



Refund Policy	
Responsible Official: <b>Chief Financial Officer for Business and Finance</b>	Responsible Office: <b>Office of the Bursar</b>

### Policy Purpose

This policy specifies when refunds may be issued to ETSU students for tuition, fees, housing, and meal plans.

### Policy Statement

This policy governs the refund and adjustment process related to tuition and fees. Additional information about the tuition and fees refund process can be found on the [Office of the Bursar's website](#). For questions about the refund process, a student should contact the Office of the Bursar.

#### I. Issuance of Refund and Fee Adjustments Generally.

ETSU may issue a refund for tuition, fees, housing, and meal plans. Changes in courses involving the adding and/or dropping of the same number of credit hours for the same part of term will neither require additional fees nor be subject to any fee adjustments based on this policy, other than what may result from dropping/adding courses from different programs that may have special program fees (such as Arts, Business, Nursing, Digital Media, and/or Developmental Studies Program courses).

Adjustments to all fees and charges must be in accordance with the provisions of this policy, except as previously stated, or when required by state or federal law.

##### A. Military Service.

A student called to active military or National Guard service during the semester is entitled to a one hundred percent (100%) adjustment or credit of tuition and fees. Housing and meal plan charges may be prorated based on usage.

##### B. Maintenance Fee, Tuition, and Program Services Fee Refunds.

ETSU may issue refunds in the amounts indicated hereinbelow.

1. Course Dropped before the First Day of Classes.

ETSU will issue a one hundred percent (100%) refund to a student who enrolls under an advance registration system, but who drops a course or courses prior to the first day of class.

2. Course Canceled by Institution.

ETSU will issue a one hundred percent (100%) refund to a student who is registered for a course that is canceled by ETSU.

3. Death of a Student.

In the event a student dies during a Term, ETSU will issue a one hundred percent (100%) refund for tuition and fees for that Term, less any amounts owed to ETSU.

4. Enrollment Error.

ETSU will issue a one hundred percent (100%) refund to a student who is compelled by ETSU to withdraw when it is determined that through ETSU's error the student was academically ineligible for enrollment or was not properly admitted to enroll for the course(s) being dropped. An appropriate official is required to certify in writing that this provision is applicable in each case. If the student or a student's representative provided false information or committed fraud that led to ETSU's mistake, a refund will not be owed.

5. Institutional Closure.

ETSU may issue a partial refund in the event of force majeure if approved by the President or designee.

C. Fee Adjustments.

ETSU may issue a fee adjustment when a student voluntarily drops a class on or after the first day of classes. All fee adjustment periods are rounded to whole days and published on the Office of the Bursar's website. In calculating the seventy-five percent (75%) and twenty-five percent (25%) fee adjustment periods for other than the fall and spring (e.g., summer sessions), the number of calendar days during the term is considered.

The fee adjustment is calculated as the difference between (1) the per credit hour cost of originally enrolled hours and (2) the per credit hour cost of the courses at final enrollment after adjustments have been applied for all courses dropped. Adjustments are calculated at the full per credit hour rate less the fee adjustment credit at the applicable fee adjustment

percentage (regardless of the original number of hours enrolled). Not all drops/withdrawals will result in fee adjustments.

Changes in courses from one Part-of-Term (POT) (Full, 1st, 2nd) to another POT (Full, 1st, 2nd) within a major term (Fall/Spring/Summer) will be subject to the fee adjustment periods and rates under this policy. Fee adjustments beyond the specified dates/percentages indicated in this policy will not be made for reasons such as employee conflicts, health, or medical problem, moving out of town, or other reasons beyond ETSU's control or responsibility.

