

Institutional Refund Policy

Initial Period of Enrollment and Cancellation Refund Policy for First-Time Undergraduate Students Enrolled in Campus-Based Programs (10-week or 11-week terms)

Academic programs functioning under 11-week terms are:

- Bachelor of Science in Nursing*
- Associate of Applied Science in Occupational Therapy Assistant*
- Associate of Science in Occupational Therapy Assistant*
- Associate of Applied Science in Physical Therapist Assistant*
- Associate of Science in Physical Therapist Assistant*

*The pre-professional phase of these programs is offered in 10-week terms. The professional phase is offered in 11-week terms.

For purposes of this Initial Period of Enrollment Policy, a first-time undergraduate student is defined as a student who is not currently enrolled, is not a prior graduate from an undergraduate program, and does not have a prior enrollment in a withdrawn or dismissal status.

For students in graduate programs and undergraduate students who have previously attended, please see the Refund of Tuition section of the enrollment agreement and catalog.

South University programs provide all new applicants seeking a first-time enrollment in any campus-based undergraduate program of study, including blended (hybrid) programs, an Initial Period of Enrollment. The Initial Period of Enrollment allows first-time undergraduate students the ability to begin classes as a non-regular student, without any financial penalty, to determine if our school and educational program are right for the student.

Students who enroll may cancel their enrollment prior to the start of the term or within seven (7) calendar days following the first day of the student's first scheduled class, whichever is later (referred to as the "Initial Period").

The chart below illustrates the days in the Initial Period for a non-regular student:

Class Days	Initial Period Days	Number of Calendar Days in Initial Period
April 28th - 1st scheduled class		1
April 29th	1st Day of Initial Period	2
April 30th	2	3
May 1st	3	4
May 2nd	4	5
May 3rd	5	6
May 4th	6	7
May 5th	7th - Last Day of Initial Period	8
May 6th	Initial Period over - student is eligible to be reviewed for full admission	9

A first-time undergraduate student who notifies the school of the intent to withdraw in person or in writing, or simply stops attending and does not attend classes past the seventh (7th) calendar day following the student's first day of the term or first scheduled class, whichever is later, will be considered a cancellation. The school will refund any monies paid on the student's behalf and will remove any charges from the student's account. All refunds will be made within thirty (30) calendar days of the date of the cancellation.

During a first-time student's Initial Period of Enrollment in an undergraduate program, the student is considered a non-regular student for federal student aid purposes and is not eligible to receive federal, state or any other types of aid during this period.

Please note, a first-time undergraduate student who is receiving military educational benefits may incur a debt with the benefit provider for educational benefits paid if the student cancels within the seventh (7th) calendar day following the student's first scheduled class or does not meet the requirements for admission to the school.

Students who complete the Initial Period of Enrollment will be reviewed for full admission into the school as a regular student on the ninth (9th) respective calendar day (the day after the first calendar day plus seven (7) calendar days). Students are required to meet all school admission requirements and any additional programmatic admission requirements that apply to the student's program of study. Students completing the Initial Period of Enrollment who continue in the educational program will be subject to all student policies back to the first day of the student's first term or first scheduled class day, whichever is later, including the withdrawal, refund and Return to Title IV policy should the student cease attending at a later date.

In order to qualify for aid, students must be a regular student and meet all federal, state, or other types of aid eligibility requirements.

Cancellation Refund Policy Student Examples for Campus-Based Students:

Example 1:

1. Student's first scheduled class is January 5th.
2. Student ceases to attend and his or her last date of attendance is January 9th (the 4th day).
3. Student would no longer be enrolled and would not be eligible for any Title IV, state aid and other aid program funding nor would the student be charged tuition or fees for any portion of his or her Initial Period or for the term.
4. Students receiving military educational benefits may incur a debt with the benefit provider for educational benefits paid.

