awarded to the student under the assumption that he/she will attend school for the entire period for which the aid is awarded. When student withdraws, he/she may no longer be eligible for the full amount of Title IV, HEA funds that were originally scheduled to be received. Therefore, the amount of Federal funds earned must be determined. If the amount disbursed is greater than the amount earned, unearned funds must be returned.

The Payment Period for non-term credit hour programs is one half the academic year or program length (whichever is less).

In the case of a program that is measured in credit hours, the student does not complete all the days in the payment period that the student was scheduled to complete, the student is considered to have withdrawn.

The student is considered to have withdrawn if the student is in a non-term or nonstandard-term program and the student is not scheduled to begin another course within a payment period for more than 45 calendar days after the end of the module the student ceased attending (unless the student is on an approved leave of absence).

If a student ceases attendance (drops or withdraws) from all his or her title IV eligible courses in a payment period, the student must be considered withdrawn for title IV purposes.

The Date of Determination is the date of the institution's determination that the student withdrew varies depending on the type of withdrawal. If the student begins the official withdrawal process or provides official notification to the school or of his/her intent to withdraw, the date of the institution's determination that the student withdrew would be the date the student began the official withdrawal process or the date of the student's notification, whichever is later. If the student did not begin the official withdrawal process or provide notification of his/her intent to withdraw, the date of the institution's determination that the student withdrew would be the date the school becomes aware that the student ceased attendance.

Payment Period: For a student in an eligible program in semesters, trimesters, quarters or other academic terms and measures progress in credit hours, the payment period is the semester, trimester, quarter, or other academic term.

A student who reenters within 180 days is treated as if he/she did not cease attendance for purposes of determining the student's aid awards for the period.

A student who reenters a credit hour program within 180 days of his/her withdrawal is immediately eligible to receive all Title IV funds that were returned when the student ceased attendance.

If a student reenters after the 180 days, the student is considered a transfer student and enters a new payment period.

#### Withdraw Before 60%

The institution must perform a R2T4 to determine the amount of earned aid through the 60% point in each payment period. The institution will use the Department of Education's prorated schedule to determine the amount of the R2T4 funds the student has earned at the time of withdrawal.

#### Withdraw After 60%

After the 60% point in the payment period, a student has earned 100% of the Title IV, HEA funds he or she was scheduled to receive during this period. The institution must still perform a R2T4 to determine the amount of aid that the student has earned.

The Calculation Formula:

Determine the amount of Title IV, HEA aid that was disbursed plus Title IV, HEA aid that could have been disbursed.

Calculate the percentage of Title IV, HEA aid earned:

- a) Determine the percentage of the period completed:

Divide the calendar days completed in the period by the total calendar days in the period (excluding scheduled breaks of five days or more AND days that the student was on an approved leave of absence).

COMPLETED DAYS/TOTAL DAYS IN THE PAYMENT PERIOD= % EARNED  
(Rounded to one significant digit to the right of the decimal point, ex.4493 = 44.9 %.)

If this percentage is greater than 60%, the student earns 100%.

- b) If this percent is less than or equal to 60%, proceed with calculation.

Percentage earned from (multiplied by) Total aid disbursed, or could have been disbursed = AMOUNT STUDENT EARNED.

Subtract the Title IV aid earned from the total disbursed = AMOUNT TO BE RETURNED.

100% minus percent earned = UNEARNED PERCENT

Unearned percent (multiplied by) total institutional charges for the period = AMOUNT DUE FROM THE SCHOOL.

If the percent of Title IV aid disbursed is greater than the percent unearned (multiplied by) institutional charges for the period, the amount disbursed will be used in place of the percent unearned. If the percent unearned (multiplied by) institutional charges for the period are less than the amount due from the school, the student must return or repay one-half of the remaining unearned Federal Pell Grant.

Student is not required to return the overpayment if this amount is equal to or less than 50% of the total grant assistance that was disbursed /or could have been disbursed. The student is also not required to return an overpayment if the amount is \$50 or less.

The School will issue a grant overpayment notice to student within 30 days from the date the school's determination that student withdrew, giving student 45 days to either:

1. Repay the overpayment in full to NAME OF SCHOOL, or
2. Sign a repayment agreement with the U.S. Department of Education.

### **Order of Return**

The School is authorized to return any excess funds after applying them to current outstanding Cost of Attendance (COA) charges. A copy of the Institutional R2T4 work sheet performed on your behalf is available through the office upon student request.

In accordance with Federal regulations, when Title IV, HEA financial aid is involved, the calculated amount of the R2T4 Funds is allocated in the following order:

- Unsubsidized Direct Stafford loans (other than PLUS loans)
- Subsidized Direct Stafford loans
- Direct PLUS loans
- Federal Pell Grants for which a Return is required
- Federal Supplemental Educational Opportunity Grant
- Iraq and Afghanistan Service Grant for which a Return is required
- Other Title IV assistance
- State Tuition Assistance Grants (if applicable)
- Private and institutional aid
- The Student

### **Post-Withdrawal Disbursements:**

The school must offer any amount of a post-withdrawal disbursement to the student or parent within 30 days of the "date of determination." This must be done by providing a written notification to the student or parent. The written notification must identify the type and amount of the "Title IV funds that make up the post-withdrawal disbursements. The student must either accept or decline some or all of the post-withdrawal disbursement. If the post-withdrawal disbursement is accepted by the student and/or parent, the institution has 45 days for grants and 180 days for loans from the "date of determination" to disburse the funds or decline to do so at its own discretion.

A post-withdrawal disbursement must be made from available grant funds first, before taking available loan funds. No permission is required to disburse grant funds.

After application of the return of Title IV Funds policy, the institutional refund policy as seen on page 52 will apply.

### **Withdrawal Process**

If a student wishes to withdraw from the school, he or she must contact the Office of Student Affairs or the Registrar's Office to complete a change of status form or submit a letter via fax or mail. They must also contact the Financial Aid Office to complete Exit Counseling. Once the student has notified the Office of Student Affairs or the Registrar's Office, the last day of the student's attendance will be

used to calculate return of the Title IV funds, refunds and/or charges. The school may allow rescission of the notice by official notification in writing from the student. If the student stops attending subsequent to the rescission, the withdrawal date will be the student's last date of attendance.

### **Unofficial Withdrawal**

If a student fails to attend the school for a period of 14 consecutive days, the school will consider such student a withdrawal and automatically terminate him/her from the program as of the last date of attendance. If a student on a leave of absence does not return to class on the scheduled return date then the withdrawal date will be the last date of attendance before the leave of absence. WellSpring will mail the student a letter informing the student of the change of status.

*NOTE: Any student withdrawing will receive a tuition adjustment in accordance with the refund policy stated on his/her enrollment agreement.*

If the school should be permanently closed and no longer offers instruction and does not find a suitable alternate training facility after the student has enrolled, the student shall be entitled to a complete refund of all money paid. If a program should be cancelled subsequent to a student's enrollment, the school shall either:

1. provide a full refund of all money paid fee and fee for classes completed or
2. provide an opportunity for completion of the program.