

## Policy SA3.04: Cancellation Policy

Oversight	Information
Policy Type	Student Accounts
Policy Owners	Manager Student Accounts
Initial Policy Approval Date	March 4, 2009
Current Revision Approval Date	November 3, 2016
Procedure Effective Date	March 4, 2009

### Policy

Students may cancel their enrollment agreement and receive a full refund of monies that have been paid for tuition and fees, by notifying the college no later than midnight of the fifth calendar day after the date which their enrollment agreement was signed.

Student notification of cancellation may be conveyed to the college in any manner. Students may use the signature page of the enrollment agreement as a cancellation notice by writing "I hereby cancel" at the bottom, and adding their name, date, address and signature, and faxing it to the college at the number noted at the top of page one of the Agreement. Student may also notify the college of their cancellation via letter, email, fax, phone, etc.

### Guidelines

Students cancelling within the five-calendar day period after signing the enrollment agreement should receive a full refund of all tuition and fees paid towards the cancelled enrollment.

Students cancelling more than five calendar days after signing the enrollment agreement, and after making an initial payment but prior to the start of classes, are entitled to a refund of all payments for tuition.

### Procedure

If any member of the college receives notification of a student's intent to cancel their enrollment within the five (5) calendar days, they should notify the student's Admissions Advisor, the Director of Admissions Services, and the Director of Student Accounts.

Admissions Advisor and/or Director of Admissions Services will remove enrollment information for the cancelling student in the CRM. They will then notify the Registrar to change the status of the student's active enrollments to "Cancelled" in CASPER.

The Registrar will change the status to "Cancelled" and delete any actively registered courses from CASPER.

Director of Student Accounts will ensure that no tuition or fee charges associated with cancelled enrollment will be posted to the student's account ledger. For fees, this means automatically

reversing or removing all charged fees from the student's ledger. For tuition, after all registered courses have been deleted from the record, the credit hours loaded at enrollment will be expired and the associated tuition charges will be reversed from the student's account ledger with a reference of "CANCEL".

Director of Student Accounts will review the account for potential refunds. Any monies paid by the student for tuition and fees related to the enrollment, up to and including new student resource fee, late registration fee, tuition, and DNP resource fee when applicable, will be refunded to the student. For students who paid by credit card, a refund will be sent directly back to the card used. For students who pay by check or electronic funds transfer (EFT), a paper check will be mailed. If a refund is required, the refund will be processed within five (5) business days.

### **Related Documents/References**

- Student Handbook
- SA3.03 Refund Policy

### **Definitions**

- None

### **Revision History**

- 11.3.2016 – Procedure finalized and emailed to all college department heads
- May 7, 2020: Updated policy format for accessibility guidelines - AHB
- 3/2/2021: Updated branding for Post University-AHB