Example 2:

1. Student's first scheduled class is January 5th.
2. Student remains enrolled and attends class through January 14 (the 9th day), then ceases enrollment and attendance.
3. Student would be charged for the full class amount and his or her refund, if any, would be calculated based on withdrawal on day ten (10) of the class.
4. Student would be eligible for Title IV, veteran's benefits, state aid, and other aid programs, if all other conditions are met for admission and aid eligibility, since the applicant became a regular student after January 11th (the 7th day).
5. Students receiving military educational benefits may incur a debt with the benefit provider for educational benefits paid.

Initial Period of Enrollment and Cancellation Refund Policy for First-Time Undergraduate Students Enrolled in Fully-Online Programs

A first-time undergraduate student is a student who has not previously attended the school in an undergraduate program. A first-time undergraduate student is defined as a student who is not currently enrolled, is not a prior graduate from an undergraduate program, and does not have a prior enrollment in a withdrawn or dismissal status.

For students in graduate programs and undergraduate students who have previously attended please see the Refund of Tuition section of the enrollment agreement and catalog.

South University programs provide all new applicants seeking a first-time enrollment in any fully online undergraduate program of study, an Initial Period of Enrollment. The Initial Period of Enrollment allows first-time undergraduate students the ability to begin classes as a non-regular student, without any financial penalty, to determine if our school and educational program are right for the student. Students who enroll may cancel their enrollment prior to beginning classes or within twenty-one (21) calendar days following the first day of the student's first term.

A first-time undergraduate student who notifies the school in person, in writing, or simply stops attending and does not attend classes past the twenty-first (21st) calendar day following the first day of the term will be considered a cancellation. The school will refund any monies paid on the student's behalf and will remove any charges from the student's account. All refunds will be made within thirty (30) calendar days of the cancellation.

The chart below illustrates the days in the Initial Period for a non-regular student:

Class Days	Initial Period Days	Number of Calendar Days in Initial Period
April 28th - 1st scheduled class		1
April 29th	1st Day of Initial Period	2
April 30th	2	3
May 1st - May 7th	3. 4. 5. 6. 7. 8. 9	4, 5, 6, 7, 8, 9, 10
May 8th - 15th	10, 11, 12, 13, 14, 15, 16	11, 12, 13, 14, 15, 16, 17
May 16th - 19th	17, 18, 19, 20	18, 19, 20, 21
May 20th	21st = Last Day of Initial Period	22
May 21st	Initial Period over - student is eligible to be reviewed for full admission	23

During a first-time student's Initial Period of Enrollment in an undergraduate program, the student is considered a non-regular student for federal student aid purposes and is not eligible to receive federal, state or any other types of aid during this period.

Please note, a first-time undergraduate student who is receiving military educational benefits may incur a debt with the benefit provider for educational benefits paid if the student cancels within the twenty-first (21st) calendar days following the first day of the first term (22nd day), or does not meet the admission requirements to the school.

Students who complete the Initial Period of Enrollment will be reviewed for full admission into the school as a regular student on the twenty-third (23rd) respective calendar day (the day after the first day of the term plus twenty-one (21) calendar days). Students are required to meet all school admission requirements and any

additional programmatic admission requirements that apply to the student's program of study. Students completing the Initial Period of Enrollment who continue in the educational program will be subject to all student policies back to the first day of the student's first term, including withdrawal, refund and Return to Title IV policy should the student cease attending at a later date.

Cancellation Refund Policy Student Examples for Fully Online Programs:

Example 1:

1. The term begins on January 5th.
2. Student ceases to attend and his or her last date of attendance is January 24th (the 19th day).
3. Student would no longer be enrolled and would not be eligible for any Title IV, veteran's benefits, state aid and other aid program funding nor would the student be charged for any portion of his or her tuition or fees for the Initial Period or for the term.
4. Students receiving military educational benefits may incur a debt with the benefit provider for educational benefits paid.