1. Fee Adjustment After First Day of Classes.

ETSU may issue a fee adjustment in certain circumstances. The fee adjustment for withdrawals or drops during regular terms (fall and spring) is seventy-five percent (75%) from the first (1<sup>st</sup>) day of classes through the fourteenth (14<sup>th</sup>) calendar day of classes and then reduced to twenty-five percent (25%) for a period of time which extends twenty-five percent (25%) of the length of the term. When the first (1<sup>st</sup>) day of the academic term falls on a Saturday, the one hundred percent (100%) refund period is extended through the weekend until the following Monday morning (12:01 am). There is no fee adjustment after the twenty-five percent (25%) period ends. Dropping or withdrawing from classes during either the seventy-five percent (75%) or the twenty-five percent (25%) fee adjustment period results in a fee adjustment of assessed tuition and fees based on the total credit hours of the final student enrollment.

2. Course Begins Later in Term.

When courses are included in a regular term's registration process for administrative convenience, but the course does not begin until later in the term, the seventy-five percent (75%) and twenty-five percent (25%) fee adjustment periods are based on the course's beginning and ending dates. This provision does not apply to classes during the fall or spring terms which possibly meet only once per week. Those courses are required to follow the same refund dates as other regular courses for the term.

D. Student Residence Hall/Apartment Rent and Meal Plan Refunds.

If a student withdraws from ETSU or moves out of the residence hall, a refund of the residence hall rent or meal plan may be granted. A student who is suspended or expelled from ETSU or the residence facilities is not eligible for a refund of housing rent/deposit or university fees.

1. Refund due to Medical Reason or Death.

If a refund of residence hall rent or meal plan is due to a medical reason or death of a student, it will be pro-rated on a weekly basis from the first date the student may move into the residence hall or may utilize the meal plan, as published on the ETSU Housing and Residence Hall Life website, for the applicable Term.

ETSU will only consider refund requests under this section related to residence hall rent and meal plans if:

- i. The student provides written documentation of a personal medical reason from a licensed physician; or
- ii. Proof of death of the student is provided.

2. Refund for Other Reasons.

Withdrawals for other approved reasons are subject to the same seventy-five percent (75%) and twenty-five percent (25%) fee adjustment periods as outlined for tuition and fees above.

3. Student Residence Hall/Apartment Rent Deposits.

Refund of residence hall/apartment rent deposits can be refunded under these conditions:

- i. The institution is notified in writing before June 1<sup>st</sup> or before the first orientation at which time new students register;
- ii. The student is prevented from entering ETSU because of personal medical reasons confirmed in writing by a licensed physician;
- iii. Residence hall space is not available; or
- iv. Death of the student.

II. Issuance of Refund or Adjustment.

The Office of Bursar coordinates a refund or fee adjustment after it is approved by the appropriate authority.

III. Appeals.

A student may request a refund. To request a refund, a student must complete a [Tuition Refund Form](#)

and provide supporting documentation as needed. ETSU will only consider refund requests filed for tuition paid in the eighteen (18) months prior to the date the refund form request is submitted. The Tuition Refunds Appeal Committee will review these requests.

The Tuition Refunds Appeal Committee meets on a regular basis to review applicable refund requests from students. The committee's meeting schedule is published on the Bursar's website. The Tuition Refunds Appeal Committee will consider timely refund requests and make a recommendation to the Assistant Vice President and Dean of Students or designee.

IV. Final Authority.

The decision of the Assistant Vice President and Dean of Student or designee is final.

Authority: TCA §§ 49-8-203, 49-7-2301, and 49-7-2302

Previous Policy: TBR Policy - Fees, Charges, Refunds, and Fee Adjustments : B-060

### Defined Terms

*A Defined term has a specific meaning within the context of this policy.*

Term	"Spring" term, a "Fall" term, or a "Summer" term. A Part-of-Term (POT) is defined as any part of the term/semester. For the Spring and Fall terms, there is a "full" POT that meets from August–December/January–May. Summer terms/semesters have pre-summer, pre-summer plus first session, complete session, dual session, first session, and second session.
Tuition Refund Committee	is generally comprised of representatives from the Office of Tax & Revenue Services, Office of Financial Aid, Housing and Residence Life Office, and the Student Center Office

### Policy History

Effective Date: 1/10/2022

Revision Date:

### Procedure

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## Related Form(s)

## Scope and Applicability

Primary: Business and Finance

Secondary: Students