


**ALLEN COLLEGE – UNITYPOINT HEALTH  
STANDARD OPERATING PROCEDURE**

Supersedes: 11/94, 07/96, 02/00, 06/02, 10/05,  
12/10, 10/15, 09/16, 07/17,  
08/18

No: 2-R-800B-01  
Last Review Date: October 2019  
Required Review Date: December 2022  
Administrative Unit: Student Services  
Revised by: Financial Aid Director

Approved By:   
Jared Seliger, PhD, CNMT  
President

**SUBJECT:** Refund and Repayment Policy

**PURPOSE:** To identify any refund and/or repayment due as a result of a student's partial or complete withdrawal from school.

**EFFECTIVE FOR:** Students, faculty, staff, Financial Aid Director

**POLICY:** Any unearned amount of institutional charges and federal financial aid must be returned to the SFA program, other sources of aid, or the student as a refund, as defined by federal, state and institutional regulations.

The student must repay any unearned direct loan disbursement amount to the Direct Loan Servicing Center according to the terms of the loan.

**PROCEDURE:**

**ALL STUDENTS**

1. Students must follow established procedures noted in the student handbook for complete withdrawal from school.
2. No refund of tuition or fees shall be authorized if a student has as outstanding indebtedness or is dismissed for misconduct or violation of UnityPoint Health – Waterloo (Allen Health System) or Allen College policies.
3. Tuition and refundable fees will be credited to students' accounts according to the most current Allen College policy as listed below. Federal financial aid will be adjusted according to the Return of Title IV funds policy requirements.

4. State and institutional financial aid, tuition, and fee adjustments for withdrawal of classes will be adjusted as follows:
  - 100% during the first two weeks of the traditional semester.
  - 50% during the third week of the traditional semester.
  - 0% after the third week of the traditional semester.See the academic calendar for courses less than 16 weeks in length.

#### **WISCONSIN STUDENTS IN ONLINE PROGRAMS**

5. Wisconsin residents enrolled in any online program at Allen College will have their tuition, fees, and financial aid adjusted as follows if they choose to withdraw from any classes: Tuition, refundable fees, and financial aid will be adjusted according to the required Wisconsin code. This includes adjusting costs and federal and state aid based on the number of days attended in the semester up to the 60% point of the course. Once a student has completed 60% of the semester, the student has earned 100% of their financial aid and no adjustment will be made to tuition, refundable fees, or financial aid.

#### **MILITARY REFUND POLICY**

6. To qualify to be considered for the military refund policy options under Iowa Code §261.9(1)(g), the student must be a member, or the spouse of a member if the member has a dependent child, of the national guard or reserve forces of the United States and who is ordered to national guard duty or federal active duty. Those eligible students may:
  - a. Withdraw from the student's entire registration and receive a full refund of tuition and mandatory fees; OR
  - b. 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; OR
  - c. 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.
  - d. Allen College returns any unearned tuition assistance (TA) funds on a proportional basis through at least the 60% portion of the period for which the funds were provided. Unearned funds are returned based upon when a student stopped attending. In instances when a Service member stops attending due to a military service obligation, Allen College will work with the affected Service member to identify solutions that will not result in student debt for the returned portion.
    - i. If a student receiving TA funds withdraws for a non-military reason, the following schedule will be followed in returning their TA funds.
      - Before or during weeks 1-2: 100% returned
      - Weeks 3-5: 75% returned

- Weeks 6-9: 50% returned
- Weeks 10-16: 0% returned (60% completed)

**REFUND AND REPAYMENT POLICY  
STUDENTS WITH FINANCIAL AID**

7. For each student who completely withdraws, the most recent Return of Title IV aid requirements will be used. Refunds to students will be made only after federal, state, and institutional aid has been adjusted. Repayments will be requested from students when they receive unearned financial aid disbursements. Disbursements can become unearned if the student completely withdraws from school before the 60% point of the enrollment period for which the disbursements are made.
8. Changes in the Allen College withdrawal procedure will be published and distributed to students.
9. Allen College shall refund each aid program the amount that is due within 30 days after the date of the student's complete withdrawal from school.
10. Federal PELL grant adjustments for partial withdrawal or the addition of classes will not be done after the 2nd week of each semester, or the published add/drop deadline as published in the official academic calendar.
11. Examples of refund and repayment calculations are available to students in the Financial Aid Office upon request.