Example 2:

1. The term begins on January 5th.
2. Student remains enrolled and attends class through January 28 (the 23rd day) then ceases enrollment and attendance.
3. Student would be charged for the full class amount and his or her refund, if any, would be calculated based on withdrawal on day twenty-four (24) of the term.
4. Student would be eligible for Title IV, veteran's benefits, state aid and other aid program, if all other conditions are met for admission, since the applicant became a regular student after January 25th (the 21st day).
5. Students receiving military educational benefits may incur a debt with the benefit provider for educational benefits paid.

Refund of Tuition

Tuition charges are based on the total number of credit hours for which a student is enrolled on the first day of classes (as listed in the University calendar), regardless of program. All students will be subject to the institutional refund policy. Students who receive Federal student aid are subject to the Return of Title IV Funds Policy. Refunds or tuition adjustments will be awarded according to the following guidelines:

1. If circumstances prevent matriculation before a student begins attending the University, all tuition charges will be reversed and any payments made will be refunded. A tuition adjustment results when a student officially changes enrollment status (full-time to part-time, part-time to less than part-time or part-time to full time) during the drop/add period. No adjustment will be made for students dropping individual classes after the drop/add period.
2. Refund Policy after Class Start:
If a student has not attended sixty (60) percent of the academic term, the school shall not retain or be entitled to payment for a percentage of any tuition and fees or other educational costs for a session that was scheduled to be taken during the relevant academic term but was not attended because the student withdrew from school prior to the commencement of the session. For example, if a student is enrolled for multiple sessions within the academic term but withdraws completely from school prior to the start of a subsequent session within the academic term, the adjustment of charges based on the student's last date of attendance will be applied to the applicable period of attended session(s) using the session(s) charges and the start date of the first attended session through the end date of the last attended session within the academic term.

Charges for the unattended session(s) after the student's last date of attendance will be reversed if required based on the tuition charge pricing for the reduced academic credits for the term for the Institutional Refund Policy, or State Refund Policy where applicable. The reversal of applicable charges will be completed after the Return of Title IV Policy. For the Return of Title IV, the evaluation period and term charges will include the entire period in which the student registered.

If a student has attended sixty (60) percent of the academic term, the evaluation period and academic term charges include the entire period in which the student registered. The Institutional Refund Policy, or State Refund Policy, where applicable, shall be applied based on the student's last date of attendance in the academic term using the academic term charges and the start date of the first session through the end date of the last session within the academic term. For the Return of Title IV, the evaluation period and academic term charges include the entire period in which the student registered.

3. Richmond and Virginia Beach Virginia campuses only: Rejection: An applicant rejected by South University is entitled to a refund of all monies paid. Three-Day Cancellation: An applicant who provides written notice of cancellation within three (3) business days, excluding weekends and holidays, of executing the enrollment agreement is entitled to a refund of all monies paid, less an application fee of fifty (50) dollars for certain academic programs. Other Cancellations: An applicant requesting cancellation more than three (3) days after executing the enrollment agreement and making an initial payment, but prior to the first day of class is entitled to a refund of all monies paid, less an application fee of fifty (50) dollars for certain academic programs. A student applicant will be considered a student as of the first day of classes.

All refunds must be submitted within forty-five (45) calendar days after receipt of a written request or the date the student last attended classes, whichever is sooner.

Tuition Refunds will be Determined as Follows for Virginia Based Students:

Proportion of Total Course Taught by Withdrawal Date	Tuition Refund
During the Drop/Add Period	100% of tuition cost
After the Drop/Add Period and before the first 25%	75% of tuition cost
25% up to but less than 50%	50% of tuition cost
50% up to but less than 75%	25% of tuition cost
75% or more	No Refund

4. Tuition Refunds will be Determined as Follows for Alabama, North Carolina, and Texas (Austin, High Point, and Montgomery locations), based on the week in which the student withdraws:

Proportion of Total Course Taught by Withdrawal Date:	Tuition Refund
Week 1	75% of tuition cost
Week 2	50% of tuition cost
Week 3	25% of tuition cost
After Week 3	0% of tuition cost

5. Tuition Refunds will be Determined as Follows for South Carolina (Columbia), based on the week in which the student withdraws:

Proportion of Total Course Taught by Withdrawal Date:	Tuition refund for 10 week Program	Tuition Refund for 11 Week Program
Week1	90% of tuition cost	91% of tuition cost
Week 2	80% of tuition cost	82% of tuition cost

Proportion of Total Course Taught by Withdrawal Date:	Tuition refund for 10 week Program	Tuition Refund for 11 Week Program
Week 3	70% of tuition cost	73% of tuition cost
Week 4	60% of tuition cost	64% of tuition cost
Week 5	50% of tuition cost	55% of tuition cost
Week 6	no refund	45% of tuition cost
Week 7	no refund	no refund

6. Tuition Refunds will be Determined as Follows for Georgia (Atlanta and Savannah locations), based on the week in which the student withdraws:

Proportion of Total Course Taught by Withdrawal Date:	Tuition Refund
Up to 5% of term	95% of tuition cost
5%-10% of term	90% of tuition cost
10%-25% of term	75% of tuition cost
25%-50% of term	50% of tuition cost
After 50% of term	0% of tuition cost

7. Tuition Refunds will be Determined as Follows for Florida (Orlando, Tampa and West Palm Beach locations)

Tuition charges are based on the total number of credit hours for which a student is enrolled on the first day of classes (as listed in the University calendar), regardless of program. Refunds or tuition adjustments will be awarded according to the following guidelines:

Students who apply for enrollment into a Florida campus but are rejected or provide written notice of cancellation within three (3) calendar days of executing the enrollment agreement are entitled to a refund of all monies paid. An applicant requesting cancellation more than three (3) calendar days after executing the enrollment agreement and making an initial payment but prior to the first day of class is entitled to a refund of all monies paid.

All refunds must be submitted within thirty (30) calendar days of the determination of the withdrawal date.

Tuition Refunds will be Determined as Follows, based on the week in which the student withdraws:

Proportion of Total Course Taught by Withdrawal Date	Tuition Refund
During the Drop/Add Period	100% of tuition cost
After the Drop/Add Period and before the end of Week 1, if different	75% of tuition cost
Week 2	50% of tuition cost
Week 3	25% of tuition cost
After Week 3	0% of tuition cost

8. South University, Online Programs:

Student Right to Cancel/Buyer's Right to Cancel:

Students in South University's online programs who drop before the start date of the academic term will receive a one hundred (100) percent refund of the total cost of tuition for the academic term. Tuition refunds after the start of an academic term are based on weekly attendance. Fully online students must contact their Academic Counselor to officially withdraw from school. A student will be determined to be withdrawn from the institution if the student violates the University's published attendance policy in all their classes. The withdrawal date is the last date of attendance as determined by the school from its attendance records. All refunds must be submitted within thirty (30) calendar days of the determination of the withdrawal date.

Online and 10 week Ground Based Programs (Excluding FL, GA, VA):

Mid-Quarter Start:

- Students who withdraw during week 1 will receive a 75% tuition refund.
- Students who withdraw during week 2 will receive a 50% tuition refund.
- Students who withdraw during or after the 3rd week will receive a 0% tuition refund.

Quarter Start:

- Students who withdraw during weeks 1 and 2 will receive a 75% tuition refund.
- Students who withdraw during weeks 3 and 4 will receive a 50% tuition refund.
- Students who withdraw during or after the 5th week will receive a 0% tuition refund.

9. Iowa State Refund Policy

Students taking online courses from their home state of Iowa who withdraw from their academic term will receive a prorated academic term refund based on their official last date of attendance (LDA). Tuition charges are based on the total number of credit hours for which a student is enrolled on the first day of classes (as listed in the University calendar), regardless of program. Refunds or tuition adjustments will be awarded according to the following guidelines:

1. If circumstances prevent matriculation before a student begins attending the University, all tuition charges will be refunded.
2. Students who drop during the first two calendar weeks of the academic term will receive a full refund of tuition.
3. Tuition refunds after the first two weeks will be prorated based on the number of days the student failed to complete in the academic term, less a 5% administrative charge.

Example formula for calculating refund:

1. 70 (total # of calendar days in the academic term) $- 24$ (# of calendar days the student completed in the academic term) $= 46$ (# of calendar days the student failed to complete in the school period)
2. $46 \div 70 = 0.66$ (percentage of the academic term that the student failed to complete)
3. $0.66 \times \$5,000$ (tuition charges for the academic term) $= \$3,300$ (amount of refund prior to administrative charges)
4. $\$3,300 \times .95$ (Iowa law allows the school to retain 5% in administrative charges) $= \$3,135$ (tuition charge refund/ reduction owed to the student)

For a student who is a member, or the spouse of a member if the member has a dependent child, of the Iowa national guard or reserve forces of the United States and who is ordered to state military service or federal service or duty, the student shall have the following withdrawal options:

1. Withdraw from the student's entire registration and receive a full refund of tuition and mandatory fees.
2. Make arrangements with the student's instructors for course grades, or for incompletes that shall be completed by the student at a later date. If such arrangements are made, the student's registration shall remain intact and tuition and mandatory fees shall be assessed for the courses in full.
3. Make arrangements with only some of the student's instructors for grades, or for incompletes that shall be completed by the student at a later date. If such arrangements are made, the registration for those courses shall remain intact and tuition and mandatory fees shall be assessed for those courses. Any course for which arrangements cannot be made for grades or

incompletes shall be considered dropped and the tuition and mandatory fees for the course refunded.

10. Maryland State Refund Policy

The Maryland State Refund Policy applies to students who are residents of Maryland. Refunds are made within sixty (60) days from the date of withdrawal or termination. The withdrawal date is the last date of attendance as determined by the school from its attendance records. A Maryland student that withdraws or is terminated after completing only a portion of a course, program, or term within the applicable billing period is as follows:

Online Programs:

Proportion of Total Course, Program, or Term completed as of Date of Withdrawal or Termination	Tuition Refund
Less than 10%	90% refund
10% up to but not including 20%	80% refund
20% up to but not including 30%	60% refund
30% up to but not including 40%	40% refund
40% up to but not including 60%	20% refund
More than 60%	No refund

11. New Mexico Refund Policy

The New Mexico State Refund Policy applies to students who are residents of the state of New Mexico who withdraw from all courses from South University online programs.

Any student signing an enrollment agreement or making an initial deposit or payment toward tuition and fees of the institution shall be entitled to a cooling off period of three business days from the date of agreement or payment or from the date that the student first visits the institution, whichever is later. During the cooling off period, the agreement can be withdrawn and all payments shall be refunded. Evidence of personal appearance at the institution or deposit of a written statement of withdrawal for delivery by mail or other means shall be deemed as meeting the terms of the cooling off period.

Following the cooling off period but prior to the beginning of instruction, a student may withdraw from enrollment following the cooling off period, prior to submission by the student of any lesson materials and effective upon deposit of a written statement of withdrawal for delivery by mail or other means, and the institution shall be entitled to retain no more than one hundred (100) dollars or five (5) percent in tuition or fees, whichever is less, as registration charges.

A student may withdraw after beginning instruction or submitting lesson materials, effective upon appearance at the institution or deposit of a written statement of withdrawal for delivery by mail or other means. The institution shall be entitled to retain, as registration charges, no more than one hundred (100) dollars or five (5) percent of tuition and fees, whichever is less. Additionally, institutions are eligible to retain tuition and fees earned at a pro-rata amount according to the following schedule, based on the date of student withdrawal as a percentage of the enrollment period for which the student was obligated. The withdrawal date is the last date of attendance as determined by the school from its attendance records:

Online Programs:

Schedule	Refund Amount
On first class day	0%
After first day and within 10%	10%
After 10% and within 25%	50%
After 25% and within 50%	75%
50% or thereafter	100%

Upon request by a student or by the department, the institution shall provide an accounting for such amounts retained within five (5) business days of the request.

Tuition and fee refunds will be made within thirty (30) calendar days of the institution receiving written notice of a student's withdrawal or of the institution terminating enrollment of the student, whichever is earlier.

12. Ohio State Refund Policy

Residents of Ohio who apply for enrollment at South University but are rejected or provide written notice of cancellation within five (5) calendar days of executing the enrollment agreement are entitled to a refund of all monies paid. An applicant requesting cancellation more than five (5) calendar days after executing the enrollment agreement and making an initial payment but prior to the first day of class is entitled to a refund of all monies paid.

All refunds will be submitted within thirty (30) calendar days of the determination of the withdrawal date. Refunds are calculated based on the student's last date of attendance or participation in an academic activity.

Online Programs

Refunds for Tuition and Refundable Fees will be determined as Follows:

Calendar Week	Tuition Refund
Withdrawal during the first full week	75% of tuition and refundable fees
Withdrawal during the second full week	50% of tuition and refundable fees
Withdrawal during the third full week	25% of tuition and refundable fees
Withdrawal after the third full week	No tuition or refundable fees refund

13. Wisconsin State Refund Policy

The Wisconsin State Refund Policy applies to students who are residents of the state of Wisconsin who withdraw from all courses from South University. The enrollment agreement is a legally binding contract upon acceptance of the student by the school unless the student cancels the enrollment agreement within three business days of acceptance by the school day cancellation period.

A student who withdraws or is dismissed after the three (3) business day cancellation period, but before completing sixty (60) percent of the potential units in the current enrollment period, shall be entitled to a pro rata refund, as calculated below, less any amounts owed by the student for the current enrollment period. Pro rata refund shall be determined as the number of units remaining after the last unit completed divided by the total number of units in the enrollment period, rounded downward to the nearest ten (10) percent. The withdrawal date is the last date of attendance as determined by the school from its attendance records. Pro rata refund is the resulting percent applied to the total tuition and other required costs paid by the student for the current enrollment period.

The school will make every effort to refund prepaid amounts for books, supplies and other charges unless the

student has consumed or used those items and they can no longer be used or sold to new students, or returned by the school to the supplier.

The school will issue refunds within forty (40) calendar days of the effective date of termination. A written notice of withdrawal is not required. The student is considered withdrawn from the school if the student fails to attend classes, utilize instructional facilities, or submit lessons, without providing an explanation to the school regarding the inactivity for fifteen (15) calendar days.

No refund is required for any student who withdraws or is dismissed after completing sixty (60) percent of the potential units of instruction in the current enrollment period unless a student withdraws due to mitigating circumstances, which are those that directly prohibit pursuit of a program and which are beyond the student's control.

Cancellation Privilege:

A student shall have the right to cancel enrollment for a program not exempted until midnight of the third (3rd) business day after written and final receipt of notice of acceptance from the school.

The student will receive a full refund of all money paid if the student cancels within the three (3) business day cancellation period; the student accepted was unqualified and the school did not secure a disclaimer; the school procured the student's enrollment as the result of false representations in the written materials used by the school or in oral representations made by or on behalf of the school. The school will issue refunds within three (3) days of cancellation.

Adjustments of the Tuition and Fee Charges before Attending Any Units of Instruction but after the three (3) Day Cancellation Period:

One hundred (100) percent refund less a one-time application fee of \$50.

Online Programs

Adjustment of Charges after Completing:

At Least	But Less Than	Refund of Tuition
1 unit/calendar day	10%	90%
10%	20%	80%
20%	30%	70%
30%	40%	60%
40%	50%	50%
50%	60%	40%
60%	no refund	no refund